

## CITIZEN'S CHARTER : AO GEs OFFICE

1. The aim / purpose of this charter is to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. This office is also committed to render efficient audit services to ensure public accountability. We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

**Mission Statement-** We strives to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

**Our Mission & Vision-** We strive to be a recognized component in Ministry of Defence's financial resources management, by consistently delivering first-class services, solutions and products. This office has adopted a vision that challenges us to build upon past accomplishments to reach higher.

**Quality Policy-** The Defence Accounts Department is committed to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. It is also committed to render efficient audit services to ensure public accountability.

2. The services delivered by this office are as follows:

Sl. No.	Broad description of functions
1.	Scrutiny of Contract Agreement
2.	Auditing, accounting and payment of RAR's
3.	Auditing and accounting of final bills in respect of contractors
4.	Audit of Deviation Order/ work order
5.	Vetting of Supply Orders / Job Orders
6.	Credit verification of Stores purchased locally
7.	Scrutiny and payment of Supply Orders for local purchase
8.	Scrutiny and payment of Job Orders for local purchase
9.	Checking of work requisition in r/o Term Contract (TC)
10.	Scrutiny and payment of Term Contracts bill (T. C. Final Bill)
11.	Audit and payment of Electricity Bills
12.	Audit and payment of Telephone Bills
13.	Reimbursement of Telephone Bills
14.	Audit and Payment of Legal Fee Bills
15.	Sales Tax Bill
16.	Labour Welfare Cess Bill
17.	Payment on Hand Receipts for procurement of petty stationery etc.
18.	Payment on Hand Receipts for procurement of advertisement bills etc.
19.	Outstanding Demands against contractors
20.	Pay and Allowances in respect of Industrial personnel
21.	DA Arrears
22.	Calculation of Income Tax and deduction at source of Industrial Personnel
23.	GPF schedules forwarding/updating in 'Nidhi'
24.	NPS uploading and remittance to NSDL
25.	Reimbursement of Children Education Allowance
26.	GPF Advance/Final withdrawal : Payment of
27.	Sanction of Leave encashment on retirement
28.	Sanction of Leave encashment on LTC
29.	Fixation of Pay under RPR-2016 (7 <sup>th</sup> CPC)
30.	Supplementary bills i.e., Immediate Relief / CGEGIS
31.	Maintenance of Demand Registers
32.	Pension Cases (Fwd of Pension paper to PCDA(P) for endorsement through DDO

33.	Maintenance of Library, Keeping all the books of Regulations etc.
34.	Payments of AMC charges as per terms of the Contract
35.	Audit of sub-divisions account : Half Yearly
36.	Generation of Punching Medium
37.	Preparation of Schedule III
38.	Diarizing and distribution of dak
39.	Watching expenditure against allotment
40.	Vetting of Construction Account CR part A & B
41.	Vetting of Monthly Expenditure Return
42.	Scheduling of CP Vouchers / PBD Vouchers
43.	Adjustment of CP Vouchers / PBD Vouchers
44.	Raising and adjustment of TBO
45.	Vetting of Cheque on a/c of day to day payments
46.	Releasing of BGB / Additional Security etc.
47.	Work related to allotment of accommodation
48.	Scrutiny and submission of Occupation / Vacation Return
49.	Preparation of Rent Bills in respect of Government servants/ Army officers/ OR's
50.	Preparation of Rent Bills in respect of Private Parties
51.	No Demand Certificate
52.	Watching acknowledgement of rent bill
53.	Generation and submission of Report & Returns

**3 Details of Clients/Citizens: Garrison Engineer / Contractors/ Suppliers.**

4. Our aim is to achieve the following service delivery/quality parameters:

Sl. No	Nature of Service	Service delivery standard, quality		Time frame	Name and contact number of the dealing officer
		Process involved	Documents required		
1.	Scrutiny of Contract Agreement	Scrutiny of Contract Agreement wrt lowest quote, agreement clauses, water and electricity charges, deviation, acceptance, Technical Sanction, Administrative Approval etc.	Contract Agreement along with all connected documents in duplicate, acceptance letter, Technical Sanction, Administrative Approval, Amendment to rates if any etc.	07 days	Concerned AO GE.
2.	Auditing, accounting and payment of RAR's	Auditing and payment of RARs	Contract Agreement, RARs, Measurement Books, SSR rates, Escalation statement with base year, DOs and availability of funds.	02 days	do
3.	Auditing and accounting of final bills in respect of contractors	Forwarding of final bill to the Main Office duly checked for pre audit and passed.	Contract Agreement, Final Bill (Disputed/ Undisputed part) in duplicate,	7 days (Working days)	do

			Measurement Book , SSR rates, Escalation statement with base year, dummy RARs, Dos, completion certificate, defect rectification certificate, no claim certificate, returning of classified documents certificate, demolition statement, recovery statement and availability of funds etc.		
4.	Audit of Deviation Order	Linking of DOs with 1(P)	1 (P), DOs and add back details.	4 days (Working days)	do
5.	Vetting of Supply Orders / Job Orders	To verify demand, sanction, lowest quote and code head to which expenditure is to be booked.	Supply Orders, technical sanction and availability of funds.	4 days (Working days)	do
6.	Credit verification of Stores	To verify that the stores have been taken on charge.	Receipt Voucher and MB.	1 day	do
7.	Scrutiny and payment of Supply Orders through e-procurement (GeM)	Audit of supply orders for making payment.	Approved supply order, cash memo in duplicate, Technical sanction and availability of funds.	2 days (Working days)	do
8.	Scrutiny and payment of Job Orders	Audit of job orders for making payment.	Approved job order, Invoice in duplicate, Technical sanction, MB and availability of funds.	2 days (Working days)	do
9.	Checking of work requisition	Scrutiny and processing of work requisition	Approved copies of work requisition and SSR Rates.	2 days (Working days)	do
10.	Scrutiny and payment of Term Contracts bill	Processing of Term Contract bill	Sanctioned copy of requisition, availability of funds.	2 days (Working days)	do
11.	Audit and payment of Electricity Bills	Processing of electricity bill	Electric bill issued by the Electricity Board, availability of funds and supporting documents.	2 days (Working days)	do

12.	Audit and payment of Telephone Bills	Processing of telephone bill	Telephone bill, availability of funds, and supporting documents.	2 days (Working days)	do
13.	Reimbursement of Telephone Bills	Examination and processing of telephone bill as per condition given under-328, 330 g, 330 h of FR I Vol I, and Para 24 of Govt letter dt.10.04.07	Telephone bill, availability of funds, and supporting documents to fulfill the conditions.	2 days (Working days)	do
14.	Audit and Payment of Legal Fee Bills	Examination and processing of Legal Fee Bill.	Scrutiny of bill wrt instructions issued, original invoice, certificate from competent authority regarding effective/non-effective hearing, availability of funds, connected documents etc.	4 days (Working days)	do
15.	Sales Tax Bill	Processing and examination of Sales Tax Bill	Hand Receipt, compiled amount in respect of Sales Tax	1 day	do
16.	Labour Welfare Cess Bill	Processing and examination of Labour Welfare Cess bill	Hand Receipt, compiled amount in respect of Labour Welfare Cess	1 day	do
17.	Payment on Hand Receipts for procurement of petty stationery, etc.	Examination of Hand Receipts	Certificate issued by the competent authority regarding urgency, availability of funds and supporting documents	1 day	do
18.	Payment on Hand Receipts for advertisement bills etc.	Scrutiny of processing of Hand Receipt	Invoice, cutting of news paper showing advertisement, availability of funds. Claims are admitted as per the guidelines issued by the DAVP regarding deduction of agency commission	4 days (Working days)	do

19.	Outstanding Demands against contractors	Maintenance of outstanding demand respecting industrial employees and third parties.	Demand letters From various agencies.	4 days (Working days)	do
20.	Pay and Allowances in respect of Industrial personnel	Preparation of monthly pay bills of industrial employees posted/ proforma strength of the Office of G.E .	Pt II O.O, Joining report, request for provisional payment, LPC in respect of Transfer in	Monthly basis	do
21	DA Arrears	Preparation of DA Arrear bills of industrial employees posted/ proforma strength of the Office of G.E.	Orders from Ministry of finance	3 days (Working days)	do
22.	Calculation of Income Tax	Calculation of income tax to ensure the correct deduction of tax.	Request of Official and/or details of total earnings for deduction of Income tax and documents in support of savings	As per schedule	do
23.	GPF schedules	GPF subscription Recovered from pay & Allowances and withdrawal/Advance from GP Fund during the months is intimated to CDA(funds) Meerut	GPF Schedules generated from Pay Bill, Debit/Credit Schedules based on withdrawal /Advance/subscript ion ,PM and compilationS.	7 days (Working days)	do
24.	NPS uploading and remittance to NSDL	NPS subscription Recovered from pay & Allowances is uploaded and remitted	NPS schedules generated from pay Bill and PM.	Monthly	do
25.	Reimbursement of Children Education Allowance	Verification of family details from Service records	Applications in prescribed form, dependent certificate and original receipts for CEA	3 days (Working days)	do
26.	GPF Advance/Final withdrawal	Submission of such applications along with copy of sanction letter of the Competent Authority audit.	Application in the Prescribed proforma and sanction letter along with supporting documents	3 days (Working days)	do
27.	Payment of Leave encashment on retirement	Verification of balance of earned leave/HPL of Official superannuating and Voluntary retirements	Pt. II O.O notifying casualty and service book	4 days (Working days)	do

28.	Payment of Leave encashment on LTC	Verification of balance of earned leave/HPL of Official	Application of Official, Pt. II OO and service book	4 days (Working days)	do
29.	Fixation of Pay	Pay fixation on promotion, pay revision, MACP etc	PT. II O.O notifying the causality , service book and connected documents	10 days (Working days)	do
30.	Supplementary bills i.e., Immediate Relief / CGEGIS	Preparing bills on receipt of sanctions in r/o immediate relief/application of CGEGIS.	Application from family member of the deceased for immediate relief/application of CGEGIS, service book, CGEIS 1980 Table of benefits and connected documents.	Same day/ 4 days (Working days)	do
31.	Maintenance of Demand Registers	Updating of Demand registers by posting entries regarding monthly recoveries from the Pay and allowances and RARs/Bills.	Demand Register, Pay bill and demand received from various offices.	7 days (Working days)	do
32.	Pension Cases	After receipt of application for pensionary benefits Data Sheet, Calculation sheet are prepared and forwarded the same with relevant documents to PCDA (P) Allahabad for issuing of PPO.	Individual Application IAFA - 356 Calculation sheet Pt. II O.O notifying casualty and service book	4 days (Working days)	do
33.	Maintenance of Library, Keeping all the books of Regulations etc.	Books received from Main Office are taken on charge.	Receipt voucher and list of books received from Main Office and Register of Books	On requirement basis	do
34.	Payments of AMC charges as per terms of the Contract	Linking of service reports/ satisfactory reports Scrutiny of the bill as per the terms of the contract. Obtaining financial sanction of the competent authority.	Copy of the contract, Service report, Satisfactory report, Original Bill, Original financial sanction, AMC Bill, & RVs if required.	15 working days after receipt of all documents duly completed in all respect.	do
35.	Audit of sub-divisions	Audit of auditable document	List of auditable documents, Ledgers, Registers, Issue Vouchers, Receipt Vouchers, Baby	Half Yearly / As per programme	do

			Indents and all connected documents etc.		
36.	Generation of Punching Medium.	Forwarding of Punching Medium to Accounts & EDP Sections of the o/o the PCDA (SWC) JAIPUR	Paid voucher and Punching Medium	As per approved schedule	do
37.	Preparation of Schedule III	Verify the correctness of entries wrt punching medium, cheque amount and passed vouchers before submission to the Accounts section of the o/o the PCDA (SWC) JAIPUR	Punching Medium, Schedule III and connected documents	26 <sup>th</sup> of month or next date of closing of month's account	do
38.	Diarising and distribution of dak	Incoming dak received from post office and various local offices is sorted out task holder-wise and delivered to concerned task holder after obtaining the receipt. Outgoing Dak is entered in Dak Register and handed over to R&D section of GE office for dispatch.	Incoming Dak received from post office and various local offices and outgoing Dak of this office.	By next working day.	do
39.	Watching expenditure against allotment of fund	Information sought from the executives and funds received from Chief Engineer / Commander Works Engineer	Allotment letters, expenditure booked report and connected documents	As per guidelines received from o/o the PCDA (SWC) JAIPUR	do
40.	Vetting of Construction Account/ completion report Part A & B	To verify that amount booked in PM tallies with the details shown in construction Account	Punching Medium, construction account and connected documents	By next working day to the closing date of the month	do

41.	Vetting of Monthly Expenditure Return	Reconciliation between amount booked in Punching Medium, Construction Account and Monthly Expenditure Account	Punching Medium, Transfer Entry Register, Construction Account, MER and connected documents	Within two days from receipt of MER from the GE office	do
42.	Scheduling of CP Vouchers / PBD Vouchers	On receipt of CP vouchers / PBD vouchers, the same are scheduled to the concerned subdivisions for their acceptance	CP vouchers / PBD vouchers	Within two-three days from receipt of vouchers	do
43.	Adjustment of CP Vouchers / PBD Vouchers	On receipt of acceptance from the concerned subdivisions, amount of the voucher is booked through TE Register and punching medium in appropriate code head	Voucher, acceptance certificate and availability of funds under concerned code head	Within two-three days from receipt of accepted vouchers but before closing of months account	do
44.	Raising and adjustment of TBO	Process to raise and adjust the internal transfer of stores within the MES as ordered by the competent authority through generating punching medium	Order of competent authority in support of transfer of stores, RVs, funds under relevant code head and connected documents	Within month but before closing of financial year	do
45.	Vetting of Cheque	Vetting of cheque to certify the correctness of cheque amount and payee details as per passed voucher	Passed voucher and cheque	As received	do
46.	Releasing of BGB / Additional Security etc.	Processing of case after completion of work to release the retained money	No objection certificate, Completion certificate, copies of paid bills and connected document	07 days	do



47.	Work related to allotment of accommodation	Scrutiny of allotment of accommodation letter to see that the accommodation allotted is according to the scale to which officer is entitled , accommodation is occupied within 10 days from the date of allotment, agreement is executed on the lines notified by the Ministry of Defence from time to time (in respect of private party) etc.	Allotment of accommodation letter, copy of agreement and connected documents etc.	Monthly	do
48.	Scrutiny and submission of Occupation / Vacation Return	Scrutiny of occupation/vacation return to verify that the complete details of the building and officer is shown therein, return is signed by the competent authority and all relevant columns of return are properly filled in before sending this to the concerned PAO	Occupation and / or vacation return, Revenue ledger, allotment letter and connected documents	15 days	do
49.	Preparation of Rent Bills in respect of Government employee/Army officers/OR's	Process regarding preparation of license fee bills with reference to Occupation/Vacation return and Return of Recoveries etc through project Bhawan.	Occupation/Vacation return, Return of Recoveries, Revenue ledger and connected documents	20 working days after receipt of all documents duly completed in all respect.	do
50.	Preparation of Rent Bills in respect of Private Parties	Process regarding preparation of license fee bills with reference to Occupation/Vacation return and Return of Recoveries etc.	Occupation/Vacation return, Return of Recoveries, Revenue ledger and connected documents	20 working days after receipt of all documents duly completed in all respect.	do

51.	No Demand Certificate	Process to issue the NDC to the official in case of discharge or death case	Four copies of NDC, return of recoveries up to date and revenue / NDC ledger with connected documents	Up to 2 working days after receipt of all documents duly completed in all respect.	do
52.	Watching acknowledgment of rent bill	Process to watch the receipt of acknowledgment of rent bills by this office from the PAO of the official and receipt of MROs in respect of private parties	Acknowledgement issued by the PAO or MROs	Weekly	do
53.	Generation and submission of Report & Returns	Generation of requisite reports and returns for submission to the competent authority, details are also obtained from Sections of the GE Office as & when required	Information and data received from various offices, ledgers/registers/files/connected documents etc. maintained in the office	As per schedule/ administrative requirement	do