

**Principal Controller of Defence  
Accounts (SWC), Khatipura Road,  
Jaipur**

**CITIZENS'/CLIENTS' CHARTER**

## **Citizens' Charter – Principal Controller of Defence Accounts (SWC), Jaipur (For DAD Employees)**

1. The aim/purpose of this charter is to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. Defence Accounts Department 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 strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

**Our Mission & Vision** – DAD strives to be a recognized leader in Ministry of Defence's financial resources management, by consistently delivering first class services, solutions and products. The Department 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 rendered by the various sections of this office are as follows :

S. No.	Group/Section	Board description of functions
1	Admin I	<ol style="list-style-type: none"> <li>1 . All matters concerning Group 'C' employees Viz. Recruitment, Promotions, transfers &amp; Resignation.</li> <li>2 . Permission under CCS Conduct Rules</li> <li>3 . Disciplinary matters</li> </ol>
2	Admin II (House Keeping)	<ol style="list-style-type: none"> <li>1. maintainnace of office building inculding DAD Accomodation</li> <li>2. Allotment of DAD Accomodation to DAD emplyee corospondance regarding allotment of CPWD Accomodation.</li> <li>3. Payment of bills regarding- news Paper, Telephone Postal expenditure inculding sub-office.</li> <li>4. Maintenance of store .</li> <li>5. DAD works project related</li> <li>6. Hot/Cold weather procurement and supervision of hot/Cold weather works.</li> <li>7. Budget DAD projects, preparation,control,monitoring and forwarding to CGDA.</li> <li>8. Preparation of Annual Maintenance programme in respect of DAD residential complex and all related correspondence.</li> <li>9. all work related DAD guest house(maintaincance, allotement ) and adjustment of revenue received from DAD guest house .</li> <li>10. prepare, control and monitoring of office contingency budget.</li> </ol>
3	Admin-III	<ol style="list-style-type: none"> <li>1. As a nodal office in Jaipur, handling of CAT/Court case pending against</li> </ol>

		<p>the Department before various court in Jaipur wherein DAD is impleaded. as one of the respondents. The work includes :-</p> <ol style="list-style-type: none"> <li>I. liaison with Govt. Counsel for the briefing cases as &amp; when required,</li> <li>II. handing-over of requisite documents to Govt. Counsel,</li> <li>III. obtaining OAs/Draft Replies/Court orders from Govt. Counsel for handing-over to the offices/sections concerned for necessary action.</li> </ol> <ol style="list-style-type: none"> <li>2. Pre-audit and passing of Govt. Counsels bill for various cases filed in courts.</li> <li>3. Misc. Expenses in respect of cases pending before High Court.</li> <li>4. Reply of RTI applications /appeals in time including watching and obtaining inputs from different sections, reporting etc.</li> <li>5. Leave :- Regularization of every kind of leave and Part-II publication of Office Order for EL/CML/ML/PL/CCL other leave etc. (Basis MLS)</li> <li>6. Pension calculation of retiring personal and calculations of review data sheet, issue of Id card to serving and retired officials of DAD etc.</li> <li>7. ALL works relating to APAR.</li> <li>8. Vigilance : All work relating to Vigilance section including reporting etc,</li> <li>9. Maintenance of Service Book, making entries in service book, audit of service book by LAO, Sending/receipt of service book on transfer etc.</li> </ol>
4	Admin Pay	1. This section is responsible for payment of all pay and allowance

		<ol style="list-style-type: none"> <li>2. Audit of TA/DA claims, LTC claims &amp; Medical claims</li> <li>3. Pay fixation consequent on promotion, revision of scales, MACP etc.</li> <li>4. Calculation of Income Tax, preparation and issue of form-16</li> <li>5. All Supplementary bills i.e. Honorarium/Immediate Relief/CGEIS, Reimbursement of CEA/DA/Arrears/Provisional payments in respect of transfer in cases.</li> <li>6. Sanction of leave encashment on retirement and LTC</li> <li>7. GPF Advances/ Final Withdrawal</li> </ol>
5	Transportation	<ol style="list-style-type: none"> <li>1. Audit/PT and passing of TADA/LTC. TADA advances as well as final claim pertain to Non DAD civilians.</li> <li>2. Maintenance of Audit cum demand register and watch over the outstanding advance.</li> </ol>
6	Internal Audit	<ol style="list-style-type: none"> <li>1. Approval of LACR,IRCR,LAP,IPR, Rendition of final audit report in respect of loss statement.</li> </ol>
7	O&M	<p>The following areas of works are:-</p> <ol style="list-style-type: none"> <li>1. Study of various sections in order to achieve economy and efficiency in all areas of work.</li> <li>2. To carry out, on behalf of PCDA/CDA, periodical inspection of various sections in Main Office &amp; Sub Office under its Jurisdiction.</li> <li>3. Reply and disposal of inspection report received from CGDA.</li> <li>4. Organize various in-house training program for the staff of Main Office</li> <li>5. Nomination of officers/personnel for training at RTC, Meerut and other</li> </ol>

		<p>training centers as per slots availability. Deal with all training related correspondence.</p> <ol style="list-style-type: none"> <li>6. Deal with Complaints received from CGDA HQ, CPGRAM and directly in PCDA Office</li> <li>7. Preparation of Charter Of Duties of main office and sub offices</li> <li>8. Re-examination of work load of main office and sub office with reference to strength (For strength revision).</li> <li>9. With direction by HQ office (CGDA) minutes of Controllers conference meeting, circulation/ implementation and an Action Taken Report to be intimated to HQ office (CGDA)</li> <li>10. As per HQ CENTRAD direction Half yearly CTC meeting organization and report to be render to HQ office.</li> <li>11. Organised Training and Development week.</li> <li>12. To Organised DFMC for Army Officers as per instructions issued by CGDA CENTRAD.</li> </ol>
8	Audit of Sanction	<ol style="list-style-type: none"> <li>1. This Cell has been entrusted to carry out Audit of Sanction Cell in r/o sanctions accorded by CFA /Lower than GOI, in r/o Bills pertaining to M section and Store Contract section .</li> </ol>
9	EDP	<ol style="list-style-type: none"> <li>1. प्रतिदिन AOGE कार्यालय से प्राप्त PM (Sectional Compilation) को मुख्यालय कार्यालय को भेजना । प्रेषित PM के आधार पर प्रति माह मुख्यालय कार्यालय से प्राप्त Sectional Compilation एवं RDR को मुख्य कार्यालय व उप कार्यालय को भेजना ।</li> <li>2. कार्यालय में चल रहे प्रोजेक्ट टुलिप को सुचारू रूप से चालू रखना व समस्याओं का समाधान करना तथा उप कार्यालय में चल रहे प्रोजेक्ट भवन का सुचारू रूप से संचालन करना ।</li> <li>3. कार्यालय में कम्प्युटर हार्डवेयर का कार्य सुचारू रूप से संचालन करने के लिए <b>AMC</b> के माध्यम से देख भाल</li> </ol>

		4. आयकर की कटौती को संबंधित <b>DDO</b> के <b>TAN</b> में <b>Compile</b> करना । प्राप्त आदेशों एवं पत्रों को कार्यालय की वेबसाइट पर अपलोड करना ।
10	Pay Section	<ol style="list-style-type: none"> <li>1. To Audit and Payment of regular salary and arrears of pay, CEA and allowances as per entitlements in r/o Basic staff of Defence civilians (MES).</li> <li>2. To maintain all necessary records and complete in all respects correct so as to ensure that service benefits of employees are correctly paid on due dates.</li> <li>3. Verification of DATA Sheet, Pension documents and onward submission to Sanctioning Authorities .</li> </ol>
11	Pay Medical section	<ol style="list-style-type: none"> <li>1. Audit and Passing of Medical Reimbursement Claims of Defence Civilians of various units of Army &amp; MES units under audit jurisdiction of PCDA (SWC) and related correspondence and DV register maintenance.</li> <li>2. Maintenance of Payment Authority register &amp; file.</li> <li>3. Maintenance, sorting and storing of DVs after payment of medical reimbursement claims.</li> <li>4. Work related to Sectional Compilation report.</li> <li>5. Forwarding of Punching medium of passed claims to corresponding LAO/AOGE.</li> <li>6. Weekly/Monthly/Quarterly/Half yearly/Annual Report correspondence Granting of Medical Advance and keeping track of recovery of same.</li> </ol>
12	Pay Tec section	<ol style="list-style-type: none"> <li>1. Fixation of Pay on promotion/MACP/ACP in r/o Defence civilians (Non-industrial staff &amp; officer) of MES units &amp; Army units under audit jurisdiction of PCDA(SWC) Jaipur.</li> <li>2. Circulation of letters issued by CGDA, Delhi Cantt and forwarding of</li> </ol>

		<p>related reports.</p> <ol style="list-style-type: none"> <li>3. Clarification on matters of service rules &amp; regulations.</li> <li>4. Correspondence related to pay fixation and Court cases/RTI Issue of Part-I Office Orders of important rules and regulation as circulated/ordered by CGDA</li> </ol>
13	Fund cell	<ol style="list-style-type: none"> <li>1. Rendition of monthly GPF data to CDA (Fund) Meerut.</li> <li>2. Forwarding applications of GPF subscribers in r/o correction/amendment of their nomination/date of birth related GPF details to CDA(Fund)Meerut cantt.</li> <li>3. Distribution of CCO-9 received from CDA (fund) Meerut to concern unit.</li> <li>4. Rectification of discrepancies in GPF account of the individuals</li> <li>5. Timely uploading of NPS subscription to NSDL on monthly basis.</li> <li>6. Forwarding of application for new PRAN generation.</li> <li>7. Amendment in NPS detail of subscribers.</li> <li>8. Forwarding the exit withdrawal claim of NPS subscriber to NSDL.</li> <li>9. Handling with discrepancy in NPS cases.</li> </ol>
14	Hindi cell	<ol style="list-style-type: none"> <li>1. वार्षिक मूल्यांकन रिपोर्ट मंत्रालय/नराकस को भेजना ।</li> <li>2. राजभाषा नियम 10(4) के अंतर्गत कार्यालयों को भारत के राजपत्र में अधिसूचित करवाना</li> <li>3. हिन्दी शिक्षण, हिन्दी टंकण एवं हिन्दी आशुलिपि प्रशिक्षण पूरा करवाना</li> <li>4. शील्ड रिपोर्ट तथा चल वैजयंती – स्थानीय अनुभागों के लिए</li> <li>5. हिन्दी दिवस / पखवाड़ा / मास का आयोजन – विभिन्न प्रतियोगताओं का आयोजन</li> <li>6. गृह मंत्रालय, राजभाषा विभाग से जारी वार्षिक कार्यक्रम में दिये कार्यों एवं लक्ष्यों को वित्तीय वर्ष में प्राप्त करना और अधीनस्थ कार्यालयों से करवाना</li> <li>7. संसदीय राजभाषा समिति का निरीक्षण – मौखिक साक्ष्य / प्रत्यक्ष निरीक्षण</li> </ol> <p>8. राजभाषा संबंधी निरीक्षण का कार्य –</p>



		<p>(1) अधीनस्थ कार्यालय – 25%</p> <p>(2) अधीनस्थ अनुभाग – 25%</p> <p>(3) अन्य संगठन के कार्यालयों का निरीक्षण महानियंत्रक कार्यालय के आदेशानुसार करना और निरीक्षण रिपोर्ट भेजना , अनुवर्ती कार्यवाही सुनिश्चित करवाना</p> <p>9. हिन्दी कक्ष के पुस्तकालय में पुस्तकों का रख रखाव – कार्यालय के अधिकारियों /करमचारियों को पढ़ने हेतु पुस्तके देना उनकी खरीद इत्यादि कार्य</p> <p>10. राजभाषा कार्यान्वयन समिति की बैठकों का आयोजन –इस कार्यालय में कार्यालय अध्यक्ष की अध्यक्षता में हर तीन माह में एक राजभाषा बैठक का आयोजन किया जाता है, मुख्य कार्यालय जिसमे कार्यालय के अनुभागों द्वारा किए गए हिन्दी कार्यों की चर्चा की जाती है</p> <p>11. अधीनस्थ कार्यालयों की राजभाषा कार्यान्वयन समिति की बैठकों के कार्यवृत्तों की समीक्षा करना । व्यक्तिश आदेश: (1)मुख्य कार्यालय में व्यक्तिश आदेश जारी करवाना । (2) अधीनस्थ कार्यालयों में व्यक्तिश आदेश जारी करवाना</p> <p>12. हिन्दी के प्रगामी प्रयोग से संबंधित तिमाही प्रगति रिपोर्ट रक्षा मंत्रालय, महानियंत्रक कार्यालय, क्षेत्रीय कार्यान्वयन कार्यालय समिति भेजना –</p> <p>I. मुख्य कार्यालय- कार्यालयके अनुभागों द्वारा प्रेषित आँकड़ों को समेकित कर रिपोर्ट तैयार करना</p> <p>13. अधीनस्थ कार्यालयों द्वारा प्रेषित आँकड़ों को समेकित कर रिपोर्ट तैयार करना</p> <ul style="list-style-type: none"> <li>● मुख्य कार्यालय में हर तिमाही में एक कार्यशाला का आयोजन , जो मुख्यालय कार्यालय, नई दिल्ली के निर्देशानुसार कम से कम 10 घंटे की होनी चाहिए।अधीनस्थ कार्यालयों में भी निरीक्षण के समय एक एक हिन्दी कार्यशाला का आयोजन करना</li> </ul> <p>14. डिक्टेसन रिपोर्ट मुख्यालय कार्यालय, नई दिल्ली छावनी को भेजना नगर राजभाषा कार्यान्वयन समिति की और से आयोजित छमाही बैठकों में कार्यालयध्यक्ष का स्वयं शामिल होना, उनके द्वारापरिचालित कार्यवृत्त पर कार्यवाही करना, उनके द्वारा आयोजित प्रशिक्षण कार्यक्रमों में अपने कार्यालय / स्थानीय अधीनस्थकार्यालयों के कर्मचारियों को प्रशिक्षण दिलाना।</p> <p>15. पत्रिका प्रकाशन – त्रिमासिक ई – पत्रिका, मरू – लेखा हेतु सामग्री ईकठ्ठा करना, उसे टंकित करके ई – पत्रिका के रूप में तैयार करना और कार्यालय की वेबसाइट पर उपलोड करवाना</p> <p>16. अनुवाद – कार्यालय के विभिन्न अनुभागों, अधीनस्थ कार्यालयों से पत्रों, प्रपत्रों, प्ररूपों, रिपोर्टों आदि का हिन्दी अनुवाद एवं टंकण, अमानक फार्म तैयार करना</p> <p>17. प्रशासन एवं विभिन्न अनुभागों से प्राप्त पत्र / पेपर इत्यादि तैयार करना</p> <p>18. हिन्दी प्रोत्साहन पुरस्कार योजना – मुख्य कार्यालय तथा अधीनस्थ कार्यालयों के अधिकारियों / कर्मचारियों के</p>
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		<p>द्वारा हिन्दी में किए गए कार्यों के आधार पर उन्हें प्रोत्साहन हेतु नगद पुरस्कार एवं प्रशस्ति पत्र करना</p> <p>19. मुक्तपर्णी आदेश तैयार करके कार्यालय की वेबसाइट पर उपलोड करना</p> <p>20. छमाही रिपोर्ट यथासमय भेजना</p> <p><b>नोट: भारत सरकार, गृह मंत्रालय, राजभाषा विभाग द्वारा केंद्र सरकार के सभी कार्यालयों के लिए राजभाषा हिन्दी संबंधितसमस्त लक्ष्यो का निर्धारण प्रति वर्ष किया जाता है।</b></p> <p><b>उसी के अनुसार निर्धारित अवधी - तिमाही, छमाही और वार्षिक के आधार पर सभी लक्ष्यो को प्राप्त किया जाता है।</b></p>
15	Accounts Section	<ol style="list-style-type: none"> <li>1. Uploading and Updating Allotment of Funds on office automation</li> <li>2. Adjustment of debit and credit scrolls from RBI and FPB</li> <li>3. Prepare debit and rejection scroll of SBI CMP,</li> <li>4. Daily Adjustment of DMS</li> <li>5. Maintenance DHR</li> <li>6. Reconciliation with compilation and advance schedules</li> <li>7. Cheque linking</li> <li>8. Adjustment and Linking of MRO/DMRO</li> <li>9. Adjustment of Originating and Responding DID Schedules,</li> <li>10. Adjustment of CID Schedules,</li> <li>11. Watching progress and clearance of Suspense head.</li> </ol>
16	D section	<ol style="list-style-type: none"> <li>1. Arrange for cash assignment on treasuries and the Bank in favour of disbursing officers authorised to make payments,</li> <li>2. On Indent for issue of cheque books, maintained of records and arrange for their custody and accounting,</li> <li>3. Payment of all passed bills received from various section through SBI CMP, despatch cheques and cheque slip, preparation of schedule III, maintain a daily record of the reconciliations made between the totals of daily payment sheets and schedules-III,</li> </ol>

		4. Payment of audited bills by the various section system file download by running programme and check and verify of all audited bills passed through "Tulip" , preparation of check list, creation of CMP file, uploaded the file through SBI CMP Portal. Daily checking of rejection record through SBI CMP and reprocess to correct the payment by manually adjustment of concern section
17	E section	<ol style="list-style-type: none"> <li>1. Scrutiny of contract Agreements of documents in 'Nature of services' column in part -B and Pay promptly and correctly for works executed in r/o of MAP work.</li> <li>2. Pre audit of Final bills, Hand receipt, provisional payment of arbitration award.</li> <li>3. Issue of Cash assignment to all AOGEs</li> <li>4. Post Audit of Cash and Paid vouchers.</li> <li>5. Monitoring &amp; watching the progress of expenditure against allotment of fund</li> </ol>
18	'M' Section & Post Audit Cell	<ol style="list-style-type: none"> <li>1. Payment of Bill &amp; Grants</li> <li>2. Issue of Cash Assignment to ECHS Polyclinic</li> <li>3. Audit of cash book and vouchers and adjustment thereof</li> <li>4. Post Audit of vouchers against Grants, issue of objections and settlement</li> </ol>
19	ECHS	<ol style="list-style-type: none"> <li>1. Online processing of Post Audit of ECHS Medical Bills, raised objection</li> <li>2. Recovery of over payment against Hospitals</li> </ol>

20	Store Contract	Scrutiny of documents mentioned in 'Nature of services' column in part-B Pay promptly and correctly for items procured by unit and formation.
21	'R' Section	Record section receives all post addressed to the office including dak received through messengers Register/Diarise and distribute inward dak to the concerned sections. Dispatch section receives all outward dak and dispatch the same.

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

S. No.	Nature of service	Service delivery standard,		Time frame	Dealing officer
		<b>Process involved</b>	<b>Document required</b>		
<b>1</b>	<b>Admin-I Section</b>				
	Recruitment of group "c" employees through SSC & on Compassionate ground	On the basis of vacancies released by the CGDA. Receipt of dossier from SSC, appointment letters for approval by the PCDA, issuance of appointment letters duly indicating the requirements to be completed by appointees.	Dossiers of selected candidates, medical/Police verification reports, report of welfare officer & BoO in case of companionate appointment.	As per administrative requirement and SSC/ DoP&T guidelines	SAO
<b>2</b>	Transfers/Postings	DAPB recommendations and its approval by competent authority, issuance of orders.	Authorized Vs posted strength, APARs, requests of officer(s), DAPB minutes	As per administrative requirements and officer(s) requests	
<b>3</b>	Promotions in	On the basis of	APARs, vigilance	As per	

	respect of Group 'B' & 'C' Employees upto AAOs	direction APARs, Of the CGDA to Initiation of DPC proposal, holding of DPC meeting, approval Of DPC Recommendation s by the PCDA, issuance of order for promotion.	clearance Recruitment Rules, DPC proposal, Requested of officer(s)for posting on promotion.	guidelines of DoP&T	
<b>4</b>	Permission under CCS(Conduct)Rules 1964	Processing of application of an officer/Employee for information/appr oval of competent authority, communication of orders of the competent authority to the officer/employee.	Application in Prescribed format under the Rules, supporting documents, request for ex-post facto approval with reasons of delay, wherever required, rule position.	As per CCS (Conduct) Rules, 1964	
<b>5</b>	Permission	Processing of	Application profile of	As per govt	

	for outside employment	application of officer/employee for approval of competent authority, communication of approval of competent authority to the officer/employee.	officer/employee, rule position	orders.	
<b>6</b>	Permission for higher studies	Processing of application of officer/employee for approval of competent authority, communication of approval of competent authority to the officer/employee.	Application, profile of officer/employee, rule position	As per Govt. orders	
<b>7</b>	NOC for Passport	Processing of application for approval of competent authority	Application, rule position, vigilance clearance.	With 15 days of receipt of applicatio-n.	

		issuance of NOC in prescribed format.			
<b>8</b>	NOC for proceeding abroad	Processing of application for approval of competent authority, issuance of NOC in prescribed format.	Application rule position, security clearance, vigilance clearance.	With 15 days of receipt of application.	
<b>9</b>	Disciplinary proceedings	Examination of delinquencies of officer, note for approval of competent authority through for initiation of disciplinary case, approval by competent authority, framing of Draft charge sheet, approval of draft charge sheet by	Cogent material on record, supporting documents/witnesses, rule position, CVO's/CVC's recommendations, communication(s) from the delinquent officer, any other material relevant to the delinquency, rule position.	As per Govt. Orders.	SAO



		disciplinary authority, issuance of charge sheet and taking further action as per CCS(CCA)Rules1965.			
<b>10</b>	Appeal against penalty under CCS(CCA) Rules 1965	Preparing para-wise comment on appeal, its processing together with supporting documents for obtaining orders of the competent authority, communication of orders of the competent authority on appeal.	Appeal with supporting documents, record of disciplinary proceeding, rule position.	As per Govt. Orders.	

<b>02</b>	<b>Admin-II section</b>				
<b>01</b>	Third party payment	Processing of bills	Contingent bills, invoice, Receipt Vouchers	07 working days	SAO
<b>02</b>	Complaint related to up keeping of office			With in 02 working days.	
<b>03</b>	<b>Admin-III section</b>				
<b>01</b>	Leave	Checking the application, entitlement of leave, not for approval by competent authority, communication of sanction of leave to the officer	Leave application, leave record	With in 02 days of receipt of request.	SAO
<b>02</b>	Sanction of leave and regularisation of absence	Submission of HPL, CML,EOL,CCL etc. to the Competent Authority for sanction.	Application of officials with recommendation of their officers	15 days	

<b>03</b>	Pension cases, issue of pensioner cards	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 PPO. On receipt of PPO the same is forwarded to PCDA Concerned with the Connected documents	Individual application IAFA-356 calculation sheet Pt II off. O. notifying casualty.	30 days	
<b>04</b>	APAR	Initiation of APAR to officer reported upon, watching its completion by all channels and return to AN-III section duly completed, issuance of reminder wherever required to expedite APAR, examination to ensure communication to APAR, Watching	Office order of Posting/Transfer, distribution of work to indentify channels of writing of APAR, Data base of APAR	As pre Govt. orders	

		Acknowledgement of APAR and representation thereon, if any			
<b>05</b>	Maintenance of APAR Dossier	After completion of APAR, placing the same APAR Dossier, page numbering and indexing it	APAR and APAR dossier	Immediately on completion	
<b>06</b>	Vigilance clearance	Note for obtaining vigilance clearance from the competent authority, issuance of vigilance clearance			
<b>07</b>	Vigilance complaint against officials	Analysis examination of complaint to decide further course of action	Complaint and other documents received along with the complaint.	To decide future course of action within a month.	
<b>04</b>	<b>Admin pay section</b>				
<b>01</b>	Pay & Allowances	Preparation of monthly pay bills of officials posted/Proforma strength of the office.	Pt.II O.O joining report, requested for provisional payment, LPC in respect of Transfer in	Monthly basis	SAO

<b>02</b>	Issue of LPC	LPC is issued in transfer in transfer out cases	Part-II order	20 days	
<b>03</b>	DA arrears	Preparation of DA Arrear bills of Officials Posted/Proforma strength of the Office	Orders from Ministry of finance and AN-XVI section	05 days	
<b>04</b>	Calculation of income tax, preparation	Preparation of income tax statements to ensure the correct deduction of tax.	Request of official for deduction of income tax and documents in support of savings	As per schedule	
<b>05</b>	Issue of form-16	Issued of form-16 financial year		60days from end of financial year	
<b>06</b>	GPF Schedules	GPF subscription Recovered from Pay & allowance and withdrawal/ Advance from GP Fund during the months is intimated to CDA(Funds)Meerut	GPF Schedules generated from pay Bill, Debit Schedules based on withdrawal/Advance	07 days	
<b>07</b>	NPS Schedules	NPS subscription Recovered from Pay & Allowances is uploaded and remitted	NPS schedules generated from Pay Bills.	Monthly	

<b>08</b>	Supplementary bills i.e OTA/Honorarium/Immediate Relief/CGEGIS	Preparing bills on receipt of sanctions in r/o OTA/Honorarium/Immediate Relief/CGEGIS	Original sanction for OTA and Honorarium application from family member of the deceased for immediate relief/application of CGEGIS	10 days	
<b>09</b>	Reimbursement of Children Education Allowance	Verification of Family details from Service Records	Applications in prescribed form and original receipts for CEA	10 days	
<b>5</b>	<b>Transportation Section</b>				
<b>01</b>	TA/DA/LTC advance	Checking of eligibility, sanction, general scrutiny	Requisition form, Movement order, Transfer order in case of permanent posting, Part-II order in case of LTC etc.	Within 03 working days	SAO
<b>02</b>	TA/DA on Ty. Duty	General scrutiny, checking of sanction, fund availability, supporting documents against the claim.	TA/DA claim in proper format, move sanction, movement order, detention certificate, ticket, hotel(for 6 <sup>th</sup> CPC	Within one month	

			related cases), Taxi/Auto receipt etc.		
<b>03</b>	Pt. posting TA/DA	Fund availability, General Scrutiny, checking of Transfer order, joining at new place of posting, supporting documents against the claim	Transfer order pt-II order of joining, Receipt and connected documents against luggage/conveyance claim. Ticket for fare, non availability of Govt. accommodation for additional fare etc.	Within one month	
<b>04</b>	TA/DA on retirement	Same as pt TA/DA	Pt-II order of retirement, PPO copy, Receipt and connected documents against luggage/conveyance claim. Ticket for fare, certificate regarding settlement after retirement etc.	Within one month	
<b>05</b>	LTC	General scrutiny, Eligibility, leave, shortest route fare, prior intimation certificate.	Pt-II order regarding LTC & leave Original Train/Bus/Air tickets, family details, etc.	Within one month	

<b>6</b>	<b>Internal audit section</b>				
<b>01</b>	LACR,IRCR,LAP ,IRP	Checking of authorized mandays for audit	LACR,IRCR,LAP, IRP	15 days	SAO
<b>02</b>	Rendition of final audit report in respect of loss statement	Checking of court of enquiry, statement of case, price checking by LAO, preliminary Audit report by LAO etc.	Court of enquiry, statement of case, price checking by LAO, preliminary Audit Report by LAO etc.	30 Days	
<b>7</b>	<b>O&amp;M Cell</b>				
<b>01</b>	Study various sections	Through cases study in a specific area for a particular section	According to the area chosen for case study	Rendition of half yearly report to CGDA	SAO
<b>02</b>	Training	The departmental training is imparted through CENTRAD, Delhi, NADFM, Pune, RTC Lucknow & DPTI, Allahabad as well as in house training also given by this office. Nomination of Officers/ Personnel for various training programs	Annual Training Calendar of RTC Lucknow. In-house Training calendar.	AS per program	



		according to the annual training Calendar received by RTC Lucknow.			
<b>03</b>	Audit & Inspection	Inspection of various section/ sub-Offices is carried out on a random sampling basis & inspection reports are prepared & issued to the concerned Section/sub-offices duly approved by higher authorities. Follow-up action are taken to watch the application of omissions/lapses pointed out in the inspection reports, till settlement of all outstanding items of objections.	Records of concerned sections and sub-offices to be inspected.	As per program	
<b>04</b>	Inspection reports of CGDA	The receipt of the inspection reports of CGDA & their further processing will also be undertaken by the inspection group. Necessary liaison is	Replies obtained from section concerned	Every month	

		<p>maintained with other sections/Sub-Offices to obtain replies regarding rectification of the omission/lapses pointed out and a monthly follow up action report is rendered to CGDA office with the approval of PCsDA, till settlement of all items in the inspection report.</p>			
<b>05</b>	Complaints	<p>Complaints received directly at PCDA(SWC)Or through CGDA&amp;CPGRAM portal are dealt in same way. For the complaints, received through above three channels, three separate complaint register are being maintained and monitored. Each complaint has to be allotted a complaint number &amp; entered in the</p>	<p>Communicated to relevant section and result intimated to complainant</p>	<p>07 days from the date of receipt.</p>	

		<p>respective complaint register. It will, then be passed on to the group officer of the concerned section for immediate disposal on the same day. The O&amp;M Cell will ensure that settled by the concerned section within 07 days from the date of receipt, under intimation to the complainant. In case the section is not in a position to settle the complain within 07 days due to the fact that some information is required to be obtained from an agency not located in the station, then in such cases interim reply to complainant is to be given. The outer time limit for settlement of such complaints is 06 week from the date of receipt.</p>			
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<b>8</b>	<b>Audit of sanction section</b>				
<b>01</b>	Audit of sanction	In the process of audit of sanction following procedures are involved: Scrutiny of AON, statement of cases, RFP, Technical bids & commercial bids, PNC if any, CFA sanction, IFA concurrence Supply order and connecting note sheets regarding approval by competent authority etc. is being carried out.	Acceptance of necessity preparation/finalization of RFP, issue of RFP, Amendment to RFP, Extension of Bid opening date, Establishing benchmarking cost for price bids, opening of price bids, comparative statement of bids and Declaration of L-1 bidder, cost analysis of Quoted rates and holding negotiation with L-1 bidder, submission of report containing final recommendation to IFA/CFA, Preparation and Finalization of draft contract/Supply Order.	04 days	SAO

<b>09</b>	<b>EDP section</b>				
<b>01</b>	Punching media	Uploading on CGDA WAN	Punching media	Same day	SAO
<b>02</b>	Project Tulip & project Bhawan	समस्या का विश्लेषण	Problems received from various section/offices	Same day	
<b>03</b>	ITR	CA को प्रेषित करना	24G & 24Q from various section	मासिक एवं तिमाही	
<b>10</b>	<b>Pay section</b>				
<b>01</b>	Regular pay bill	The pay bills will be checked with reference to those last audited and where necessary with reference to fundamental data such as LPC and the rules and orders governing pay and allowance etc. the bill is prepared for the admissible amount. Cheque slip, punching medium and DP Sheet are prepared and the bill is forwarded to "D" section	Regular pay bill including all the schedules viz, GPF,NPS,CGEGIS, various Advance etc. and all the D.O. part-II orders.	By end of the month with NPB	SAO

<b>02</b>	Supplementary pay bills GPF	The entitlements of advance/final withdrawal are verified with reference to the rules laid down in GPF rules. The bills is prepared for the admissible amount. Cheque slip and DP sheet are prepared and the bill is forwarded to "D" section	Application of individual statement of GP Fund for last five years, sanction of CFA, purpose original CCO-9 for last five year and previous year debit schedule and Form-B of GP found	Within 10 working days.	
<b>03</b>	LEC/CGEGIS	Correctness of claim is checked with reference to the rules and entered in the NRC Register. The Bill is prepared for the admissible amount Cheque Slip punching medium and DP Sheet are prepared and the bill is forwarded to "D" section.	LEC-Sanction of CFA D.O. Part-II orders, the Balance of leave certificate by LAO. CGEGIS Date/Year of induction into CGEGIS and rate/date of subscription to be given. Sanction of CF, D.O. Part-II orders	Within 15 working days	
<b>04</b>	Tuition fee	Correctness of claim is checked with reference to the rules and entered in the NRC Register. The Bill is prepared for the admissible amount Cheque Slip punching medium and DP	Books/School uniform		

		Sheet are prepared and the bill is forwarded to "D" section.			
<b>05</b>	MACP/PAY Fixation/other Misc. Bills	Correctness of claim is checked with reference to the rules, attested copy of pay fixation per forma, no dues outstanding certificate, specific authority of fixation of pay, Grant of increments, D.O. part-II orders. Certificate of EOL/Dies non and entered in the MACP/other misc. Register.	D.O. part-II orders. Certificate of EOL/Dies non ,attested copy of pay fixation performa , nodues outstanding certificate, specific authority of fixation of pay, Grant of increments	Within 30 working days	
<b>06</b>	Data sheet (pension Documents)	The pension papers are checked form duly audited service book and last pay drawn from the regular pay bill and after correctness of claim is the Pension claim is forwarded to Pension claims in forwarded to pension sanctioning authorities.	Data sheet, application for Pension/Gratuity calculation Sheet. Application for commutation of pension, detail of family members, medical option form, bank detail, D.O Part-II order, certificate of EOL/Dies non, attested copy of pay	Within 30 working days	

			Fixation Performa, no dues outstanding certificate, specific authority of fixation of pay, Grant of increments.		
<b>07</b>	GPF final Settlement	The entitlement of final settlements are verified with reference to the rules laid down in GPF Rules and after correctness of claim is checked with reference to the rules the final settlement claim is forwarded to the rules the final settlement claim is forwarded to CDA (Fund) Meerut.	Application of individual, statement of drawl of GP Fund for last five years, Original CCO-9 for the current year and previous year, details of bank account, address and IFSC Code of the Claimant.	Within 15 working days	
<b>08</b>	Letters	The information and other details sought are given to the sender. If information sought are to be collected from different offices then the information I given after collection from different offices. If information is available in office the reply	Letter along with enclosure	<ol style="list-style-type: none"> <li>1. D.O &amp; CGDA within 10 working days.</li> <li>2. Ord. letters within 30 working days</li> </ol>	



		of the same is given after verifying from the office record.			
<b>11</b>	<b>Pay-medical section</b>				
<b>01</b>	Passing of medical reimbursement claims	<ol style="list-style-type: none"> <li>1. Auditing of medical claim as per CGHS/CS(MA) rules.</li> <li>2. Feeding claim through office Automation.</li> <li>3. DVs/Payment Authority generated for claims passed.</li> <li>4. Rejection memo issued for claims having objection.</li> </ol>	<ol style="list-style-type: none"> <li>1. Med 97/Med 2004 form,</li> <li>2. Essentiality certificate A/B,</li> <li>3. Prescription of doctor of Govt. hospital/Registered Pvt Hospital/AMA,</li> <li>4. Original receipts of bills/claims,</li> <li>5. Final bill &amp; Discharge certificate along with prior permission of HOD after Govt. hospital refer for inpatient treatment.</li> <li>6. Emergency certificate, self</li> </ol>	Within 10 working days (under normal circumstances when automation system works properly)	SAO

			<p>explanatory letter explaining emergency circumstances Ex post facto sanction of competent Authority, in case of emergency treatment.</p> <p>7. Blank pouch &amp; invoice of artificial appliance if applied.</p>		
<b>02</b>	Medical Advance	<ol style="list-style-type: none"> <li>1. Auditing of medical advance claim as per CGHS/CS(MA) Rules.</li> <li>2. Feeding claims through office Automation.</li> <li>3. DVs/Payment Authority generated for claims passed.</li> <li>4. Rejection Memo</li> </ol>	<ol style="list-style-type: none"> <li>1. Govt. hospital/CGHS refer slip</li> <li>2. Estimate of treatment issued by treating doctor/hospital</li> <li>3. Requisition of advance form</li> </ol>	Within 10 working days (under normal circumstances)	

		<p>issued for claims passed.</p> <p>5. Maintenance of separate Medical Advance register to keep track of settlement/recovery of advance claim.</p>	<p>4. Prior permission of HoD for treatment &amp; advance.</p>		
<b>12</b>	<b>Pay-Tech. section</b>				
<b>01</b>	Pay fixation	<p><b>1.</b> Auditing of service book.</p> <p><b>2.</b> Pay fixation done if documents/records are in order.</p> <p><b>3.</b> Maintain control register of pay fixation.</p> <p><b>4.</b> Rejection memo issued for cases/Service Books having objections.</p>	<p>1. Three copies of pay fixation proposal in prescribed Proforma of CCS(RP) Rules 1986/1996/2006 /2016.</p> <p>2. Promotion order in promotion cases/ Approved Board of officer in MACP cases.</p> <p>3. DO Part-II order in R/o</p>	Within one month (under normal circumstances)	SAO

			<p>Promotion/MAC P grant incorporating date of charge of assumption &amp; related conditions of MACP.</p> <ol style="list-style-type: none"><li>4. Option form exercised by individual in triplicate.</li><li>5. DO Part-II order of option exercised.</li><li>6. Undertaking for recovery in case of wrong fixation in triplicate.</li><li>7. Complete entries of all casualties in service book.</li><li>8. Last/Pervious approved pay fixation</li></ol>		
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			Performa's in original.		
<b>13</b>	<b>Fund cell</b>				
<b>1</b>	GPF Schedule	Collection of GPF Schedule from the concern pay section and AO GEs, and punching them in Nidhi server and rendition of GPF data rendition of GPF data to CDA(Fund) Meerut	GPF Schedule	Upto 20 <sup>th</sup> of the Next month	SAO Fund Cell)
<b>2</b>	GPF amendment	Correction detail received in three copies get checked and forward the same after accepting by the AO(Pay) for n/a to CDA(Fund) Meerut	Correction application in prescribed Performa, Copy of CCO-9	Within 7 days	
<b>3</b>	CCO-9	CCO-9 received from CDA (Fund) Meerut are distributed to concern unit	CCO-9	Within 7 days	

<b>4</b>	NPS Subscription	After making file of NPS subscription same is uploaded to NSDL server	NPS Schedule	Same month as at earlist	
<b>5</b>	PRAN Generation	Entries of Subscriber detail are filled on NSDL website and after approval same are forwarded to NSDL	CSRF-1 Form	Within 7 days	
<b>6</b>	NPS detail amendment	Concern entries are rectified on NSDL website	Withdrawal form	Within 7 days	
<b>7</b>	Exit withdrawal request	Withdrawal request are processed on NSDL website	Withdrawal Form	Within 7 days	
<b>14</b>	<b>Accounts Section</b>				
<b>1</b>	DMRO	DMRO received from Banks for to be recorded in DMRO register	DMRO	30 days	SAO (A/c Section)
<b>2</b>	OMRO	Adjust OMRO received from Sub-offices and concerned sections to Pair with OMRO & Recorded in MRO register.	OMRO	30 days	

<b>3</b>	Cheques	Paid cheques received from Banks and Links with Sch-III which received from concerned Sections/Sub-offices.	Paid Cheques	30 days	
<b>4</b>	Responding DID	Originated DID with supporting vouchers received from Originating CDA. Recorded in DID register and send to concern Sub-offices/main office sections for DID respond. After adjusting of DID, copy of responded DID sent to originating CDA & uploaded into NCS.	Responding DID with supporting vouchers.	7 days	
<b>5</b>	Originating DID	DID along with supporting vouchers received from Sub-offices/concerned Section of main offices and sent to concern CDA for responding action.	Originated DID with supporting vouchers.	7 days	
<b>6</b>	CID Schedules	CID advice received from RBI and adjusted through Punching Medium. Vouchers received from Railway	CID advice from RBI and CID advice related vouchers from Railway.	30 days	

		Authorities and forwards to concern Sub-offices for adjustment.			
<b>7</b>	Suspense Head	Watching clearance of Suspense Head	Suspense Head vouchers	Monthly	
<b>15</b>	<b>"D" Section</b>				
<b>1</b>	Cash Assignment	Issued a letter of Cash Assignment after verify on receipt of letter so authorized by Audit section.	Verification of Funds availability by E section	1 days	SAO
<b>2</b>	Payments	Check list download from Tulip, checked every DVs with checklist and upload the file CMP portal.	Audited bills authorizing payments from audit sections	1-2 days depend on No. of DVs	
<b>3</b>	Cheque Book	Issued cheque book on demand.	Demand letters from Unit(s)	1 days	
<b>4</b>	Rejections	Rejections download from SBI CMP Portal and intimated concerned audit section.	CDA-13	1-2 days	
<b>5</b>	Schedule-III	Make Schedule-III and forwarded Accts Sections	D P Sheets	1-2 days	
<b>6</b>	Report returns of the section	Monthly, Quarterly etc. to M. O. sections concerned.	Datas of the Payments released etc.	02 days	
<b>7</b>	Misc DAD Correspondenc	DAD Staff	General	Same date of receipt	



	e				
<b>17</b>	<b>"E" Section</b>				
<b>1</b>	a) Final bill b) Cash Assignment c) CA Scrutiny d) Dos/WOs e) Hand receipts f) FDRs/BGBs g) Special letters h) Court cases i) Ord letters J) Post audit of Paid Vrs. k) RAR (MAP) (l) Cash Assignment	Scrutiny of documents.	As prescribed in OM VIII and other related books	As per appendix 'A'	AO/Sr AO

<b>18</b>	<b>"M" Section</b>				
<b>1</b>	Payment of advance bills on accounts of Annual contingency Grant, Annual stationary Grant, TTIG, ETG, Annual sports Grant, Amenity Grant, Training Grant and other miscellaneous nature	Checking the fund allotment in concerned code head, verification of specimen signature, verification of bank details, processing in Tulip office automation.	<ol style="list-style-type: none"> <li>1. Forwarding memo with complete bank detail viz A/c No. IFSC, Bank Name &amp; Address</li> <li>2. Contingent bill duly countersigned by OC/CO indicating code head, allotment expenditure.</li> <li>3. Specimen signature</li> <li>4. Authority letter of respective authority for specific authority.</li> </ol>	7 working days	AO/SAO
<b>2</b>	Payment on account of HOT weather claims.	Checking the fund allotment in concerned code head, verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none"> <li>1. Forwarding memo with complete bank detail viz A/c No. IFSC, Bank Name &amp; Address</li> <li>2. Contingent bill duly countersigned by OC/CO indicating code head, allotment expenditure.</li> <li>3. Specimen signature</li> </ol>	7 working days	

			4. Authority letter of respective authority for specific authority		
<b>3</b>	Payment of Telephone Bills,	Checking the fund allotment in concerned code head, verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none"> <li>1. Forwarding memo with complete bank detail viz A/c No. IFSC, Bank Name &amp; Address</li> <li>2. Contingent bill duly countersigned by OC/CO indicating code head, allotment expenditure.</li> <li>3. CFA Sanction as per appendix "K" of DPM 2009</li> <li>4. Specimen signature</li> <li>5. Telephone bill duly accepted by CFA</li> </ol>	7 working days	
<b>4</b>	Payment of MACT Claims	Checking the fund allotment in concerned code head, verification of specimen signature, verification of bank details, processing in Tulip office automation	<ol style="list-style-type: none"> <li>1. Forwarding memo with complete bank detail viz A/c No. IFSC, Bank Name &amp; Address</li> <li>2. Contingent bill duly countersigned by OC/CO indicating code head, allotment</li> </ol>	7 working days	

			<p>expenditure.</p> <p>3. CFA Sanction as per appendix "K" of DPM 2009</p> <p>4. Specimen signature</p> <p>5. Calculation sheet, SOC &amp; Court Order.</p>		
<b>5</b>	Payment against AMC Contracts	Checking the fund allotment in concerned code head, verification of specimen signature, verification of bank details, processing in Tulip office automation	<p>1. Forwarding memo with complete bank detail viz A/c No. IFSC, Bank Name &amp; Address</p> <p>2. Contingent bill duly countersigned by OC/CO indicating code head, allotment expenditure.</p> <p>3. CFA Sanction as per appendix "K" of DPM 2009</p> <p>4. Specimen signature</p> <p>5. AMC Contract, Security deposit, Cash Memo accepted by CFA, documents as per contract</p>	7 working days	

<p><b>6</b></p>	<p>Payment against conservancy contract agreement.</p>	<p>Checking the fund allotment in concerned code head, verification of specimen signature, verification of bank details, processing in Tulip office automation</p>	<ol style="list-style-type: none"> <li>1. Forwarding memo with complete bank detail viz A/c No. IFSC, Bank Name &amp; Address</li> <li>2. Contingent bill duly countersigned by OC/CO indicating code head, allotment expenditure.</li> <li>3. CFA Sanction as per appendix "K" of DPM 2009</li> <li>4. Specimen signature</li> <li>5. AMC Contract, Security deposit, Cash Memo accepted by CFA, documents as per contract(Attendance roll, EPF/ESI challan &amp; Nominal roll, EPF/ESI deposit confirmation all duty verified by CFA)</li> <li>6. Forwarding memo with complete bank details viz a/c no. IFSC,</li> </ol>	<p>7 working days</p>	
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			<p>Bank name &amp; address.</p> <p>7. contingent bill duly countersigned by OC/CO indicating code head, allotment expenditure.</p> <p>8. CFA sanction as per appendix 'K' of DPM 2009.</p> <p>9. Specimen signature.</p> <p>10. Contract security deposit, Cash memo accepted by CFA, Documents as per contract (Attendance roll, EPF/ESI challan &amp; nominal roll, EPF/ESI deposit confirmation all duly verified by CFA.)</p>		
<b>19</b>	<b>"ECHS" Section</b>				
<b>1</b>	Post audit	Point seen from the medical claim i.e. Package/Procedure Rates, Patient entitlement, implant rates, second procedure rates, Discharge	ECHS Medical Bills	01 Month	SAO

		medicine rates as per Govt. norms.			
<b>20</b>	<b>'STORE CONTRACT' Section</b>				
<b>1</b>	Payment of LP bills.	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and other related books.	07 working days	SAO
<b>2</b>	Payment of Ration money claim of Armed Officers.	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and other related books.	07 working days	
<b>3</b>	Released of FDR	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and other related books.	07 working days	
<b>4</b>	Adjustment of monthly summary of S&S account	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and other related books.	Within the same month of receiving of Account.	
<b>5</b>	Scrutiny of CA	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and other related books.	07 working days	
<b>6</b>	Payment of Cash requisition	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and other related books.	Same day	
<b>7</b>	Post audit of paid Vrs. Of S&S Account.	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and other related books.	Within the same month of receiving of	

				Account.	
<b>8</b>	Special letter & DO	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and Scrutiny of document other related books.	07 working days	
<b>9</b>	Ord. letters	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and Scrutiny of document other related books.	07 working days	
<b>10</b>	Issue of Cash Requisition Books	Scrutiny of document	As prescribed in DPM-2009, DFPDS 2016 and Scrutiny of document other related books.	07 working days	



**Appendix-A: Time taken by the 'E' Section at various levels**

S.No.	Item of work		Time taken			
			Aud	AAO	SAO	GO
1	Final bill	GE	2	1	1	
		CWE	2	1	1	
		CE	3	2	1	1
2	Cash Assignment		2	1	1	
3	CA scrutiny	GE	5	1	1	
		CWE	7	3	2	
		CE	7	3	2	1
4	Dos/WOs		7	3	2	1
5	Hand Receipts		3	2	1	1
6	FDRs/BGBs		3	1	1	1
7	Special letters		5	1	1	1
8	Court cases		3	1	1	1
9	Ord. Letters		15	2	1	1
10	Post audit of paid vouchers		15	10	5	2
11	RAR(MAP)		3	2	1	Half day
12	Cash Assignment		1	Same day	Same day	Same day

**5. Grievance Redressal Mechanism:**

Courteous and helpful services will be extended by all the staff. If done has any grievance to make in the delivery of the above standard you are welcome to register your grievance with the following officer.

Name of designation of the officer	Address for correspondence	Telephone no./ Fax
Dr. Bhuvnesh Verma Dy. CDA	O/O the PCDA (SWC), Khatipura road, Jaipur (Rajasthan)	0141-2588466

- 6. Grievance can be registered at [www.pgportal.gov.in](http://www.pgportal.gov.in) which available on the website of this office HQrs office website [www.cgda.nic.in](http://www.cgda.nic.in) and you are welcome to use this facility.
- 7. Consultations with our users/stakeholder/clients – we welcome suggestions from our users, suggestions can be to this office.