

## Citizen Charter- PCDA (NC) Jammu

### **1 The Aim/purpose of this charter is to work for better quality in public service**

- a. We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.
- b. We are 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 We deliver the following services:-**

- I. Army Units/ Formation:-
  - a. Audit and payment of various grants/ bills.
  - b. Financial advice on the Finance matter.
  - c. Concurrence of financial proposal
  - d. Maintenance of accounts.
- II. MES Formations :- Audit and payment of
  - a. Pay bills of industrial & non-industrial employees.
  - b. Financial advice on the finance matter.
  - c. Scrutiny of contractors and payment thereof.
  - d. Maintenance of Contract agreement and relevant documents.
- III. Defence Civilian audit & payment of
  - A. Pay and advance of others bills.
  - B. Final settlement/ terminal benefits.
  - C. Advice on pay matters.
- IV. Cantonment Board: - Audit and scrutiny of contract and payments of.
- V. Military Farm: - Audit and payment of bills and voucher and other financial matter.
- VI. DEO:-
  - a. Release of payments of all the hired buildings occupied by Defence.
  - b. Audit of their accounts and budget.

### **3 Our aim is to achieve the following service delivery. Time limit (days/hours/minutes)**

<b>'Annexure-B'</b>			
<b>Sr. No</b>	<b>Section Responsible</b>	<b>Services</b>	<b>Time limit</b>
1	Admin/pay section	Payment and audit of all claims to P&A in r/o Civilian Gazetted officer/ non Gazetted individuals paid from the Defence estimates.	Last working day of the month. Salary to be credited.
2	Admin/pay section	Payment & audit of GPF Claims	14 days(Working day)
3	Admin/pay section	Payment & audit of medical claims	14 days(Working day)
4	Admin/pay section	Advance for purchase of conveyance/ Computer	14 days(Working day)

		advance	
5	Admin/pay section	Payment and audit of Child education allowance.	14 days(Working day)
6	Admin/pay section	Forwarding of data sheet/ pension documents to PCDA (P), Allahabad.	14 days(Working day)
7	Admin/pay section	Advance for payment of industrial employees are paid on receipt of cash requisitions.	24 working hours (3 working days)
8	Admin/pay section	Issue of LPC on IAFA-445 in duplicate with last pay seal	14 days(Working day)
9	Admin/pay section	Fixation of pay on grant of MACP/Promotion	14 days(Working day)
10	Admin/pay section	Payment and audit of leave encashment/CGIES in r/o individuals who are retiring.	14 days(Working day)
11	Admin Section	Complaints/Grievance	Acknowledge within 7 days and final reply within 30 days.
12	Admin Section	Furnish Of Information Under RTI Act 2005	30 days
13	Admin Section	Leave Sanction	Same days in main office & Sub –offices within 03 days
14	Admin Section	Transfer	As per transfer Policy
15	Admin Section	Dossier	Within in week after publication of Pt.- II office order
16	Admin Section	Publication of Pt.- Office Orders	Within week after receiving joining/ relieving Report
17	Admin Section	Recruitment	Action for recruitment for initial within week after approval
18	Admin Section	Application for transfer	Put up for approval/ order within week
19	Admin Section	MACP	Action within 3 days after approval of Board
20	Admin Section	NOC for Passport	Within 15 days after receipt of application.
21	E- Section	Cash assignment from MES Officers	02 days(Working day)
22	E- Section	Settlement of post audit objections after receipt of replies.	14 days(Working day)
23	E- Section	Hand receipt/ Misc. bill of MES GE	14 days from the date of receipt
24	E- Section	Payment of local purchase bill	14 days(Working day)
25	E- Section	Payment of arbitration	14 days (Working day).

		cases/ court cases provision payment sanction of Pr. CDA/ Jt. CDA	
26	E- Section	Scrutiny of cash book/ paid voucher/ Arithmetic checking/ despatch of cash book of GEs.	05 (working days)
27	E- Section	Payment of works bill MES contractor submitted by AOGEs/GEs exceeding work done of Rs. 1000000/-	14 days from the date of receipt
28	E- Section	Issued no objection certificate outside Country	02 days(Working day)
29	E- Section	Adjustment of accounts received against imprest.	14 days (working days)
30	E- Section	Payment of cash requisition for S &S Imprest accounts	Within 24 hours from the date of its receipt.
31	Store Contract Section	Pre audit and payment of LP bills under locally controlled heads	Within 07 days after receipt.
32	Store Contract Section	Payment to FCI for rice and wheat	24 hours from the date of receipt.
33	Store Contract Section	Pre- audit and payment of ACSFP bills and its grant bill.	Within 07 working days of receipts of bills.
34	Store Contract Section	Pre- audit and payment its grant bills	Within 07 working days of receipts of bills.
35	Store Contract Section	Payment of 5% ASC bills	Within same month of receipt of S&S Accounts.
36	Store Contract Section	Scheduling of vouchers to LAO's	On monthly basis.
37	Store Contract Section	Payment of Ration money allowance to service officers	Within 07 working days
38	Store Contract Section	Scrutiny of ASC Contractors and connected correspondence	Within one month of receipt of documents.
39	Store Contract Section	Releasing of security deposits of CD's.	Within 07 working days of receipt of documents.
40	Store Contract Section	Concurrence for <i>nerricks</i> rates for porter and ponies	Immediately within reasonable time after receipt of documents.
41	Store Contract Section	Post audit of CHT, porter & ponies and 75% ASC supplier's payments bill.	Immediately within reasonable time after receipt of documents.
42	T- Section	Payment of TA/DA advance (TD)	2 days from the date of receipt.

43	T- Section	Payment of advance permanent posting	2 days from the date of receipt.
44	T- Section	LTC advance	2 days from the date of receipt.
45	T- Section	TA/DA claim (TD), TA/DA claim permanent posting, LTC Claim	14 days from the date of receipt.
46	T- Section	LPC for noting demand	One day from the date of receipt.
47	O & M Cell	Registered Complaints from (a) CGDA, (b) PCDA	One day
48	M section	Payment of advance bills on accounts of Annual contingency Grant, Annual stationary grant, TTIG, ETG, Annual sports grant etc. and other miscellaneous nature	7( working days)
49	M section	Payment on account of Hot weather claims, Amenity grant training grant.	7 working days
50	M section	Payment of Telephone bills,	On priority
51	M section	Payment of MACT claims	On priority
52	M section	Payment of TAG	30 days(Working day)
53	M section	Payment against AMC Contracts.	7 (working days)
54	M section	Payment against conservancy contract agreement.	7 (working days)
55	M section	Payment of ACG claims in respect of corps HQrs commanded by Major General and above.	7 working days
56	M section	Placing of cash assignment to Principal Director of Defence Estate Offices.	5 days(Working day)
57	M section	Placing of cash assignment to ECHS station HQrs.	5 days(Working day)
58	M section	Payment Rum and cigarettes through	24 Hours

		imprest on I.A.F.F-1036	
59	M section	Payment of OP Sadbhavana projects through Imprest on- I.A.F.F-1036.	24 Hours
60	M section	Medical claims in respect Army personals for treatment in civil/ private hospitals.	7 (working days)
61	M section	Transportations of martial remains by air.	7 (working days)
62	M section	Adjustment of Defence Procurement Labour Bills.	10 days(Working day)
63	M section	Inter department postal bills.	10 days(Working day)
64	M section	Adjustment of MROs, Scheduling of vouchers & clearance of PAO suspense.	On weekly basis
65	M section	Post audit of paid vouchers received from units/ formation.	Quarterly

**4. Availability of Information: Information on the following subject can be obtained from our officer listed below**

	<b>Information</b>	<b>Name and designation of Officer</b>	<b>Telephone relating to officer fax/email</b>
1	Payment and audit of all claims to P&A in r/o Civilian Gazetted officer/ non Gazetted individuals paid from the Defence estimates.	Shri. R C Sharma Sr. AO/ Smt. Ranjeet Kaur	<a href="mailto:cda-jammu@nic.in">cda-jammu@nic.in</a> <b>Fax No- 01912434984</b> <b>Ph. No-0191-2435439</b> <b>Ext-203</b>
2	Payment & audit of GPF Claims	do	do
3	Payment & audit of medical claims	do	do
4	Advance for purchase of conveyance/ Computer advance	do	do
5	Payment and audit of Child education allowance.	do	do
6	Forwarding of data sheet/ pension documents to PCDA (P), Allahabad.	do	do
7	Advance for payment of industrial employees are paid on receipt of cash requisitions.	do	do
8	Issue of LPC on IAFA-445 in duplicate with last pay seal	do	do

9	Fixation of pay on grant of MACP/Promotion	do	do
10	Payment and audit of leave encashment/CGIES in r/o individuals who are retiring.	do	do
11	Complaints	Shri. Samarjit Singh Sr. AO	<b>Ext-201</b>
12	Cash assignment from MES Officers	Shri. DS Salaria Sr. AO	<b>Ext-203</b>
13	Settlement of post audit objections after receipt of replies.	do	do
14	Hand receipt/ Misc. bill of MES GE	do	do
15	Payment of local purchase bill	do	do
16	Payment of arbitration cases/ court cases provision payment sanction of Pr. CDA/ Jt. CDA	do	do
17	Scrutiny of cash book/ paid voucher/ Arithmetic checking/ despatch of cash book of GEs.	do	do
18	Payment of works bill MES contractor submitted by AOGes/GEs exceeding work done of Rs. 1000000/-	do	do
19	Issued no objection certificate outside Country	do	Do
20	Adjustment of Accounts received against Imprest.	do	do
21	Payment of cash requisition for S & S Imprest accounts	do	do
22	Pre audit and payment of LP bills under locally controlled heads	Shri. Sanjay Kachru, Sr. AO	<b>Ext-215</b>
23	Payment to FCI for rice and wheat	do	do
24	Pre- audit and payment of ACSFP bills and its grant bill.	do	do
25	Pre- audit and payment its grant bills	do	do
26	Payment of 5% ASC bills	do	do
27	Scheduling of vouchers to LAO's	do	do
28	Payment of Ration money allowance to service officers	do	do
29	Scrutiny of ASC Contractors and connected correspondence	do	do
30	Releasing of security deposits of CD's.	do	do
31	Concurrence for nerricks rates for porter and ponies	do	do
32	Post audit of CHT, porter & ponies and 75% ASC	do	do

	supplier's payments bill.		
33	Payment of TA/DA advance (TD)	Smt. Rajni Bhola Sr. AO	<b>Ext-216</b>
34	Payment of advance pt posting	do	do
35	LTC advance	do	do
36	TA/DA claim (TD), TA/DA claim pt. posting, LTC Claim	do	do
37	LPC for noting demand	do	do
38	Registered Complaints from (a) CGDA, (b) PCDA	Smt. Rajeshwari ,AO	<b>Ext-106</b>
39	Payment of advance bills on accounts of Annual contingency Grant, Annual stationary grant, TTIG, ETG, Annual sports grant etc. and other miscellaneous nature	Shri. P K Raina, AO	<b>Ext-209</b>
40	Payment on account of Hot weather claims, Amenity grant training grant.	do	do
41	Payment of Telephone bills,	do	do
42	Payment of MACT claims	do	do
43	Payment of TAG	do	do
44	Payment against AMC Contracts.	do	do
45	Payment against conservancy contract agreement.	do	do
46	Payment of ACG claims in respect of corps HQrs commanded by Major General and above.	do	do
47	Placing of cash assignment to Principal Director of Defence Estate offices.	do	do
48	Placing of cash assignment to ECHS station HQrs.	do	do
49	Payment Rum and cigarettes through imprest on I.A.F.F-1036	do	do
50	Payment of OP Sadbhavana projects through Imprest on- I.A.F.F-1036.	do	do
51	Medical claims in respect Army personals for treatment	do	do

	in civil/ private hospitals.		
52	Transportations of martial remains by air.	do	do
53	Adjustment of Defence Procurement Labour Bills.	do	do
54	Inter department postal bills.	do	do
55	Adjustment of MROs, Scheduling of vouchers & clearance of PAO suspense.	do	do
56	Post audit of paid vouchers received from units/ formation.	do	do

5. No information is shared after office hours.

## 6. Complaint redressal systems

**Courteous and helpful service will be extended by all the staff. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints with the following officer(s)**

Name of Grievance officer	Designation	Located at	Telephone No.	email
<b>Sh. Mustaq Ahmad, IDAS</b>	<b>Dy. CDA</b>	<b>O/o- The PCDA (NC), Narwal Pain, Satwari Jammu Pin- 180003</b>	<b>01912454972 Fax No- 01912434984</b>	<b>grievance.pcdanc@gmail.com</b>

**You may send in your complaints through e mail also at above mentioned email id.**

- 7 A Centralized Customer Care Centre/ Grievance redressal centre has also been established at **Jammu** where you can lodge your complaint at 0191-2106697
- 8 All complaints will be acknowledged by us within **7** days and final reply on the action taken will be communicated within **30** days.
- 9 Consultation with our users/ Stakeholders
  - We welcome suggestions from our users and the same may be sent at [cda-jammu@nic.in](mailto:cda-jammu@nic.in) .
  - We hold periodical half yearly meetings with users/ user representatives and if you wish to be associated with this, please contract 0191-2435439-Ext 302 at office of PCDA (NC) **Jammu**
- 10 We seek your co-operation on the following  
Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (give details relevant to the Departments/Section concerned)
- 11 No guide book has been prepared by the office.  
Our help line number is **0191- 2435439, Extension No- 302.**



**We are committed to constantly revise and improve the services being offered under the Charter.**

**Dy. CDA (AN)**

**2 (Enumeration of services delivered by the department) We deliver the following services:-**

- 4 Army Units/ Formation:-
  - a. Audit and payment of various grants/ bills.
  - b. Financial advice on the Finance matter.
  - c. Concurrence of financial proposal
  - d. Maintenance of accounts.
  
- 5 MES Formations :- Audit and payment of
  - a. Pay bills of industrial & non-industrial employees.
  - b. Financial advice on the finance matter.
  - c. Scrutiny of contractors and payment thereof.

- d. Maintenance of Contract agreement and relevant documents.
- 6 Defence Civilian audit & payment of
  - A. Pay and advance of others bills.
  - B. Final settlement/ terminal benefits.
  - C. Advice on pay matters.
- 7 Govt. supplier and Contractor: - Audit and payment of their bills and voucher.
- 8 Cantonment Board: - Audit and scrutiny of contract and payments of.
- 9 Military Farm: - Audit and payment of bills and voucher and other financial matter.
- 10 DEO:-
  - a. Release of payments of all the hired buildings occupied by Defence.
  - b. Audit of their accounts and budget.

## 6 Complaint redressal systems

**Courteous and helpful service will be extended by all the staff. If you have any complaints to make with respect to the delivery of the above standards you are welcome to register your complaints with the following officers**

Grievances redressed/ monitored by Grievance cell (Admin-II) and Grievance officer is always present during office time i.e. between 9.00 AM to 5.30 PM in this office. The details of grievance Officer is as under:-

<b>Name of Grievance officer/ Address</b>	<b>Visiting Time</b>
<b>Sh. Mustaq Ahmad, IDAS, Dy. CDA</b> <b>O/o- The PCDA (NC),</b> <b>Narwal Pain, Satwari Jammu</b> <b>Pin- 180003</b> <b>Tell No- 01912454972</b> <b>Fax No- 01912434984.</b> <b>E-Mail:- grievance.pcdanc@gmail.com</b>	<b>Monday to Friday</b> <b>9.00 AM to 5.30 PM.</b>

- 12 .A centralized customer care centre/ grievance redressal centre has also been established at **Jammu** where you can lodge your complaint.

### **F Expectation from Client**

It is expected that clients' takes immediate action to comply with the objections/ Observations once pointed out by the audit and place system to avoid recurrence of lapses in future.