

## 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 contracts 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 thereof.
- 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)

#### **'Annexure-B'**

| Sr. No | Section Responsible | Services   | Time limit   |
|--------|---------------------|--|--|
| 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.<br>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)                                    |

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|    |                   | 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/CGEGIS in r/o individuals who are retiring.             | 14 days (Working day)   |
| 11 | Admin Section     | Complaints/Grievance/CPGRAMS  | Acknowledgement within 7 days and final reply within 30 days. |
| 12 | Admin Section     | Furnish Of Information Under RTI Act 2005, Court cases/AFT Cases/ CAT Cases (DAD and Non-DAD) | Within 30 days for RTI  |
| 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)   |

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| 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             | Adjustment of accounts received against imprest.   | 14 days (working days)                          |
| 29 | E- Section             | Payment of cash requisition for S & S Imprest accounts   | Within 24 hours from the date of its receipt.   |
| 30 | Store Contract Section | Pre audit and payment of LP bills under locally controlled heads                                 | Within 07 days after receipt.                   |
| 31 | Store Contract Section | Payment to FCI for rice and wheat  | 24 hours from the date of receipt.              |
| 32 | Store Contract Section | Pre- audit and payment of ACSFP bills and its grant bill.  | Within 07 working days of receipts of bills.    |
| 33 | Store Contract Section | Pre- audit and payment its grant bills   | Within 07 working days of receipts of bills.    |
| 34 | Store Contract Section | Payment of 5% ASC bills  | Within same month of receipt of S&S Accounts.   |
| 35 | Store Contract Section | Scheduling of vouchers to LAO's  | On monthly basis.                               |
| 36 | Store Contract Section | Payment of Ration money allowance to service officers  | Within 07 working days                          |
| 37 | Store Contract Section | Scrutiny of ASC Contractors and connected correspondence   | Within one month of receipt of documents.       |
| 38 | Store Contract Section | Releasing of security deposits of CD's.  | Within 07 working days of receipt of documents. |

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| 39 | Store Contract Section | Concurrence for <i>nerricks</i> rates for porter and ponies   | Immediately within reasonable time after receipt of documents. |
| 40 | Store Contract Section | Post audit of CHT, porter & ponies and 75% ASC supplier's payments bill.  | Immediately within reasonable time after receipt of documents. |
| 41 | T- Section             | Payment of TA/DA advance (TD)   | 2 days from the date of receipt.                               |
| 42 | T- Section             | Payment of advance permanent posting  | 2 days from the date of receipt.                               |
| 43 | T- Section             | LTC advance   | 2 days from the date of receipt.                               |
| 44 | T- Section             | TA/DA claim (TD), TA/DA claim permanent posting, LTC Claim  | 14 days from the date of receipt.                              |
| 45 | T- Section             | LPC for noting demand   | One day from the date of receipt.                              |
| 46 | O & M Cell             | Registered Non-DAD Complaints from<br>(a) CGDA,<br>(b) PCDA   | One day  |
| 47 | 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)   |
| 48 | M section              | Payment on account of Hot weather claims, Amenity grant training grant.   | 7 working days   |
| 49 | M section              | Payment of Telephone bills,   | On priority  |
| 50 | M section              | Payment of MACT claims  | On priority  |
| 51 | M section              | Payment of TAG  | 30 days(Working day)   |
| 52 | M section              | Payment against AMC Contracts.  | 7 (working days)   |
| 53 | M section              | Payment against conservancy contract agreement.   | 7 (working days)   |
| 54 | M section              | Payment of ACG claims in respect of corps HQrs commanded by Major General and above.  | 7 working days   |

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| 55 | M section | Placing of cash assignment to Principal Director of Defence Estate Offices.         | 5 days (Working day)  |
| 56 | M section | Placing of cash assignment to ECHS station HQrs.                                    | 5 days (Working day)  |
| 57 | M section | Payment Rum and cigarettes through  | 24 Hours              |
|    |           | imprest on I.A.F.F-1036   |                       |
| 58 | M section | Payment of OP Sadbhavana projects through Imprest on- I.A.F.F-1036.                 | 24 Hours              |
| 59 | M section | Medical claims in respect Army personals for treatment in civil/ private hospitals. | 7 (working days)      |
| 60 | M section | Transportations of mortal remains by air.   | 7 (working days)      |
| 61 | M section | Adjustment of Defence Procurement Labour Bills.                                     | 10 days (Working day) |
| 62 | M section | Inter department postal bills.  | 10 days (Working day) |
| 63 | M section | Adjustment of MROs, Scheduling of vouchers & clearance of PAO suspense.             | On weekly basis       |
| 64 | 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 Dev Raj Barna, Sr. AO / Shri Viriender Sharma, Sr. AO | <a href="mailto:cda-jammu@nic.in">cda-jammu@nic.in</a><br>Fax No- 01912434984<br>Ph. No-0191-2435068<br>Ext-203/210 |
| 2 | Payment & audit of GPF Claims  | do   | do  |
| 3 | Payment & audit of medical claims  | do   | do  |

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| 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. Rakesh Kumar<br>Sr. AO                                       | <b>Ext-201</b>             |
| 12 | Cash assignment from MES Officers  | Shri. Sanjay Peshin,<br>SAO and Shri Rajesh<br>Kumar Gupta, Sr. AO | <b>Ext-213<br/>Ext-212</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. Rakesh Koul,<br>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                         |

|    |   |                                  |                |
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| 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. Veena Raina<br>Sr. AO       | <b>Ext-207</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<br>(a) CGDA,<br>(b) PCDA   | Shri Viriender Sharma,<br>Sr. 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 J K Bakshi,<br>Sr. 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 |



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|    | 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  |
|---------------------------|-------------|--|--|--|
| Sh. R K Gupta, IDAS       | Asstt. CDA  | O/o the PCDA (NC), Narwal Pain, Satwari, Jammu Cantt. 180003 | Tel No. 0191-2435439, Fax No. 0191-2435068 | <a href="mailto:cda-jammu@nic.in">cda-jammu@nic.in</a> |

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, Extn 201
- 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 contact 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, E-mail: cda-jammu@nic.in**

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

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**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:-

**Name of Grievance officer/ Address**

**Visiting Time**

**Sh. R K Gupta, IDAS, Asstt. CDA  
O/o the PCDA (NC),  
Narwal Pain, Satwari, Jammu Cantt.  
PIN 180003  
Tell No- 0191-2435439, Fax No. 0191-**

**Monday to Friday  
9.00 AM to 5.30 PM.**

2435068 E-Mail: [cda-jammu@nic.in](mailto:cda-jammu@nic.in)

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.