

# **Controller General of Defence Accounts New Delhi**



## **CITIZENS'/CLIENTS' CHARTER**

**Citizens' Charter - Controller General of Defence Accounts, New Delhi (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 strives 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 delivered by the Admin Sections of HQrs office are as follows:

- 3.

Sl. No.	Group	Broad description of functions
i	AN-I (IDAS)	(a) All matters concerning IDAS officers and other Group-A posts. Viz. Recruitment, Promotions, Confirmation, transfers. (b) Representation/appeals (c) Confidential reports (d) Resignation, deputation, court cases, foreign training etc.
ii	AN-II (SAO/AO/AD(OL)/SPS/PPS)	(a) Work relating to DPC for promotion to AO/SAO/AD(OL)/SPS/PPS & issue promotion order thereof (b) MACP in r/o SAOs/AOs/AD(OL)/SPS (c) Transfer/Posting in r/o SAOs/AOs/AD(OL)/SPS/PPS (d) Custody of APAR & representation thereon in r/o SAOs/AOs/AD(OL)/SPS (e) Deputation in r/o SAOs/AOs/AD(OL)/SPS (f) Processing of cases in respect of SAOs/AD(OL) under FR 56(j)/ Rule 48 of CCS(Pension) Rules, 1972
iii	AN-III	(a) Opening-closing of DAD offices, (b) Processing of applications received under RTI Act.. (c) Notifying Proforma Controllers of IFA Setup (d) Misc. Matters.
iv	AN-IV (Estt.)	(a) Postings of Officers/Staff within the Office, (b) Disciplinary Cases, (c) Maintenance of Service Books of Officers/Staff, (d) Maintenance of APARs upto the level of AAO, (e) Issuing of NOC for Passport, visit abroad,

Sl. No.	Group	Broad description of functions
		<ul style="list-style-type: none"> <li>(f) Granting permission for appearing in examinations, studying courses,</li> <li>(g) Sanction for movable/immovable properties upto the level of AAO,</li> <li>(h) GPF Advance/Final withdrawals including in respect of SAG level Officers who are on deputation,</li> <li>(i) Delegation of powers/distribution of work amongst officers,</li> <li>(j) Issue of Office orders relating to transfer in, transfer out, temporary duty move, resignation, voluntary retirement, superannuation, leave etc casualties,</li> <li>(k) Conducting of DPCs for promotion, SAS examination, MACP, 56 J cases etc.,</li> <li>(l) Fixation of Pay,</li> <li>(m) Preparation of Budget Estimate and revised estimate,</li> <li>(n) Reconciliation of Expenditure with sectional and book compilation,</li> <li>(o) Pay &amp; Allowances,</li> <li>(p) Loans and advances,</li> <li>(q) Maintenance of Demand Registers,</li> <li>(r) Calculation of Income Tax, preparation and issue of Form-16,</li> <li>(s) Watching and adjustment of leave salary, pension contribution and long term advances taken by the Officers on deputation,</li> <li>(t) All supplementary bills i.e., OTA/ Honorarium/ Immediate Relief / CGEIGS, Reimbursement of Children Education Allowance/DA Arrears/Provisional Payments in respect of transfer in cases etc.,</li> <li>(u) Originating and Responding to DID Schedules (All),</li> <li>(v) Forwarding of Punching Medium, Class VIII vouchers to EDP Centre,</li> <li>(w) License Fee report to Directorate of Estates,</li> <li>(x) Pursuance of Biometric Attendance System,</li> <li>(y) Pension cases, issue of Pensioner cards,</li> <li>(z) Sanction of Leave encashment on retirement and LTC,</li> <li>(aa) Receipts, dispatch, diarising of dak,</li> </ul>
v	AN-V	<ul style="list-style-type: none"> <li>(a) Security measures,</li> <li>(b) Payment of contingent and other charges,</li> <li>(c) Receipt and distribution of cheques for contingent &amp; other charges,</li> <li>(d) Accommodation for officers and staff,</li> <li>(e) Maintenance and control of staff cars,</li> <li>(f) Provision and maintenance of Dead stock-Articles,</li> <li>(g) Housekeeping in CGDA's office.</li> <li>(h) Maintenance of Library, keeping all the books of Regulations etc. corrected up to date.</li> </ul>
vi	AN-VI	<ul style="list-style-type: none"> <li>(a) Holding of JCM-III level Meeting under the Chairmanship of the CGDA,</li> <li>(a) Meeting with DAD SAS officers Association.</li> </ul>

Sl. No.	Group	Broad description of functions
		<ul style="list-style-type: none"> <li>(b) All matters of Service Association and such as Continuation of Recognition, Memorandum, and amendments in Bye laws, membership, Compilation of Quarterly Report on ROC meeting with CsDA etc.</li> <li>(c) Holding of New Compilation system,</li> <li>(d) Entry of Schedule loan/adv in Debt Head Register,</li> <li>(e) Posting of DMRO in DMRO register and noting of TE,</li> <li>(f) Clearance of outstanding list of DID schedule and Corr. on DID Schedule and maintenance of DID schedule register,</li> <li>(g) Debit/ Credit Scrolls received from SBI/RBI and download paid scroll from SBI CMP,</li> <li>(h) Verification of monthly closing statement from SBI GAD Mumbai, RBI CAS Nagpur, and SBI CMP Mumbai,</li> <li>(i) In time preparation of AROB and its related work and correspondence. Clearing of suspense/adverse balances shown,</li> <li>(j) Preparation of PM at the end of the month,</li> <li>(k) Dealing with SBI CMP site to down loading e-MRO credit scroll thereon to compile with actual.</li> </ul>
vii	AN-VII	<ul style="list-style-type: none"> <li>(a) Budget estimates of DAD and budgetary control, Allocation of funds under locally controlled heads and P-Loans and Advances,</li> <li>(b) Parliament questions pertaining to DAD received and reply compiled and disposed off,</li> <li>(c) Allocation of Funds to sanctioned cases regarding HBA received from all DAD offices,</li> <li>(d) Fixing of Imprest ceiling for all PCDSA/CDA/IFA and watching the utility thereof,</li> <li>(e) GPF withdrawals sanctioned for all SAG &amp; above level officers.</li> <li>(f) Distribution of CSD Trade Surplus received from Ministry to all sub-offices according to the posted strength,</li> <li>(g) Sanction and condemnation of all staff cars of DAD processed to MoD.</li> </ul>
viii	AN-VIII	<ul style="list-style-type: none"> <li>(a) Demand for establishment from SSC &amp; issue of Dossier to Controllers,</li> <li>(b) Authorisation of strength in the Controllers organizations,</li> <li>(c) Framing of Recruitment Rules for Group 'C' Services and amendments thereof,</li> <li>(d) Compassionate appointments,</li> <li>(e) D Section work of CGDA's office.</li> <li>(f) Audit of bills processed through PRABAL system.</li> </ul>
ix	AN-IX	<ul style="list-style-type: none"> <li>(a) Deputation Group 'C' &amp; 'B' staff/officers upto the level of AAO/Permanent absorption of Group 'C' &amp; 'B' Staff/officers up to the level of AAO in outside organization.</li> <li>(b) Inter-command transfer of AAOs/SAS Apprentice.</li> <li>(c) Provisioning of SAS Pt. II passed candidates to the regular vacancies of AAOs</li> </ul>
x	AN-X	<ul style="list-style-type: none"> <li>(a) Inter-Command transfer of Group "C" &amp; 'B' staff except SAS Apprentice.</li> <li>(b) Transfer policy and connected matters.</li> </ul>
xi	AN-XI	<ul style="list-style-type: none"> <li>(a) Promotion,</li> <li>(b) Antedation,</li> </ul>

Sl. No.	Group	Broad description of functions
		(c) MACP/ ACP, (d) Probation and Confirmation in respect of, PS, Group B- Non Gazetted, Group C Grade, (e) Maintenance of roster of these grades, (f) Voluntary retirement/resignation from service, (g) Screening of staff after 50/55 years (56(J) report).
xii	AN-XII	(a) Construction of DAD Accommodations –Office/Residential/Transit/Sports Complex. (b) Additions/ Alterations/Special Repairs proposals of DAD assets. (c) Fund Allotment- Capital /Maintenance Heads of DAD assets. (d) Hiring of Accommodation for DAD Sub Offices-DPDO/LAO/Hotel Rooms (for special cases-accommodation purpose). (e) Re-appropriation of Accommodation for DAD. (f) Monitoring of Transfer of Land cases from Services to DAD. (g) Estate related cases including DAD Residential Pool Accommodation Rules. (h) Formulation of Perspective Plan for construction of office & residential buildings for DAD, (i) Monitoring of physical progress in the field of construction of permanent office/residential accommodation for DAD, DAD Capital Works Budget Allocation to field PCsDA/CsDA.
xiii	XIII	(a) All matters relating to discipline / vigilance cases of Group B, C staff, (b) Complaints against DAD staff, (c) Rendition of Reports and Returns on disciplinary cases to higher authorities, (d) Representation against adverse remarks in APARs up to AAOs level and general orders regarding APARs, (e) Cases of defalcation/fraud.
xiv	AV-XIV	(a) All matters relating to clarification on Pay & Allowances, Medical Leave and other service related matters in r/o DAD employees.
xv	AN-Legal Section	(a) Functions as single Nodal Point for all DAD Legal cases (except pension) and liaise with all Nodal offices, LA (Defence) New Delhi, Ministry of Law & Justice, MoD and other agencies. (b) As the Legal Cell of HQrs Office, centrally monitor the progress of various court cases through various Nodal offices nominated by HQrs. office letter dated 04.08.1992 & as amended from time to time.
xv	SAS Section	(a) Conduct of SAS and other Departmental Promotional Examinations.

3. Details of Clients/ Citizens: **DAD Employees.**

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

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
(1)	<b>ADMIN-I SECTION</b>				
1.	Recruitment to IDAS through UPSC.	Determination and intimation of vacancies to be filled up on the basis of CSE Examination, receipt of dossiers from DOP&T, processing of appointment letters for approval by the RM, issuance of appointment letters duly indicating the requirements to be completed by appointees.	Roster, Authorized vs. Posted strength, superannuation data, IDAS Rules 2000, draft rules of CSE, dossiers of selected candidates, medical/ police verification reports.	As per administrative requirement and UPSC/ DoP&T guidelines.	Accounts Officer, 011-25665566, 01105665801
2.	Appointment to IDAS by promotion from Group 'B'.	Determination of vacancies, initiation of DPC proposal, holding of DPC meeting by UPSC, approval of DPC recommendations by the President, issuance of appointment letters after approval by DAPB.	Roster, Authorized vs. Posted strength, superannuation data, APARs, vigilance clearance, IDAS Rules 2000, DPC proposal, requests of officer(s) for posting on promotion, DAPB minutes.	As per guidelines of DoP&T.	Accounts Officer, 011-25665566, 01105665801
3.	Transfer/ posting.	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.	Accounts Officer, 011-25665566, 01105665801
4.	Creation of new office.	Justification note for opening of new office, consideration and approval by competent authority.	Data showing administrative requirement.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
5.	Cadre Review.	Note to the Ministry of Defence, its approval at the level of RM, FM, DoP&T, CRC and thereafter, Draft Cabinet Note to be approved by RM, PMO, DoP&T and ACC.	Data showing administrative requirement, Authorized vs. Posted strength, IDAS Rules 2000.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801

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		Processes involved	Documents required		
6.	Fixation of seniority.	Fixing the seniority of direct recruits and promotee officers in IDAS in terms of IDAS Rules 2000.	CSE result for direct recruits, DPC minutes for promotee officers, IDAS Rules 2000.	On appointment by direct recruitment and on promotion from Group 'B'.	Accounts Officer, 011-25665566, 01105665801
7.	Deputation (Non-CSS).	Issuance of circular for deputation, processing of names received, note for approval/ cadre clearance/ vigilance clearance, forwarding of approved names to borrowing departments for consideration, online filling up of applications, issuance of orders on receipt of approval from borrowing departments.	Demand letter from borrowing department, completed forms of willing officers, online portal, APARs, vigilance clearance, cadre clearance.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
8.	Deputation (CSS).	Issuance of circular for deputation, processing of names received, note for approval/ cadre clearance/ vigilance clearance, forwarding of approved names to borrowing departments for consideration, online filling up of applications, issuance of orders on receipt of approval from borrowing departments.	Request letter from E.O./ DoP&T, completed forms of willing officers, APARs, vigilance clearance, cadre clearance, online portal for filling up of applications.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
9.	Deputation (CVO).	Issuance of circular for deputation, processing of names received, note for approval/ cadre clearance/ vigilance clearance, forwarding of approved names to borrowing departments for consideration, online filling up of applications, issuance of orders on receipt of approval from borrowing departments.	Request letter from E.O./ DOP&T, completed forms of willing officers, APARs, vigilance clearance, cadre clearance, online portal for filling up of applications.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
10.	Deputation (PSEB).	Issuance of circular for deputation, processing of names received, note for approval/ cadre clearance/ vigilance clearance, forwarding of approved names to borrowing departments for consideration, online filling up of applications, issuance of orders on receipt of approval from borrowing departments.	Request letter from PSEB, completed forms of willing officers, APARs, vigilance clearance, cadre clearance, online portal for filling up of applications.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801

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		Processes involved	Documents required		
11.	Deployment in UN Missions.	Calling for names of willing officers, processing the names, note for approval/vigilance clearance, approval by RM, issuance of Govt. sanction letter, issuance of order of deployment to concerned officer.	Requisition from Army HQrs, applications of willing officers, APARs, vigilance clearance, approval of RM, Govt. sanction letter.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
12.	IDAS Rules.	Justification note for amendment to IDAS Rules to be approved by RM, DoP&T, UPSC, Ministry of Law & Justice, Hindi version, publication in the official gazette.	Govt. orders directing amendment/ revision of Rules, other administrative notes.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
13.	Gazette Notifications of appointment/superannuation.	Draft gazette notification issued on appointment to a grade in IDAS and on superannuation of IDAS officers approved by competent authority, publication by Govt. of India Press in Official Gazette.	Office Orders notifying casualties.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
14.	Promotions.	Determination of vacancies, initiation of DPC proposal, holding of DPC meeting by UPSC, approval of DPC recommendations by the President, issuance of appointment letters after approval by DAPB.	Authorized vs. Posted strength, superannuation data, reversion from deputation data, APARs, vigilance clearance, IDAS Rules 2000, DPC proposal, requests of officer(s) for posting on promotion, DAPB minutes.	As per guidelines of DoP&T.	Accounts Officer, 011-25665566, 01105665801
15.	Raksha Mantri Award for Excellence under Motivation Scheme for DAD.	Issuance of circular, receipt of nominations from field offices, processing of nominations, constitution of committee of officers to short list nominations, presentation by short listed offices, finalization of three awards by COO, approval by RM, preparation of certificates, citations, medals and cash awards, presentation of awards on DAD day.	Motivation Scheme for DAD, nominations, presentations of offices, recommendations of COO, approval of RM, certificates, citations, medals, cash awards.	15 June to 31 August every year.	Accounts Officer, 011-25665566, 01105665801
16.	Leave.	Checking the application, entitlement of leave, note for approval by competent authority,	Leave application, leave record.	Within 2 days of receipt of request.	Accounts Officer, 011-



Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		communication of sanction of leave to the officer.			25665566, 01105665801
17.	Permissions under CCS (Conduct) Rules 1964.	Processing of application of an officer for information/ approval of competent authority, communication of orders of the competent authority to the officer.	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.	Accounts Officer, 011-25665566, 01105665801
18.	Permission for outside employment.	Processing of application of officer for approval of competent authority, communication of approval of competent authority to the officer.	Application, profile of officer, rule position.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
19.	Permission for higher studies.	Processing of application of officer for approval of competent authority, communication of approval of competent authority to the officer.	Application, profile of officer, rule position.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
20.	NOC for passport.	Processing of application for approval of competent authority, issuance of NOC in prescribed format.	Application, rule position, vigilance clearance.	Within 15 days of receipt of application.	Accounts Officer, 011-25665566, 01105665801
21.	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.	Within 15 days of receipt of application.	Accounts Officer, 011-25665566, 01105665801
22.	Safe custody of passport.	Processing of application for safe custody of passport, entry in the register, issuance of certificate of safe custody.	Passport, application.	Within 2 days of receipt of application.	Accounts Officer, 011-25665566, 01105665801
23.	Release of passport from safe custody.	Processing of application for release of passport from safe custody, entry in the	Passport, application.	Within 2 days of receipt of application.	Accounts Officer, 011-

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		register, issuance of certificate of safe custody.			25665566, 01105665801
24.	Vigilance Clearance.	Note for obtaining vigilance clearance from the competent authority, issuance of vigilance clearance.	Request for vigilance clearance, vigilance record.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
25.	Complaints.	Examination of complaint and Note for obtaining orders of competent authority on complaints.	Complaint, rule position.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
26.	Disciplinary proceedings.	Examination of delinquencies of officer, note for approval of competent authority through CVO for initiation of disciplinary case, approval by competent authority, framing of draft charge sheet, approval of draft charge sheet by disciplinary authority, issuance of charge sheet and taking further action as per CCS (CCA) Rules 1965.	Cogent material on record, supporting documents/ witnesses, rule position, CVO's/ CVC's recommendations, UPSC's advice, communication(s) from the delinquent officer, any other material relevant to the delinquency, rule position.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
27.	Appeal against penalty under CCS (CCA) Rules 1965.	Preparing para-wise comments on appeal, it's 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 proceedings, rule position.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
28.	Revision petition under CCS (CCA) Rules 1965.	Preparing para-wise comments on Revision petition, it's processing together with supporting documents for obtaining orders of the competent authority, communication of orders of the competent authority on appeal.	Revision petition with supporting documents, record of disciplinary proceedings and appeal, rule position.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
29.	Review application under CCS (CCA)	Preparing para-wise comments on Review application, it's processing together with	Review application with supporting documents, record	As per Govt. orders.	Accounts Officer, 011-

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	Rules 1965.	supporting documents for obtaining orders of the competent authority, communication of orders of the competent authority on appeal.	of disciplinary proceedings/ appeal/ revision petition, rule position.		25665566, 01105665801
30.	APAR.	Initiation of APAR to officer reported upon, watching its completion by all channels and return to AN-I Section duly completed, issuance of reminder wherever required to expedite APAR, examination to ensure completion of APAR, communication of APAR, watching acknowledgement of APAR and representation thereon, if any.	Office order of posting/ transfer, distribution of work to identify channels of writing of APAR, data base of APAR.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
31.	Representation on APAR.	Obtaining remarks of Reporting officer/ Reviewing officer/ Accepting authority on representation, processing of representation vis-à-vis remarks of above officers together with other material on record for orders of the competent authority, communication of orders of the competent authority on representation to the officer.	Representation, remarks of Reporting officer, Reviewing officer, Accepting authority on representation, other material relevant to the matter.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
32.	Maintenance of APAR dossier.	After completion of APAR, placing the same in APAR dossier, page numbering and indexing it.	APAR and APAR dossier.	Immediately on completion.	Accounts Officer, 011-25665566, 01105665801
33.	Court case.	Examination of the court case, preparation of para-wise comments, obtaining approval of the competent authority for appointment of Govt. counsel, liaison with Govt. counsel, obtaining draft counter reply from Govt. counsel, examination and processing of draft counter reply for approval by the competent authority and vetting by LA (Defence), forwarding of signed copies of counter reply to	O.A./ W.P./ S.L.P. etc., material relevant to the case.	20-30 days from its receipt.	Accounts Officer, 011-25665566, 01105665801

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		Govt. counsel and watching further progress of the court case.			
34.	Court order.	Examination of the court order, seeking legal opinion of Govt. counsel, processing of the court order together with opinion of Govt. counsel for approval of competent authority in consultation with LA (Defence) for compliance or challenging the order.	Court order, legal opinion of Govt. counsel, rule position and any other material relevant to the case.	15 days from its receipt.	Accounts Officer, 011-25665566, 01105665801
35.	Pay protection.	Processing the application for obtaining audit report from PCDA (P), obtaining orders of the competent authority, communication of orders of the competent authority.	Application, rule position, audit report.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
36.	Pay protection.	Examination and processing of request together with rule position for obtaining audit report from PCDA (P) and thereafter obtaining approval of the competent authority, communication of the orders of competent authority.	Application, service book of current as well as past service, rule position, audit report.	As per Govt. orders.	Accounts Officer, 011-25665566, 01105665801
37.	Pink List.	Issuance of circular calling for updated data, compilation of data, supply of data to the printer for printing, proof reading, checking of printed pink lists, making office-wise bunches of pink lists, dispatch of pink lists.	Updated data of officers.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801
38.	PIS.	Updation of data of officers.	Orders and Office orders notifying casualties.	As per administrative requirements.	Accounts Officer, 011-25665566, 01105665801

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
(2)	<b>ADMIN-II SECTION</b>				
1	Promotion	Determination vacancies based on retirements, promotion to the next higher grade, completion of APARs, verification of service records and conduct of DPC.	i) APARs ii) Service Records/APARs iii) Roster list iv) Vacancy position v) Integrity/Vigilance Certificate	Annual plan and promotion is done as per vacancies available.	Accounts Officer 011-25665554
2	Deputation	Issue of Circular and call for applications, Scrutiny of applications, Approval from the Competent Authority, Approved applications are forwarded to the borrowing department and on selection orders are issued to the concerned officer and its Proforma Controller.	Advertisement in Newspaper / Request from the borrowing department and applications from individual officers, APARs, Integrity/Vigilance Certificate	Within the time indicated by the borrowing department.	Accounts Officer 011-25665554
3	Recruitment of AD(OL)	<b>Through Deputation:</b> Issue of vacancy circular, call for applications from other departments based on requirement, scrutiny of applications, forwarding of panel to UPSC for selection and on selection, the dossier is forwarded to concerned PCDA/CDA for appointment.	Vacancy position, copy of Recruitment Rules, requisite documents as per RR and applications from the interested applicants.	As and when, based on the requirement of the department	Accounts Officer 011-25665554
4	Transfer/posting	Completion of volunteer list and vacancies at the respective stations, convening of DAPB and its approval by Competent Authority and issuance of orders.	Calling for volunteers from the field offices and calculation of authorized vs posted strength at respective stations.	i) Annual exercise ii) As per vacancy	Accounts Officer 011-25665554
5	Various Sanctions under CCS (Conduct) Rules	Scrutiny as per extant rules and approval of the Competent Authority.	Application in the requisite format and supporting documents as per requirements mentioned in the annexure to the CCS (Conduct) Rules.	30 days.	Accounts Officer 011-25665554
6	APAR	i) Call for comments from the concerned	Representation, comments of	30 days after receipt of	Accounts

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	representation.	authorities. ii) Put up the case to the appellate authority iii) Issue of Speaking Order.	reporting, reviewing and accepting officers.	the comments of the concerned authorities.	Officer 011-25665554
7	Voluntary Retirement/ Resignation from service in respect of SAOs/AOs/SPSs/AD(OL)	Scrutiny as per extant rules and approval of the Competent Authority.	Application from the concerned officer.	25 days after receipt of request completion in all respects.	Accounts Officer 011-25665554
8	FR 56(j)	Meeting of Internal Committee to screen Cases of SAOs/AD(OL) due to be reviewed under FR 56(j)/ Rule 48 of CCS(Pension) Rules, 1972 are held in each quarter. Further, proceeding of Internal Committee along with necessary documents is forwarded to DAD-Coord MoD(Fin.) for obtaining recommendation of Review Committee headed by Defence Secretary.	APARs	Quarterly	Accounts Officer 011-25665554
(3)	<b>ADMIN-III SECTION</b>				
1	Opening of new DAD offices.	On receipt of request from the Executive Authorities/ Associations/other sources, a Statement of Case (SoC) is sought for from the concerned Controller in whose jurisdiction the proposed office falls. The case is examined as per Office Manual Part I in pursuance to the Statement of Case in consultation with Audit Section of this HQrs office.	i) Request for opening of DAD office. ii) Statement of Case justifying the requirement from the concerned Controller.	i) 30 days of receipt of the request. ii) 30 days on receipt of Statement of Case duly supported with complete documents.	Accounts Officer, 011-25665553
2	Closing of DAD offices	On receipt of request from concerned Controller alongwith SoC, the case is examined in consultation with Audit Section	i) Request alongwith SoC for closing of DAD office.	30 days from receipt of request alongwith Statement of Case.	Accounts Officer, 011-25665553

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		of this HQrs office.			
3	Upgradation of DAD offices.	On receipt of request from the Executive authorities/ Associations /other sources, a Statement of Case (SoC) is sought for from the concerned Controller in whose jurisdiction the upgradation of DAD office falls. The case is examined in pursuance to the statement of case in consultation with Audit Section of this HQrs office.	i) Request & SoC for upgradation of DAD office.	30 days from receipt of Statement of Case.	Accounts Officer, 011-25665553
4	Shifting of DAD offices.	On receipt of request from the Executive authorities/ Associations /other sources, a Statement of Case (SoC) is sought for from the concerned Controller in whose jurisdiction the proposed office falls. The case is examined in pursuance to the statement of case in consultation with Audit Section of this HQrs office.	i) Request for shifting of DAD office, ii) Statement of Case.	30 days from receipt of Statement of Case.	Accounts Officer, 011-25665553
7	Circulation of Govt. Orders/Instructions to field offices.	On receipt of Govt. Orders/Instructions from Ministries, the same are circulated to all the offices of Defence Accounts Department through department's website/e-mail etc.	Govt. Order/Instruction	07 working days	Accounts Officer, 011-25665553

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
8	Processing of applications received under RTI Act, 2005	Online RTI request & first appeal can be filed by applicants through online RTI Portal ( <a href="http://www.rtionline.gov.in">www.rtionline.gov.in</a> ) by selecting 'CGDA' as public authority. Such online Requests and First appeals as well as offline requests and appeals received under RTI Act are forwarded to concerned CPIOs & FAAs respectively in HQrs. office, other DAD offices across the country and to public authorities not covered under DAD, as the case maybe, for providing information to the applicants/appellants directly.	As per RTI Act 2005	As per RTI Act 2005	<u>Nodal officer (RTI):</u> 011-20893058  <u>RTI Section:</u> 011-25665558 011-25665803
9	Online RTI Portal	Online/offline RTI requests and appeals are monitored on Portal.	Data available online	Daily basis	<u>Nodal officer (RTI):</u> 011-20893014 <u>RTI Section:</u> 011-25665553 011-25665803
10	Adjustment of RTI Fee	RTI fee received in r/o HQrs. office is adjusted centrally by the section.	IPO/Cash/DD	Monthly basis	<u>Nodal officer (RTI):</u> 011-20893014 <u>RTI Section:</u> 011-25665553 011-25665803
11	Creation of new CPIO's and FAA's account on Online RTI Portal	New CPIO's and FAA's account are created on Portal and user-id and password are forwarded to concerned authority.	Request for creation of account	Within 5 working days of receipt of request	<u>Nodal officer (RTI):</u> 011-20893014 <u>RTI Section:</u> 011-25665553 011-25665803



Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
(4)	<b>ADMIN-IV SECTION</b>				
1.	Appointment: (a) Direct Recruitment, (b) Compassionate Appointment.	(i) On receipt of dossiers the same are verified as per the extant orders and instructions, (ii) For Compassionate appointment - after approval of the Competent Authority, (iii) Offer of appointment is issued to the candidate along with attestation and medical fitness form, (iv) On receipt of Attestation and Medical certificate, online/offline police verification is carried out, (v) On receipt of Police verification appointment letter is issued.	Attestation Forms, Certificate of Date of Birth, Educational qualifications, Caste, Category etc..	20 days from the date of receipt of all the documents duly completed.	Sr. Accounts Officer 011-25665560
2	Joining of Officers/Staff on transfer/reversion from deputation.	Joining Office Order issued.	Transfer/relieving Pt II O.O., Joining report etc..	On reporting in the Office.	Sr. Accounts Officer 011-25665560
3.	Distribution of work amongst officers.	Distribution of Work is done on joining of Officials.	Pt II O.O.	07 days.	Sr. Accounts Officer 011-25665560
4(a)	Pay & Allowances.	Preparation of monthly pay bills of Officials posted/ proforma strength of the Office.	Pt II O.O, Joining report, request for provisional payment, LPC in respect of Transfer in.	Monthly basis.	Sr. Accounts Officer 011-25665560
4(b)	Issue of LPC.	LPC is issued in transferred out cases.	Part II O.O.	20 days.	Sr. Accounts Officer 011-25665560
4(c)	DA Arrears.	Preparation of DA Arrear bills of Officials posted/ proforma strength of the Office.	Orders from Ministry of finance and AN-XIV section.	5 days.	Sr. Accounts Officer 011-25665560

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
5.(a)	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.	Sr. Accounts Officer 011-25665560
5.(b)	Issue of Form-16.	Issue of form 16 of previous Financial year.	Documents in support of savings.	60 days from end of financial year.	Sr. Accounts Officer 011-25665560
6.	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 Schedules based on withdrawal / Advance.	7 days.	Sr. Accounts Officer 011-25665560
7.	NPS uploading and remittance to NSDL.	NPS subscription Recovered from pay & Allowances is uploaded and remitted.	NPS schedules generated from pay Bill.	Monthly.	Sr. Accounts Officer 011-25665560
8.	Supplementary bills i.e., OTA/ Honorarium/ Immediate Relief / CGEGIS.	Preparing bills on receipt of sanctions in r/o OTA/ Honorarium/immediate relief/application of CGEGIS .	Original sanction for OTA and Honorarium, application from family member of the deceased for immediate relief/application of CGEGIS.	10 days.	Sr. Accounts Officer 011-25665560
9.	Reimbursement of Children Education Allowance.	Verification of family details from Service records.	Applications in prescribed form and original receipts for CEA.	10 days.	Sr. Accounts Officer 011-25665560
10.	Reimbursement of Medical Claims/permission for treatment.	Scrutiny of claims and documents enclosed as per entitlement and extant orders. Submission of such application to the Competent Authority for sanction/ permission after scrutiny.	Medical Claim and related documents. Application for permission/ex-post facto sanction.	15 days.	Sr. Accounts Officer 011-25665560
11.	TA/DA/ LTC Claims.	Verification of claims with entitlement and Office Orders.	TA/DA/LTC claims/Part II OO and Service records.	10 days.	Sr. Accounts Officer 011-

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
					25665560
12.	E-ticketing.	Booking of Air Tickets of entitled officials through Defence Travel System.	Requisition for booking of Ticket.	Day to Day basis.	Sr. Accounts Officer 011-25665560
13.	GPF Advance/Final withdrawal.	Submission of such applications to the Competent Authority for sanction after thorough scrutiny/ audit.	Application in the Prescribed proforma along with supporting documents.	10 days.	Sr. Accounts Officer 011-25665560
14.	Sanction of Leave encashment on retirement.	Verification of balance of earned leave/HPL of Official superannuating and Voluntary retirements.	Pt. II O.O. notifying casualty.	15 days.	Sr. Accounts Officer 011-25665560
15.	Sanction of Leave encashment on LTC.	Verification of balance of earned leave/HPL of Official.	Application of Official.	15 days.	Sr. Accounts Officer 011-25665560
16.	Conducting of DPCs for promotion, SAS examination, MACP, 56J cases etc..	Scrutiny of eligibility and verification of details as per instructions.	Service book/ Dossiers/Pt. II O.O.	As per the schedule intimated.	Sr. Accounts Officer 011-25665560
17.	Fixation of Pay.	Pay fixation on promotion, pay revision, MACP etc..	PT. II O.O. notifying the causality.	30 days.	Sr. Accounts Officer 011-25665560
18(a).	NOC for passport/renewal of passport.	Submission of such application to the Competent Authority for sanction/permission after thorough scrutiny/audit.	Annexure 'B' & 'N'.	15 days.	Sr. Accounts Officer 011-25665560
18(b).	NOC for passport-cum proceeding-abroad.	-do-	Appendix 'B' along with Documents in connection with expenditure details.	15 days.	Sr. Accounts Officer 011-25665560
19.	Intimation/Sanction of Movable/Immovable	-do-	Form-I along with the supporting documents in case of the property	30 days.	Sr. Accounts Officer 011-25665560

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	properties.		acquired/disposed.		
20.	Maintenance of APAR and Dossiers (upto AAO grade).	Issue Blank APAR to Officials. Provide copy of the completed APAR to them on receipt of the same.	APAR Forms.	1 <sup>st</sup> week of April.	Sr. Accounts Officer 011-25665560
21.	Granting permission for appearing in examinations, studying courses.	Submission of such applications to the Competent Authority for sanction/ permission after thorough scrutiny/audit.	Individual Application along with connected documents.	15 days.	Sr. Accounts Officer 011-25665560
22.	Issue of Office orders of transfer in, transfer out, Ty. Duty move, resignation, voluntary retirement, superannuation, leave, any other casualties.	Issue of orders.	Transfer order/Relieving order/ PT. II O.O. notifying causality/ application of Official.	07 days.	Sr. Accounts Officer 011-25665560
23.	Preparation of Budget Estimate and Revised Estimate.	Intimating requirements of funds for the year.	Actual Expenditure for previous Years.	As per the schedule intimated	Sr. Accounts Officer 011-25665560
24.	Reconciliation of Expenditure with sectional and book compilation.	Reconciliation	Sectional Compilation	15 days	Sr. Accounts Officer 011-25665560
25.	Sanction of leave and regularisation of absence.	Submission of application of HPL, CML, EOL and CCL etc. to the Competent Authority for sanction	Application of Officials with recommendation of their Officers	07 days	Sr. Accounts Officer 011-25665560

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
26.	Maintenance of Demand Registers.	Updating of Demand registers by posting entries regarding monthly recoveries from the Pay and allowances.	Demand Register , Pay bill	07 days	Sr. Accounts Officer 011-25665560
27.	Watching and adjustment of leave salary, pension contribution and long term advances taken by the Officers on deputation.	Cheques/ RTGS on a/c of recoveries received from borrowing department. Same is adjusted through MROs .	Cheques /RTGs	15 days	Sr. Accounts Officer 011-25665560
28.	Originating and Responding to DID Schedules.	Originating: -Preparation of Class II Punching Medium on the basis of outstanding balance exhibited in LPC. Uploading of DID schedules on respective site after printing/arrival of sectional compilation. Responding: Preparation of Class VIII vouchers.	DID schedule , LPC	07 days	Sr. Accounts Officer 011-25665560
29.	Class II Punching Medium.	Forwarding of Punching Medium to Accounts & EDP Sections	Punching Medium	07 days	Sr. Accounts Officer 011-25665560
30.	Uploading of License Fee on website of Directorate of Estates.	Uploading of License Fee after reconciliation with previous month's schedule.	Licence Fee Schedules and sectional compilation	07 days	Sr. Accounts Officer 011-25665560
31.	Maintenance of Service Books of Officers/Staff.	Updating of service books/records on casualties such as appointments, promotions, Periodical Increment Certificate (PIC), addition/deletion of family details, leave particulars etc.	Part II Office Orders regarding the casualties, documents in support of PIC and family details	07 days	Sr. Accounts Officer 011-25665560
32.	Biometric	Creation/Deletion of record in respect of	Aadhar No., E-mail ID, Mobile	Immediate on receipt	Sr. Accounts

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	Attendance System (BAS).	transfer in/ transfer out cases	No., photograph	of requisite data	Officer 011-25665560
33.	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 of PPO. On receipt of PPO the same is forwarded to PDA concerned with the connected documents.	Individual Application IAFA -356 Calculation sheet Pt. II O.O notifying casualty	30 days	Sr. Accounts Officer 011-25665560
(5)	<b>ADMIN-V SECTION</b>				
1	Issue of : i. SLIC/ DAC Card ii. Punch Card iii. Labour Token iv. Vehicle Stickers v. Mobile pass vi. Passes to Other Ministries vii. Any other pass	i) Obtaining approval of the head of office for desired purpose. ii) Submitting the sanction to Security office for preparation of card	Application form (common of all) For items : (i) & (ii) - copy of transfer order, Copy of PT-II OO. (iii) - Copy of contract, police verification report, copy of ID proof. (iv) - copy of RC, copy of I Card. v. copy of I card, recommendation of concerned Jt.CGDA. vi. As prescribed by the concerned Ministry. vii. As per requirement.	i. 30 days ii. 2 days iii. daily iv. 15 days v. 15 days vi. & vii. As and when required basis.	Sr. Accounts Officer, 011-25665567
2	Conclusion of Annual Maintenance Contract of permanent equipment (Lift, RO, EPBAX, ACs, Water	Assessing of yearly estimation (based on previous year actual requirement). Floating of RFP based on the estimated financial outgo. Opening of Bids (i.e. technical/ commercial) by B.O.O.	Sanction of Competent authority for estimated cost. RFP, Original Quotations, CST, Financial sanction of competent authority. Contract document	As per standard time prescribed in Defence Procurement Manual (DPM).	Sr. Accounts Officer, 011-25665567

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	Cooler, FAX, Photocopy Machines, etc).	Preparation of CST. Conclusion of Contract with L1 recommended by BOO.			
3	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 Preparation of Contingent Bills.	Copy of the contract, Service report, Satisfactory report, Original Bill, Original financial sanction, Contingent Bill, Punching Medium & RVs if required.	15 working days after receipt of all documents duly completed in all respect.	Sr. Accounts Officer, 011-25665567
4	Conclusion of Rate Contract for consumables	Generation of Demand, Annual Stock Taking. Obtaining AIP depending on the estimated financial outgo. Floating of RFP Preparation of CST by BOO Obtaining financial Sanction Placement of Purchase Order.	Consolidated demand Sanction of Competent Authority for AIP. RFP, Original Quotations, CST, Original Financial Sanction.	As per time frame in RFP contract/ Supply Order	Sr. Accounts Officer, 011-25665567
5	Payments of RC items as per terms of Contract.	Inspection by BOO. Generation of Receipt Vouchers. Preparation of Contingent Bill, Punching Medium.	Original Bill, RVs, Inspection Report, Countersigned Contingent Bill by Competent Authority, Punching Medium.	As per Terms & Condition of Contract.	Sr. Accounts Officer, 011-25665567
6	Annual Contract for House Keeping services	Assessing of yearly estimation (based on previous year actual requirement). Floating of RFP based on the estimated financial outgo. Opening of Bids (i.e. technical/ commercial) by B.O.O. Preparation of CST. Conclusion of Contract with L1 recommended by BOO.	Sanction of Competent authority for estimated cost. RFP, Original Quotations, CST, Financial sanction of competent authority. Contract document	As per standard time prescribed in DPM	Sr. Accounts Officer, 011-25665567
7	Payment of House Keeping Charges as	Linking of service reports/ satisfactory reports Scrutiny of the bill as per the terms of the	Copy of the contract, Service report, Satisfactory report,	15 working days after receipt of all	Sr. Accounts Officer, 011-

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	per terms of the contract	contract. Obtaining financial sanction of the competent authority Preparation of Contingent Bills.	Original Bill, Original financial sanction, Contingent Bill, Punching Medium & RVs if required.	documents	25665567
8	Allotment of Transit/office Accommodation	Obtaining sanction of Competent authority for allotment.	Application form. Availability status of accommodation.	Daily Basis	Sr. Accounts Officer, 011-25665567
9	Transport including staff car	Obtaining sanction of the competent authority.	Requisition/ demand by the staff for transport. Original Bill, Log Book, Duty slips. Original financial sanction of the competent authority. Contingent Bill, Punching Medium.	15 Working days	Sr. Accounts Officer, 011-25665567
10	Dead Stock Articles	Generation of Demand, Annual Stock Taking. Obtaining AIP and floating of RFP depending on the estimated financial outgo. Preparation of CST by BOO Obtaining financial Sanction Placement of Purchase Order Generation of Receipt Vouchers Preparation of Contingent Bill, Punching Medium.	Consolidated demand Sanction of Competent Authority for AIP. RFP, Original Quotations, CST, Original Financial Sanction, Original Bill, RVs, Countersigned Contingent Bill by Competent Authority, Punching Medium.	As per standard time prescribed in DPM	Sr. Accounts Officer, 011-25665567
11	Petty procurement for office use	Demand. Obtaining AIP depending on the estimated financial outgo and nomination of BOO for market survey as per provisions of GFR. Preparation of CST by BOO. Obtaining financial Sanction Placement of Purchase Order. Generation of Receipt Vouchers	demand Sanction of Competent Authority for AIP. Original Quotations, CST, Original Financial Sanction, Original Bill, RVs, Countersigned Contingent Bill by Competent Authority,	15 days	Sr. Accounts Officer, 011-25665567



Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		Preparation of Contingent Bill, Punching Medium.	Punching Medium.		
12	Maintenance of Library, Keeping all the books of Regulations etc. corrected up to date,	Purchase of Books / Periodicals/ Newspapers/ Magazines and taken on charge. Processing Bills of purchased books, magazines and newspapers. Sale of old magazines and newspapers. Maintenance of Army/ Navy Air Force Orders/ Instructions, Gazette Notifications. Insertion of amendments in the Books/ Manuals. Online Circulation of Defence related News received from PIB Updation of E- Library.	Request submitted by users for purchase. Bills received from vendors.	On requirement basis	Sr. Accounts Officer, 011-25665567
13	Reimbursement of News paper Claims	Verification of entitlement and last charge	Application in the prescribed form along with bills	15 days	Sr. Accounts Officer, 011-25665567
<b>(6)</b>	<b>ADMIN-VI SECTION</b>				
i.	Quarterly Meeting of JCM chaired by CGDA/Sr. Jt. CGDA (AN) held in HQrs. Office and also meetings with DAD(SAS) Officers' Association.	1. Approval of Date of Meeting by the Competent Authority. 2. Intimation to JCM members of concerned Associations/ members of DAD(SAs) Officers' Association. 3. Agenda points called for from Association 4. Comments from section on Agenda points & Action taken points. 5. Conduct of meeting 6. Preparation of minutes 7. Approval of minutes of meeting from Authority Competent thereon & circulate the same to all concerned for necessary action.	1. Agenda points from associations. 2. Comments of Sections Agenda points. 3. Issue of Minutes of Meeting. 4. Authority/Rules and direction.	--.	Accounts Officer, 0112566563

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
ii.	<ol style="list-style-type: none"> <li>1. All other matters of Service Association such as Continuation of Recognition, Memorandum, and amendments in Bye laws, membership, Compilation of Quarterly Report on ROC meeting with CsDA etc.</li> <li>2. Issue of circular for conduction of exercise of option drive annually in all filed offices and compilation of reports from filed offices on recovery of subscription from Association members under check-off system.</li> <li>3. Preparation of action taken report on agenda points received from AHQ.</li> </ol>				Accounts Officer, 0112566563
iii.	<ol style="list-style-type: none"> <li>(a) Holding of New Compilation system,</li> <li>(b) Entry of Schedule loan/adv in Debt Head Register,</li> <li>(c) Posting of DMRO in DMRO register and noting of TE,</li> <li>(d) Clearance of outstanding list of DID schedule and Corr. on DID Schedule and maintenance of DID schedule register,</li> <li>(e) Debit/ Credit Scrolls received from SBI/RBI and download paid scroll from SBI CMP,</li> <li>(f) Verification of monthly closing statement from SBI GAD Mumbai, RBI CAS Nagpur, and SBI CMP Mumbai,</li> <li>(g) Linking of Schedule III with paid cheques and paid scrolls every month and related work,</li> <li>(h) In time preparation of AROB and its related work and correspondence. Clearing of suspense/adverse balances shown,</li> <li>(i) Preparation of PM at the end of the month,</li> <li>(j) Dealing with SBI CMP site to down loading e-MRO credit scroll thereon to compile with actual.</li> </ol>				Accounts Officer, 0112566563
(7)	<b>ADMIN-VII SECTION</b>				
i.	Preparation of Budget estimates & Revised Estimates of DAD and budgetary control, Allocation of	Information sought from all PCsDA/CsDA and funds received from Min. of Fin. (DAD Coord)	Proposals/requisition of fund from Controllers	As per guidelines from Min. of Fin (DAD Coord)	Accounts Officer, 011-25665553

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	funds under locally controlled heads and P-Loans and Advances.				
ii.	Parliament questions pertaining to DAD received and reply compiled and disposed off.	Received through DAD-Coord and the same forwarded to concerned section(s).	Information provided by the concerned section & replied.	As per time given by Min. of Fin (DAD Coord)	Accounts Officer, 011-25665553
iii.	Allocation of Funds for HBA received from all DAD offices.	Allotment of fund to various controllers.	Sanction of the competent authority.	On the basis of availability of fund	Accounts Officer, 011-25665553
iv.	Fixing of Imprest ceiling for all PCsDA/CsDA/IFAs and watching the utility thereof.	Examination of proposal received from PCsDA/CsDA/IFAs for increasing ceiling limit.	Related documents sought from PCsDA/CsDA/IFAs	Intimated after approval of competent authority.	Accounts Officer, 011-25665553
v.	Sanction of GPF Advance/withdrawals for SAG & above level officers.	Sanction for GPF Advance/ withdrawal in r/o all SAG & above level officers.	Application in the prescribed form alongwith connected documents.	5 working days	Accounts Officer, 011-25665553
vi.	Sanction and condemnation of all staff cars of DAD.	Proposal received from controllers for condemnation & purchase of staff cars after due examination forwarded to MoD for sanction.	Proposals alongwith SoC and connected documents received from the Controllers	As & when sanction received from MoD.	Accounts Officer, 011-25665553
<b>(8)</b>	<b>ADMIN-VIII SECTION</b>				
i.	Recruitment of staff in Group B and C	Distribution of dossiers (i) Comprehensive data of each applicant is prepared . (ii) Scrutiny of each dossier.	(i) Consolidated Vacancies received from Controllers office to be submitted to SSC online. (ii) Dossiers received from SSC.	Pre-appointment formalities started immediately on receipt of dossier	Sr. Accounts Officer, 011-25665543

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		(iii) Marking of place of Posting. (iv) Dossiers forwarded to field offices as per their requisition for issuing appointment order after completion of pre-appointment formalities.	(iii) Issue of Dossiers to Controllers.		
ii.	Amendment and framing of Recruitment Rules for Group B and C	Prepared as per model recruitment rules published by DopT. (i) Amendment is carried out in the existing Recruitment Rules. (ii) The proposed amendment is forwarded to Ministry of Defence (Finance) for approval in respect of Group 'C' and DopT, UPSC in case of Group B. Then all amendments are vetted by Ministry of Law and Justice. (iii) Approved copy is forwarded for Gazette notification.	(i) Model Recruitment Rules published by DoPT . (ii) Comments of stakeholders. (iii) Preparation of Comparative statement, Annexure III, Schedule, Notification and Check list.	As and when amendment are required.	Sr. Accounts Officer, 011-25665543
iii.	Compassionate appointment	(i) Relaxation granted as per DoPT rules. (ii) Release of compassionate Vacancies to Controllers.	Case details from Controllers offices. (i) Recommendation of Board of Officers & Appointing Authority. (ii) Objective report of Welfare Officer. (iii) Details of merit points. (iv) Annexure A & B as per DoPT OM. (v) Compassionate Vacancy position.	Immediately after receipt of complete document.	Sr. Accounts Officer, 011-25665543

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
iv.	Authorisation of Strength in the Controllers organisation	Examination of request received from Controller's Office.	Statement of case from Controller duly certified by Audit Cell.	As and when required.	Sr. Accounts Officer, 011-25665543
v.	Cadre Review of Group 'B' & 'C' posts	Proposal created by AN-VIII on the basis of current requirement of Department.	Input/comments of Stakeholders/various association.	5 years	Sr. Accounts Officer, 011-25665543
vi.	D-Section work of CGDA's Office	(i) DP sheet generated file for Tulip. (ii) CMP file uploaded on SBI Portal. (iii) To get the payment Authorised.	Audited bill received from various sections.	As and when required.	Sr. Accounts Officer, 011-25665543
vii.	Audit of bills processed through Prabal System	Audit of bills on three levels.	Sanction invoices (including bank details of beneficiary Contingent bill, CRV/RV.	30 Days	Sr. Accounts Officer, 011-25665543
<b>(9)</b>	<b>ADMIN-IX SECTION</b>				
i.	Transfer (inter/Intra Command) in r/o AAO/SAS (Apprentice)	Names of volunteers received from field offices.	Volunteer/Station/ Organisation seniors' Application duly completed in all respect as per prescribed proforma along with recommendation of Controller. Amendment/correction in consultation with field office.	Yearly by August	Accounts Officer, 011-25665568 011-25665709
		Calling for names of station/ organisation seniors for posting out.		Yearly in September	
		Uploading of Controller-wise draft yearly volunteer lists.		By end of December	
		Correction of data.		15 working days	
		Uploading of final station-wise yearly volunteer lists.		By end of January.	
		DAPB recommendations and its approval by competent authority, issuance of orders.		As per administrative requirement	
ii.	Deputation	Issuance of circular for deputation, processing of names receive, note for approval/cadre	Demand letter from borrowing department, completed forms	As per administrative requirement.	AO (AN-IX) 011-25665568

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		clearance/ vigilance clearance, forwarding of approved names to borrowing departments for consideration, online filling up of applications, issuance of orders on receipt of approval from borrowing department.	of willing officers, APARs, vigilance clearance, cadre clearance.		011-25665709
iii.	Provisioning of SAS Pt. II passed candidates.	After receipt of Select list of candidates, the same is processed for provisioning based on vacancy/ requirement. DAPB recommendations and its approval by competent authority, issuance of posting orders.	i) Result of the SAS Part II passed candidate. ii) Select list of SAS Part II passed candidate. iii) Choice stations of the candidate. iv) Vacancy position from field controllers. v) Demand/requirements received from field offices. DAPB Minutes.	As per administrative requirements only after obtaining all due clearance/ documents from concerned stakeholders/ competent authority.	AO (AN-IX) 011-25665568 011-25665709
<b>(10)</b>	<b>ADMIN-X SECTION</b>				
i.	Transfer (Inter/Intra Command) in r/o staff	Names of volunteers received from field offices.	Volunteer/Station/ Organisation seniors.	Yearly by August	Accounts Officer, 011-25665568 011-25665710
Calling for names of station/organisation seniors for posting out.		Application duly completed in all respect as epr prescribed proforma along with recommendation of Controller. Amendment/correction in consultation with field office.	Yearly by September		
Uploading of Controller-wise draft yearly volunteer lists.		By end of December			
Correction of data.		15 working days			
Uploading of final station-wise Yearly volunteer lists.		By end of January			
DAPB recommendations and its approval by competent authority, issuance of orders.		As per administrative requirements.			

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
(11)	<b>ADMIN-XI SECTION</b>				
i.	Promotion for various posts (Group "B" Non Gaz. & Group "C")	<p>a) Vacancies arising in a particular year are ascertained by the CGDA Office and accordingly promotion zone is ascertained.</p> <p>b) Respective Controllers are advised to convene DPC in respect of eligible candidates falling in the promotion zone &amp; submit adjudication report.</p> <p>c) DPC is concluded by the Respective Controllers after ascertaining various facts from Service Book/APARs and forwarded to this section</p> <p>d) DPC Report and Adjudication Reports are compiled in this section and PANEL of eligible candidates is prepared as per seniority.</p> <p>e) Approval of Panel &amp; eligible candidates for Promotion is obtained from Competent Authority.</p> <p>f) Promotion is released.</p>	DPC adjudication report.	Annually.	Accounts Officer 011-25665564
ii.	MACP/ACP related queries in respect of above posts received from the various controllers.	<p>a) Query received from concerned controller office</p> <p>b) Reply is furnished on the basis of rules and orders on the subject with approval of competent authority.</p>	Query from controller office with justification/recommendation.	30 days.	Accounts Officer 011-25665564
iii.	Antedation of Promotion	<p>a) Application duly supported with documents, is submitted by the concerned applicant to his/her controller office, which forwards the application to this section, after verification of facts like SSC Rank, Date of Joining, Date of offer of appointment, Date of confirmation etc. from service records of the individual</p>	Application from the applicant through Controller office along with supporting documents like PT II OO of promotion of conferee, SSC Rank etc.	Immediately after receipt of complete documents in respect of all applicants through Controllers.	Accounts Officer 011-25665564

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		<p>b) The case of individual is scrutinized by this section regarding admissibility of Antedation.</p> <p>c) Concerned Controller is requested to convene a review DPC to judge the suitability of candidate for antedation of promotion from earlier date</p> <p>d) Review DPC is concluded by the Respective Controllers after ascertaining various facts from Service Book/APARs and forwarded to this section</p> <p>e) Case is submitted for approval of competent authority for approval of Antedation basis the Review DPC Report and Adjudication Reports with all facts</p> <p>f) After approval of competent authority, orders for antedation are issued.</p>			
iv.	Revision of Seniority	<p>a) Application duly supported with documents, is submitted by the concerned applicant to his/her controller office, which forwards the application to this section, after verification of facts like SSC Rank, Date of Joining, Date of offer of appointment, Date of confirmation, date of promotion etc. from service records of the individual</p> <p>b) The case of individual is scrutinized by this section regarding admissibility of revision of seniority.</p> <p>c) Case is submitted for approval of competent authority for approval of Revision of Seniority on the basis of relevant facts</p> <p>e) After approval of competent authority, orders for Revision of seniority are issued.</p>	Application from the applicant along with supporting documents like PT II OO of promotion of conferee, SSC Rank etc.	Immediately after receipt of all information and supporting documents.	Accounts Officer 011-25665564
v.	Publication of	a) Draft Roster is published/circulated by the	Application from the applicant	As per administrative	Accounts



Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	Rosters for PS, Group B- Non gazette, Group C.	section to call for objections, if any, within a stipulated time frame. b) Application duly supported with documents, is submitted by the concerned applicant to his/her controller office, which forwards the application to this section, after verification of pertaining to the observations raised by the individual c) Case(s) are examined at section level and after approval of the competent authority, amendments in the draft roster are carried out d) Final roster is published	along with supporting documents in support of amendments is required duly verified by concerned Controller.	requirements.	Officer 011-25665564
vi.	Probation and Confirmation in Gp "B" non Gazetted & Gp "C"	Query received from the concerned Controller Office	Query from the Controller Office along with Justification/recommendations.	30 Days	Accounts Officer 011-25665564
vii.	Voluntary retirement cases in Gp "B" non Gazetted & Gp "C"	Query received from the concerned Controller Office	Query from the Controller Office along with Justification/recommendations.	30 Days	Accounts Officer 011-25665564
viii.	Supervision and compilation of reports related to cases under FR56(j).	The monthly and quarterly report of FR56(j) cases is received from all Controllers.	The consolidated report is sent to AN-III section.	Monthly,	Accounts Officer 011-25665564
<b>(12)</b>	<b>ADMIN-XII SECTION</b>				
i.	Sanction for DAD Projects	Initiation of Proposal by user PCDA/CDA Acceptance of Necessity by CGDA Constitution of Recce Board by CGDA Submission of Board Proceedings by PCDA/CDA Acceptance of Board Proceedings by CGDA Preparation of Approximate Estimates by	a) Statement of Case duly justifying the proposal as per Para 22 of DWP 2020. b) Land Availability Certificate along with Handing Taking Certificate c) Proposal for usage of	Varies according to the merit and supporting documents sent alongwith each case.	Sr. Accounts Officer # 0112566565

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		<p>Executing Agency on the basis of Accepted Board Proceedings.</p> <p>Vetting of Proposal by IFA (Army-Q) if Cost is up to Rs. 250 lakhs</p> <p>Sanction by CGDA if cost is up to Rs. 250 lakhs</p> <p>Processing of case to MOD (Fin) if cost is more than Rs. 250 lakhs.</p> <p>Scrutiny of Approximate Estimates by AFA (Works).</p> <p>Vetting of proposal by IFA to Defence Finance. Sanction by MOD (Finance).</p>	<p>accommodation occupied, if any.</p> <p>d) Accommodation Statement Part I &amp; II based on revised scales of accommodation as per Directorate of Estate OM dated 20.02.2014.</p> <p>e) Rough Indication Cost of the project as per Appendix 'B Para 22 of DWP 2020.</p> <p>f) Recommendation of PCDA/CDA.</p>		
ii.	Release of DAD Works/ Maintenance Budget	<p>Receipt of proposal from PCDA/CDA for release of funds along with connected documents</p> <p>Processing of the request for release of funds at HQrs Office.</p> <p>Funds released by HQrs Office.</p>	<p>Sanction by PCDA/CDA under the delegated powers viz. Issue of Admin Approval after following due procedure.</p> <p>Other connected documents viz. AEs Part I &amp; II etc.</p> <p>Request for release of funds specifying the amount required during a particular year, duly accompanied with copy of Work Order-I.</p>	07-15 days	Sr. Accounts Officer # 0112566565
iii.	Sanction for Hiring of Accommodation for DAD Offices / Sub Offices	<p>Receipt of Proposal from PCDA/CDA.</p> <p>Processing of the proposal by HQrs office</p> <p>Convening of Sanction by HQrs Office.</p>	<p>Statement of Case duly justifying the Hiring of Accommodation</p> <p>Board Proceedings of Station Headquarters</p> <p>Recommendation of user PCDA/CDA</p> <p>Willingness Certificate by the owner of the accommodation</p> <p>Rent reasonability certificate by</p>	07-15 days	Sr. Accounts Officer # 0112566565

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
			Defence Estate Office Sponsorship certificate of the officer-in-charge of the office for which accommodation is proposed to be hired.		
<b>(13)</b>	<b>ADMIN-XIII SECTION</b>				
(i)(a)	Processing of Disciplinary cases in respect of serving Sr. AOs/AOs and other employees of equivalent posts in the DAD.	Analysis of relevant records with reference to nature of delinquency. Processing of the case as per provisions contained in the CCS(CCA) Rules, CCA (Pension) Rules and various guidelines/ instruction issued by the Govt. from time to time	Investigation report, relevant documents to substantiate the charges, service profile, and recommendation from the controller's office where delinquency occurs, to submit the case to the Competent Authority for consideration etc.	As per government guidelines subject to nature and complexity of the case, and on receipt of all relevant documents/ information from field offices.	Accounts Officer 011-25665562
(i)(b)	Processing of Disciplinary cases in respect of all the Retired Govt. Officials upto the rank of Sr. AO in the DAD.				
(ii)	Suspension/Review of Suspension.	To examine the status and circumstances of the case with reference to documents on record and the provisions on the subject.	Recommendation of the Disciplinary Authority. For revocation/ extension of suspension cases, in the prescribed proforma alongwith copy of suspension order and other related documents.	Review to be carried out within 90 days w.e.f effective date of suspension/ extended period of suspension. . Examination of each case within 15 days.	Accounts Officer 011-25665562
(iii)	Appeals & Revision/Review	Analysis of Appeals/Review/ Revision Petitions with reference to records of the case	Various proformas as	As per government guidelines subject to	Accounts Officer

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	Petitions against the penalties imposed by CGDA/PCsDA/CsD A and Appeals against Suspension & Regularization of Period Suspension upto level of SrAO	and provisions contained in the CCS(CCA) Rules, CCS(Pension) Rules, FR-54 and various guidelines/instruction issued by the Govt. of India from time to time.	prescribed, complete records of the case, comments on each para of representation/ Appeal/Petitions, recommendation from the controller's office	nature and complexity of the case, and on receipt of all relevant documents/ information from field offices.	011-25665562
(iv)	Vigilance Complaint against Officials of DAD up to SrAO.	Analysis /examination of complaint to decide further course of action.	Complaint and other documents received along with the complaint.	To decide further course of action within a month. To refer the matter with field offices, if required.	Accounts Officer 011-25665562
(v)	Sanction for prosecution.	Examination of Investigation report of the CBI & their request for sanction of prosecution along with relevant documents.	Investigation report of the CBI (secret) & their request for sanction of prosecution along with relevant documents	Sanction for prosecution required to be issued within three months, from the date of receipt of the CBI request.	Accounts Officer 011-25665562
(vi)	Representation against entries and grading in APARs/MTPRs (up to AAO).	Analysis of points of representation with reference to relevant record of the case and comments of Reporting, Reviewing and Accepting Officer	Relevant APAR/MTPR, copy of ackn. in token of having received the said APAR/MTPR, Comments of Reporting, Reviewing & Accepting Officers	Cases to be submitted for consideration within a month on receipt of relevant documents and comments.	Accounts Officer 011-25665562
<b>(14)</b>	<b>ADMIN-XIV SECTION</b>				
i.	Issuing clarification/guidelines on Pay Matters, Leave, Medical, TA/DA/CTG/ LTC	The cases are examined in the light of available relevant rule position/Orders and clarifications / orders issued to deal with cases. If there is some doubt or is not covered by	Statement of Case (SOC) giving gist of the case, the rule position and specific point of doubt in implementing the rule and recommendations of	All cases are being dealt on priority basis within period of one month. However time taken to resolve the	Accounts Officer 011-25665563

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
	etc. r/o DAD employees.	rules, the matter is referred to concerned ministry for their clarification	PCsDA/ CsDA. For seeking concurrence for reimbursement of medical claim above 5 lakhs. i) Emergency certificate. ii) Bills original/attested. iii) Test report original/attested. iv) Med-97 Form. v) Discharge summary. vi) Authenticated statement showing amount charged and amount admissible under audit. vii) Application of the employee.	issue on pay & service matters varies from case to case and mainly depends upon the gravity of the issue and clarification/orders by the Ministry concerned. Furthermore reference to the Ministry may increase the period of settlement.	
<b>(15)</b>	<b>LEGAL SECTION</b>				
(i)	<u>OA/Legal Notice/Court Order/Judgment/Contempt/WP/SLP</u>	The cases are pursued/represented in the respective Courts through nominated Nodal Offices located all over the country. On receipt of a court case, the detail of the case is entered in data base and the case is examined. The matter is then referred to the concerned Controller, Nodal office for their immediate action with a copy to concerned Section of HQrs Office. On receipt of draft para-wise comments from the concerned Controller, the same is forwarded to the concerned section for examination and comments with reference to the orders on the subject matter. The correction, if any, is forwarded to the concerned controller.	Court Notice OA filed by Applicant BTF Draft Counter Reply Vetted & signed Counter Reply filed by the Dept. Rejoinder & Reply to Rejoinder Judgment/ Order	Time taken will be based on the nature of the case & varies from case to case.	Accounts Officer 011-25665553 011-25665541



Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		The matter falling under the jurisdiction of LA (Defence) Delhi will be processed by the HQrs. Legal Section.			
(ii)	<u>Contempt Cases</u>	AN-Legal section of HQrs office immediately processes the case for issuing directions to the Controller office/Nodal officer to obtain sufficient extension of time from the Hon'ble Court. In case filing the writ petition/SLP is in the process, the section issues directions to the Controller office to apprise the facts to the Hon'ble Court. In case the Court does not agree with the Department and insists on implementing its orders, the section processes the case with the Ministry for conditional implementation.	Court Notice Court Order/Judgment	Time taken will be based on the nature of the case & varies from case to case.	Accounts Officer 011-25665553 011-25665541
	<u>Other matters</u>	Monitoring of referral cases from the Controllers for appointment related to Nodal Officer & Interpretation of legal aspects related to DAD employees etc. and updation of data. All reports & returns. Audit and passing of advocate fee bill in respect of cases pertaining to CGDA Office.			Accounts Officer 011-25665553 011-25665541
<b>(16)</b>	<b>SAS Section</b>				
(i)	Conduct of SAS and other Departmental Promotional Examinations	(i.)Holding of SAS Examinations & other departmental promotional examinations is decided by the CGDA. (ii) Question Papers are set by nominated examiners. (iii) Circular regarding schedules, eligibility criteria etc. of the examinations are notified. (iv) Thereafter candidatures approved by	(i)For departmental promotional examinations other than SAS, instruction is received from AN XI section for conduct of examination. (ii)Candidatures recommended by PCsDA/CsDA for appearing	The frequency and calendar of SAS Examinations is decided on need basis by CGDA. For other Departmental Promotional Examinations,	ACGDA 011-25694268 011-25694298

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Contact detail of dealing officer
		Processes involved	Documents required		
		<p>different PCsDA &amp; CsDA are received in the HQrs. Office</p> <p>(v) Roll Nos., guidelines for Conducting Officers and examination materials etc. are subsequently circulated/forwarded to all concerned.</p> <p>(vi) On completion of examination the Answer Books are evaluated by the nominated HEs &amp; SEs at Centralized Evaluation Centre at CENTRAD and result declared.</p> <p>(vii) Revaluation of Answer Books is also done on the request of the candidates for SAS Examination.</p> <p>(viii) Miscellaneous matters etc. related to Examination</p> <p><b>Note:-Consequent upon approval for conduct of SAS Examination on the Computer Based Test, the mode and conduct of the SAS Examination is under revision</b></p>	in the examination concerned.	instruction is received from AN XI Section.	

5(A) : Availability of information: Following are available on our website:

Details of information	Website	Address/ location of the site Available in website	Telephone/Fax/ e-mail
Transfer policy	cgda.nic.in	Circulars & Orders	011 25665710 (AN X)
Pay commission related clarification	cgda.nic.in	Circulars & Orders	011 25665714 (AN XIV)
RTI Guidelines.	cgda.nic.in	www.cgda.nic.in/index.php?page=adm/rti	011- 25665803 (AN-III)
Sparrow online APAR	cgda.nic.in		011-25665713

**5(B) : Availability of prescribed forms:**

<b>Title of the Form</b>	<b>Fee to be paid</b>	<b>Down load from cgda.nic.in</b>
a)Immovable Property Return	No Fee	cgda.nic.in  Admin  Forms in DAD
b)Movable Property(prior intimation or prior sanction)	-do-	
c) Immovable Property (prior intimation or prior sanction)	-do-	
d) Application form for grant of LTC Advance	-do-	
e) Claim for LTC	-do-	
f) Requisition for advances of Pay/TA etc	-do-	
g) Claim for move on Temporary Duty (Tour)	-do-	
h) Application for Final Withdrawal form GPF	-do-	
i) Statement of GPF Advance / Final Withdrawals	-do-	
j) Application for Advance form GPF	-do-	
k) Application form for Advance of Motor Car / Motor Cycle / PC	-do-	
l) Form of agreement for Advance of Motor Car / Motor Cycle / PC	-do-	
m) Form for Festival Advance	-do-	
n) TA Claims for moves on Permanent Transfer	-do-	
o) Application for payment of accumulation under CGEGIS	-do-	
p) Option form for promotion	-do-	
q) Option Form on ACP	-do-	
r) Assessment Report IDAS Probationers	-do-	

**6. Grievance Redress Systems.**

Courteous and helpful service will be extended by all the staff. Grievances are received both through online mode as well as offline mode. In online mode, the grievances are received through CPGRAMS portal and also through e-mail ID of CGDA office. In offline modes, the grievances are received either directly from the complainant or through various Government officers as well as other individuals. All the grievances are registered on the CPGRAM Portal. The Grievances are forwarded to the concerned Sections which are dealing with the subject matter. Effective disposal of grievances are ensured by AN-Grievance section of the HQrs. office through CPGRAM Portal. Grievances are also directly sent to Controller offices as the case may be. The prescribed period as fixed by the DARPG is 45 days from its receipt in the Department. However, the grievances related to the pensioners are fixed as 30 days. In case redressal is not possible within the prescribed time-frame due to any valid reasons, an interim reply shall be given to the pensioner. Effective/prompt disposal of grievances are monitored through the CPGRAM Portal.



The details of officers dealing with grievances in the Personnel Wing, Grievance Section of DAD HQrs. office are as under:-

Name and designation of the officer for Grievances	Address for correspondence	Telephone/Fax/e-mail
Dr. Bhartendu Kumar Singh, IDAS Jt. CGDA Public Grievance Officer	CGDA. Ulan Batar Road, Palam, Delhi Cantt. - 110 010	Tele 011-25665511  Mail id: grievancecgda.dad@gov.in
Shri Shiv Mohan, AO (Grievance)	CGDA. Ulan Batar Road, Palam, Delhi Cantt. - 110 010	Tele 011-25665558  Mail id: grievancecgda.dad@gov.in
Smt. Leena R, AAO (Grievance)	CGDA. Ulan Batar Road, Palam, Delhi Cantt. - 110 010	Tele 011-25665745  Mail id: grievancecgda.dad@gov.in

**7. Appeal Module:-**

Any person, who had earlier preferred a grievance which was disposed of/closed and the individual is not satisfied with the decision taken against the grievance, may prefer an Appeal through Pg Portal. Grievances received in hard copy & disposed of similarly, appeal against such disposal shall be made through hard copy only. Whereas, e-mail grievances disposed through e-mail or hard copy, appeal in such cases should only be in hard-copy. Appeals are disposed of only after obtaining approval of the Competent Appellate Authority, viz., Sr. Joint/Joint CGDA concerned, a suitable reply will be issued to the appellant by post/e-mail and the same uploaded on pg-portal by this section. Time limit for disposal of Appeal is 30 days.

The details of officers dealing with Appeals in Grievances Section of CGDA office are as under:-

Name and designation of the officer for Appeals
Shri AN Das, IDAS Sr. Jt. CGDA Nodal Appellate Authority
All Sr. Joint/Joint CGDA & All PCsDA/ CsDA (For sub-offices) Appellate Authorities

8. Grievance can be registered at [www.pgportal.gov.in](http://www.pgportal.gov.in) and you are welcome to use this facility.