

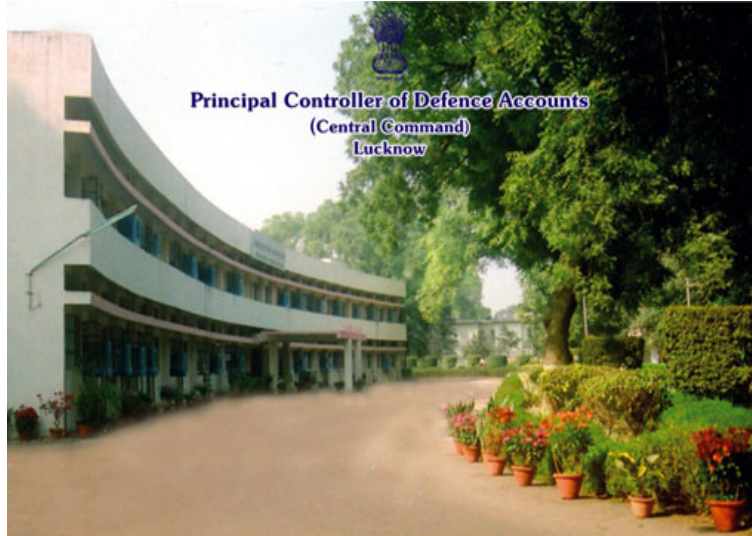


CITIZEN'S CHARTER

Of

**Principal Controller of Defence Accounts
(Central Command)**

1, Cariappa Road, Lucknow Cantt- 226002



Website : pcdacc.gov.in

E-mail : cda-luck@nic.in

QUALITY STATEMENT

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.

MISSION STATEMENT

We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

1. PREFACE

The Aim/purpose of this charter is to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. The office of the Principal Controller of Defence Accounts (CC) Lucknow 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.

2. OUR MISSION & VISION

The office of the Principal Controller of Defence Accounts (CC) Lucknow strives to be a recognized leader in Defence Accounts Department, by consistently delivering first-class services, solutions and products. The organisation has adopted a vision that challenges us to build upon past accomplishments to reach ever greater heights.

3. OUR SERVICES

We deliver the following services:

1. Army units / formations (Located at Lucknow, Kanpur, Allahabad, Varanasi, Faizabad, Jhansi, Babina & Fatehgarh)

- Audit and payment of various Grants / Bills
- Maintenance of Accounts

2. MES Formations (Located at Lucknow, Kanpur, Allahabad, Gorakhpur, Faizabad, Jhansi, Babina & Fatehgarh)

- Audit and payment of Pay bills of Industrial & Non-industrial employees
- Scrutiny of Contractor's bills and payment
- Maintenance of Contract Agreement and relevant documents

3. **Defence Civilians** (Located at Lucknow, Kanpur, Allahabad, Varanasi, Gorakhpur, Faizabad, Jhansi, Babina & Fatehgarh)
 - Disbursal of Pay and allowances , other advances
4. **Cantonment Board** (Located at Lucknow, Kanpur, Allahabad, Varanasi, Gorakhpur, Faizabad, Jhansi, Babina & Fatehgarh)
 - Audit and scrutiny of contract and payment
5. **Jawan / JCOs** of AMC, DRC, 11 GRRC, 39 GTC, SLI and RRC
 - Maintenance and disbursal of Pay and allowances
 - Final settlement of accounts of retiring personnel
6. **Defence Estate Office**
 - Release of payments of all the hired buildings occupied by Defence
 - Audit of their accounts and expenditure

4. SERVICE DELIVERY STANDARDS

Sr. No	Section Responsible	Services	Time limit
1.	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.	Before the last working day of the month so that salary could be credited by the DDOs in units by the prescribed day of the month.
		Payment & audit of GPF Claims.	14 days(Working day)
		Payment & audit of medical claims.	14 days(Working day)
		Advance for purchase of conveyance/ Computer Advance.	14 days(Working day)
		Payment and audit of Children Education Allowance(CEA).	14 days(Working day)
		Forwarding of data sheet/pension documents to PCDA (P), Allahabad.	14 days(Working day)
		Advance for payment of industrial employees are paid on receipt of cash requisitions.	24 working hours (3 working days)
		Issue of LPC on IAFA-445 in duplicate with last pay seal.	14 days(Working day)

		Fixation of pay on grant of MACP/Promotion.	14 days(Working day)
		Payment and audit of leave Encashment/CGIES in r/o individuals who are retiring.	14 days(Working day)
2.	T- Section	Payment of TA/DA advance (TD)	2 days from the date of receipt.
		Payment of advance on permanent posting.	2 days from the date of receipt.
		LTC advance.	2 days from the date of receipt.
		TA/DA claim (TD), TA/DA claim permanent posting, LTC Claim.	14 days from the date of receipt.
		LPC for noting demand.	One day from the date of receipt.
3.	Store Contract Section	Pre audit and payment of LP bills under locally controlled heads.	Within 07 days after receipt
		Payment to FCI for rice and wheat.	24 hours from the date of receipt.
		Pre- audit and payment of ACSFP bills and its grant bill.	Within 07 working days of receipts of bills.
		Pre- audit and payment its grant bills.	Within 07 working days of receipts of bills.
		Payment of 5% ASC bills.	Within same month of receipt of S&S Accounts.
		Scheduling of vouchers to LAO's.	On monthly basis.
		Payment of ration money allowance to service officers.	Within 07 working days
		Scrutiny of ASC Contractors and Connected correspondence.	Within one month of receipt of documents.
		Releasing of security deposits of CD's.	Within 07 working days of receipt of documents.
		Post audit of CHT, porter & ponies and 75% ASC supplier's payments bill.	Immediately within reasonable time after receipt of documents.
4.	E- Section	Cash assignment from MES Formations.	02 days(Working day)
		Settlement of post audit objections after receipt of replies.	14 days(Working day)
		Hand receipt/ Misc. Bill of MES GE.	14 days from the date of receipt
		Payment of local purchase bill.	14 days(Working day)
		Payment of arbitration cases/ court	14 days(Working day)

		cases provisional payment sanction of Pr. CDA/ Jt.CDA.	
		Scrutiny of cash book/paid voucher/ arithmetic checking/ despatch of cash book of GEs.	05 (working days)
		Payment of works bill of MES contractor submitted by AOGes/GEs exceeding Rs. 1000000/-.	14 days from the date of receipt
		Issued no objection certificate outside Country.	02 days(Working day)
		Adjustment of accounts received against Imprest.	14 days(Working day)
		Payment of cash requisition for S &S Imprest accounts.	Within 24 hours from the date of its receipt.
5.	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)
		Payment on account of Hot weather claims, Amenity grant and Training Grant.	7 working days
		Payment of Telephone bills.	On priority
		Payment of MACT claims.	On priority
		Payment of TAG.	30 days(Working day)
		Payment against AMC Contracts.	7 (working days)
		Payment against conservancy contract agreement.	7 (working days)
		Payment of ACG claims in respect of corps HQrs commanded by Major General and above.	7 (working days)
		Placing of cash assignment to Principal Director of Defence Estate Offices.	5 days(Working day)
		Placing of cash assignment to ECHS station HQrs.	5 days(Working day)
		Medical claims in respect Army personals for treatment in civil/ private hospitals.	7 (working days)
		Transportations of martial remains by air.	7 (working days)
		Adjustment of Defence Procurement Labour Bills.	10 days(Working day)

		Inter department postal bills.	10 days(Working day)
		Adjustment of MROs, Scheduling of vouchers & clearance of PAO Suspense.	On weekly basis
		Post audit of paid vouchers received from units/ formation.	Quarterly

5. **Availability of Information:** Further permissible information on the following subject can be obtained from our officers listed below-

	Information	Contact Person	Phone/E-Mail
1.	Pay Section	Sr. AO (Pay)	8887141546 Ext. – 108 E-Mail Id: cda-luck@nic.in
2.	T Section	Sr. AO (TA)	8887141546 Ext. – 210 E-Mail Id: cda-luck@nic.in
3.	Store Contract Section	Sr. AO (Store Contract)	8887141546 Ext. – 215 E-Mail Id: cda-luck@nic.in
4.	E Section	Sr. AO (E)	8887141546 Ext. – 220 E-Mail Id: cda-luck@nic.in
5.	M Section	Sr. AO (M)	8887141546 Ext. – 210 E-Mail Id: cda-luck@nic.in

6. Grievance Redress System

Courteous and helpful service will be extended by all the staff. Complaints with respect to the above standards may be registered with the following Officer-

Name of Grievance Officer	Designation	Located at	Telephone number	email
Shri Pritam Dutta	Dy.CDA (AN)	O/o the PCDA (CC) 1, Cariappa Road Lucknow Cantt 226002	8887141546 Ext 104	pritamdutta.dad@nic.in

7. Grievance can also be registered at our website pcdacc.gov.in

All complaints will be acknowledged by us within 7 days and final reply on the action taken will be communicated within 30 days.

8. **Consultation with our users/stakeholders –**

We welcome suggestions from our users and the same may be sent to our email ID:
cda-luck@nic.in

9. **Expectations from clients :**

It is expected that clients take prompt action to comply with the objections/ observations once pointed out by audit and put in place systems to avoid recurrence of lapses in future.

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DCDA (AN)