

## Citizens' Charter

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### Preamble:

PCDA, New Delhi's Citizen's Charter contain scope and general information about the organization, management commitment to the citizens and Citizen's obligations, Service delivered, managing services and building capacity to continue rendering services through feedback mechanism from its customers.

### 1. Part-I: General

**1.1 Scope:** The Charter outlines our commitment to provide quality and prompt service that meet requirement of our Citizens with applicable legal, statutory and regulatory requirements. It aims to enhance Citizens' satisfaction and to continually improve our service process.

#### **1.2 General Information about organization:**

**1.2.1 Organization:** PCDA, New Delhi provides accounting, audit and payment services to all Services, inter-Services organization and the Ministry of Defence. This office deals with the pay and allowances, travelling allowance claims and custodian of fund accounts of civilian staff of Ministry of Defence, the Army and Navy Headquarters and the Inter-Services Organizations located at Delhi. Claims pertaining to contingent and miscellaneous charges of the above said organizations are also dealt with by this office. In addition, this office also handles all work relating to payments of foreign contracts including contracts entered into by the Department of Defence supply, payments for made by Army Purchase Organization and the work relating to London Account Current.

**1.3 Mission Statement:** We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

**1.4 Quality Policy:** The Defence Accounts Department is committed to render efficient, correct, and prompt accounting, payment and financial services leading to customers satisfaction. It is also commitment to render efficient audit services to ensure public account quality.

### 2. PART-II: COMMITMENT

Commitment between two entities i.e. DAD and Citizens requires mutual appreciation of objectives of Citizen's Charter. Management commitment and obligation of Citizen to facilitate the process of service rendered in of paramount importance.

**Objectives of Citizen's Charter:** The main objectives of Citizen's Charter of this office are:-

- (i) Ensuring being citizen-centric across all its processes by adopting excellence inducing practices for improvement of services.
- (ii) Transparency and accountability in working areas.
- (iii) Ensuring effective citizen communications channels.

- (iv) Working towards customer delight by fool proof processes and in case of exigencies leveraging its service processes like grievances/complaints.
- (v) Strict adherence to time schedule to provide prompt service to its customer in release of payment in accordance with terms and conditions laid down in the Contract/Supply Order/Work Order etc.
- (vi) Achievement to professional expertise in rendering services without compromising quality.
- (vii) Maintenance of reasonable services through continuous improvement, reengineering and restructure.
- (viii) Elimination of wasteful practices and to reduce rejections.
- (ix) To provide efficient services to the Citizens within realistic & reasonable time schedule.

### 3. Grievance Redressed Process

In case of dissatisfaction relating to services delivered by this office or part thereof, Citizen/Stakeholders may lodge their grievance through Email/Telephone/Website/Written Complaints/in person. The detail of nominated grievance officer is as under:-

Name of Grievance officer: Smt. Amrita Panda, IDAS, Dy. CDA

Address:- Officer of the PCDA, Room No. 3B, 'G' Block, K. Kamraj Marg, New Delhi-110011

Email: [amritapandacgda@nic.in](mailto:amritapandacgda@nic.in)

Phone no.011-23017127

### 4. Right to Information Act, 2005

The detail of Appellate Authority and CPIO is as under:

**Shri Ruchir Mittal, IDAS, Jt. CDA:** Appellate Authority

Address:- Office of the PCDA, Room No. 02, 'G' Block, K. Kamraj Marg, New Delhi-110011

- (i) **Smt. Amrita Panda, IDAS, Dy. CDA,**  
Address:- Office of the PCDA, Room No. 3B, 'G' Block, K. Kamraj Marg, New Delhi-110011
- (ii) **Shri Anup Deshmukh, IDAS, Asst. CDA,**  
Address:- Office of the PCDA, Room No. 14A, 'G' Block, K. Kamraj Marg, New Delhi-110011

**TIME LIMIT PRESCRIBED FOR DELIVERING OF FOLLOWING SERVICES**

Sl.N o.	Services	Time Limit
1.	Audit and payment of claims related to Pay & Allowances, GPF Claims, Medical Claims, Children Education Allowances etc.	Within 07 working days of receipt of bills/Claim in the Section.
2.	Preparation of Data Sheet/Forwarding of Pension Documents to PCDA (P) Allahabad	Within 05 working days of receipt of documents.
3.	Issue of LPC on IAFA-445.	Within 07 working days
4.	Fixation of pay on grant of MACP/Promotion	Within 07 working days
5.	Payment of leave encashment/CGEIS in r/o individuals proceeding on superannuation/ voluntary retirement etc.	Within 07 working days
6.	Provision of information under RTI Act 2005	Within 30 days
7.	Pre audit and payment of third party bills	Within 07 working days of receipt of bills in the section.
8.	Audit of proposal for opening of Letter of Credit (LC) & Direct Bank Transfer (DBT) cases	Within 10 working days
9.	Complaints CPGRAMs- Final Disposal.	Within 30 working days
10.	Payment of advance bills on accounts of annual contingency grant, TTIG, ETG, annual sports grant etc. and other miscellaneous grants.	Within 3 working day
11.	Reimbursement of CPWD/DGMAP claims	Within 07 working day
12.	Disbursement of payment through CMP	01 day
13.	Payment of TA/DA advance (TD)/LTC Advance	Within 48 hrs from the date of receipt of requisition.
14.	Final Payment of accumulations in Provident Funds	On the last day of month in which the subscriber is going to retire