

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:

Sl. No.	Group	Broad description of functions
i	AN-I (IDAS)	(a) All matters concerning IDAS officers and other Gp-A posts. Viz. Recruitment, Promotions, Confirmation, transfers. (b) Representation/appeals (c) Confidential reports (d) Resignation, deputation, court cases, foreign training etc.
ii	AN-II (AO)	(a) Work relating to DPC for promotion to AO/SAO/Hindi Officer/Sr. PS grade, (b) Promotion, (c) Transfer, (d) confidential reports of SAO/AO/Sr.PS except discipline
iii	AN-III	(a) Opening-closing of DAD offices, (b) Creation of new posts of SAOs/AOs/Sr.PS, (c) Preparation of DP Sheets (For payment in CGDA's office) (d) Diarising/Distribution of classified dak. (e) Processing of applications received under RTI Act.

Sl. No.	Group	Broad description of functions
iv	AN-IV (Establishment)	(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 (f) Granting permission for appearing in examinations, studying courses (g) Sanction for movable/immovable properties upto the level of AAO (h) GPF Advance/Final withdrawals including in respect of SAG level Officers who are on deputation (i) Delegation of powers/distribution of work amongst officers (j) Issue of Office orders relating to transfer in, transfer out, temporary duty move, resignation, voluntary retirement, superannuation, leave etc casualties (k) Conducting of DPCs for promotion, SAS examination, MACP, 56 J cases etc (l) Fixation of Pay (m) Preparation of Budget Estimate and revised estimate (n) Reconciliation of Expenditure with sectional and book compilation (o) Pay & Allowances (p) Loans and advances (q) Maintenance of Demand Registers (r) Calculation of Income Tax, preparation and issue of Form-16 (s) Watching and adjustment of leave salary, pension contribution and long term advances taken by the Officers on deputation. (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. (u) Originating and Responding to DID Schedules (All). (v) Forwarding of Punching Medium, Class VIII vouchers to EDP Centre. (w) License Fee report to Directorate of Estates (x) Pursuance of Biometric Attendance System (y) Pension cases, issue of Pensioner cards (z) Sanction of Leave encashment on retirement and LTC (aa) Maintenance of Library, Keeping all the books of Regulations etc. (bb) Receipts, despatch, diarising of dak (cc) Maintenance of Library, keeping all the books of Regulations etc. corrected up to date,

Sl. No.	Group	Broad description of functions
v	AN-V	(a) Security measures, (b) Payment of contingent and other charges, (c) Receipt and distribution of cheques for contingent & other charges, (d) Accommodation for officers and staff, (e) Maintenance and control of staff cars, (f) Provision and maintenance of Dead stock-Articles (g) Housekeeping in CGDA's office.
vi	AN-VI	(a) JCM and Staff Associations
vii	AN-VII	(a) Budget estimates of DAD and budgetary control, Allocation of funds under locally controlled heads and P-Loans and Advances, (b) Parliament questions pertaining to DAD received and reply compiled and disposed off, (c) Allocation of Funds to sanctioned cases regarding HBA received from all DAD offices. (d) Fixing of Imprest ceiling for all PCDSA/CDA/IFA and watching the utility thereof. (e) GPF withdrawals sanctioned for all PCsDA/CsDA/IFAs, (f) Distribution of CSD Trade Surplus received from Ministry to all sub-offices according to the posted strength, (g) Sanction and condemnation of all staff cars of DAD processed to MoD.
viii	AN-VIII	(a) Demand for establishment, (b) Fixation of strength in the Controllers' organization, (c) Framing of Recruitment Rules for Group 'C' Services and amendments thereof, (d) Conversion of Ty. Posts of Group 'C' to permanent posts, (e) Verification of character and antecedents, (f) Compassionate appointments, (g) D Section work of CGDA's office.
ix	AN-IX	(a) Deputation Group C Staff and AAOs/Permanent absorption of Group C staff in outside organizations. (b) Inter-command transfer of AAOs/SAS App), (c) Provisioning of SAS Pt.II passed candidates to the regular vacancies of AAOs.
x	AN-X	(a) Inter-Command transfer of Group 'C' staff except SOs (A), (b) Transfer of Group 'C' staff to and from CGDA's office, (c) Transfer policy and connected matters.
xi	AN-XI	(a) Promotion, (b) Antedation, (c) MACP/ ACP,

Sl. No.	Group	Broad description of functions
		(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) Formulation of Perspective Plan for construction of office & residential buildings for DAD (b) Monitoring of progress in the field of construction of permanent office/residential accommodation for DAD, DAD Capital Works Budget Allocation to field PCsDA/CsDA. (c) Policy matters related to DAD Accommodation etc.
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) Orders/ cases/clarification regarding Pay & Allowances to DAD Staff, (b) Orders/ cases/clarification regarding increment, Leave, Medical –Reimbursement.
xv	AN-Legal Cell	(a) As a Nodal Office in Delhi, handling of CAT/Court cases pending against the Department before various courts in NCT of Delhi wherein DAD is impleaded as one of the respondents. The work includes (i) liaison with Govt. Counsel for briefing cases as & when required, (ii) handing-over of requisite documents to Govt. Counsel, (iii) obtaining OAs/Draft Replies/Court orders from Govt. Counsel for handing-over to the Offices/Sections concerned for necessary action. (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. (c) Pre-audit and passing of Govt. Counsels bill for cases filed in CAT (PB) New Delhi (d) Misc. Expenses in respect of cases pending before High Court.

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.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
(1)	ADMIN-I SECTION				
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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'	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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 Hqr, applications of willing officers, APARs, vigilance clearance, approval of RM, Govt. sanction letter	As per administrative requirements	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
16.	Leave	Checking the application, entitlement of leave, note for approval by competent authority, communication of sanction of leave to the officer	Leave application, leave record	Within 2 days of receipt of request	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
23.	Release of passport from safe custody	Processing of application for release of passport from safe custody, entry in the register, issuance of certificate of safe custody	Passport, application	Within 2 days of receipt of application	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
25.	Complaints	Examination of complaint and Note for obtaining orders of competent authority on complaints,	Complaint, rule position	As per Govt. orders	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
27.	Appeal against penalty under CCS (CCA) Rules 1965	Preparing para-wise comments on appeal, its 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	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
28.	Revision petition under CCS (CCA) Rules 1965	Preparing para-wise comments on Revision petition, its 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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
29.	Review application under CCS (CCA) Rules 1965	Preparing para-wise comments on Review application, its processing together with supporting documents for obtaining orders of the competent authority, communication of orders of the competent authority on appeal	Review application with supporting documents, record of disciplinary proceedings/ appeal/ revision petition, rule position	As per Govt. orders	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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,	Representation, remarks of Reporting officer, Reviewing officer, Accepting authority on representation, other material relevant to the matter	As per Govt. orders	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		communication of orders of the competent authority on representation to the officer			
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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 Govt. counsel and watching further progress of the court case	O.A./ W.P./ S.L.P. etc., material relevant to the case	20-30 days from its receipt	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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	SAO (AN-I) 011-25665701 011-25665801 011-25665716
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, despatch of pink lists	Updated data of officers	As per administrative requirements	SAO (AN-I) 011-25665701 011-25665801 011-25665716
38.	PIS	Updation of data of officers	Orders and Office orders notifying casualties	As per administrative requirements	SAO (AN-I) 011-25665701 011-25665801 011-25665716
(2)	ADMIN-II SECTION				
i.	Promotion	Determination of 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	Annual Plan and promotion is done as per vacancies available	Shri Vikrant Vimal, AAO 011-25665702

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
ii.	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	Within the time indicated by the borrowing department	Shri Vikrant Vimal, AAO 011-25665702
iii	Recruitment of Asst. Directors (Official Language)	i) Through Deputation- Issue of vacancy Circular, Call for applications from other departments based on requirement, scrutiny of applications by Board of Officers, approval by the Competent Authority 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.	Shri Vikrant Vimal, AAO 011-25665702
		ii) Direct Recruitment through UPSC. – Determination of vacancies, receipt of dossiers from UPSC, processing of appointment letters	Demand placed to UPSC based on vacancy Position, Dossiers from UPSC.	As per UPSC schedule	
iv	Transfer	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	Shri Ritesh Jalan, AAO 011-25665702

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
v	Various Sanctions under CCS Conduct Rules in respect of SAO/AO/ AD (OL)/ SPS	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	Shri Vikrant Vimal, AAO 011-25665702
vi	APAR related representation	i. Call for comments from the concerned authorities ii. Put up the case to the appellate authority iii. Issue of Speaking order	Representation, comments of reporting, reviewing and accepting officers	30 days after receipt of the comments of the concerned authorities.	Shri Vikrant Vimal, AAO 011-25665702
(3)	ADMIN-III SECTION				
i.	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.	R.N Saini, SAO. Phone Number 011-25665558, 25665703
ii.	Closing of DAD offices	On receipt of request from concerned Controller alongwith SoC, the case is examined in consultation with Audit Section of this HQrs office.	i) Request alongwith SoC for closing of DAD office	30 days from receipt of request alongwith Statement of Case.	R.N Saini, SAO. Phone Number 011-25665558, 25665703

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
iii.	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.	R.N Saini, SAO. Phone Number 011-25665558, 25665703
iv.	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.	R.N Saini, SAO. Phone Number 011-25665558, 25665703
v.	Creation of new posts of SAOs/AOs/Sr.PS,	On receipt of request for additional post, case is examined and proposal is submitted to MOD for sanction.	Statement of Case from Controller concerned for additional post of SAOs/AOs/Sr. PS,	30 days after receipt of Statement of Case duly supported with all documents.	R.N Saini, SAO. Phone Number 011-25665558, 25665703
vi.	Preparation of Daily Payment Sheets.	(i) On receipt of bills duly admitted for payment from various Sections of CGDA office, bills are entered in Disbursement Voucher (DV) Register and DV	Bills duly admitted for payment alongwith connected documents.	Within 2 days from receipt of bills.	R.N Saini, SAO. Phone Number 011-25665558,

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		No. is assigned to the bills. (ii) Daily payment sheet alongwith bills are forwarded to AN-VIII section of this HQrs office for payment.			25665703
vii.	Diarising and distribution of classified dak.	Incoming classified dak received from R&D Section is sorted out Section-wise and delivered to concerned Sections after obtaining the receipt. Outgoing classified Dak received from various sections of Admin wing is entered in Dak Register and handed over to R&D section for dispatch.	Incoming classified Dak from R&D Section and outgoing classified Dak from various sections of Admin wing.	By next working day.	R.N Saini, SAO. Phone Number 011-25665558, 25665703
viii.	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	R.N Saini, SAO. Phone Number 011-25665558, 25665703
ix.	Processing of applications received under RTI Act (related to Admin).	On receipt of the RTI request, the requisite information sought for from the custodian of the information. On receipt of information, the same is sent through speed post to the applicant.	As per RTI Act 2005.	As per RTI Act 2005.	R.N Saini, SAO. Phone Number 011-25665558, 25665803
(4)	ADMIN-IV SECTION				
1.	Appointment: (a) Direct Recruitment	• On receipt of dossiers the same are verified as per the extant orders and instructions.	Attestation Forms, Certificate of Date of Birth, Educational qualifications,	20 days from the date of receipt of all the documents	SAO(AN-IV) 011-25665704

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
	(b) Compassionate Appointment	• For Compassionate appointment – after approval of the Competent Authority • Offer of appointment is issued to the candidate along with attestation and medical fitness form. • On receipt of Attestation and Medical certificate, online/offline police verification is carried out. • On receipt of Police verification appointment letter is issued.	Caste, Category etc	duly completed	011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
3.	Distribution of work amongst officers	Distribution of Work is done on joining of Officials	Pt II O.O	07 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
4(b)	Issue of LPC	LPC is issued in transferred out cases	Part II OO	20 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
7.	NPS uploading and remittance to NSDL	NPS subscription Recovered from pay & Allowances is uploaded and remitted	NPS schedules generated from pay Bill .	Monthly	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
9.	Reimbursement of Children Education Allowance	Verification of family details from Service records	Applications in prescribed form and original receipts for CEA	10 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
12.	E-ticketing	Booking of Air Tickets of entitled officials through Defence Travel System	Requisition for booking of Ticket	Day to Day basis	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
15.	Sanction of Leave encashment on LTC	Verification of balance of earned leave/HPL of Official	Application of Official	15 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
17.	Fixation of Pay	Pay fixation on promotion, pay revision, MACP etc	PT. II O.O notifying the causality	30 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
18(b).	NOC for passport-cum proceeding- abroad	-do-	Appendix 'B' along with Documents in connection with expenditure details.	15 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
19.	Intimation/Sanction of Movable/ Immovable properties	-do-	Form-I along with the supporting documents in case of the property acquired/disposed	30 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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 st week of April	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
24.	Reconciliation of Expenditure with sectional and book compilation	Reconciliation	Sectional Compilation	15 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
29.	Class II Punching Medium.	Forwarding of Punching Medium to Accounts & EDP Sections	Punching Medium	07 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
32.	Biometric Attendance System (BAS)	Creation/Deletion of record in respect of transfer in/ transfer out cases	Aadhar No., E-mail ID, Mobile No., photograph	Immediate receipt on of requisite data	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
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	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
34.	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	Request submitted by users for purchase. Bills received from vendors.	On requirement basis	SAO(AN-IV) 011-25665704 011-25665804 011-25665716

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		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			
35.	Reimbursement of News paper Claims	Verification of entitlement and last charge	Application in the prescribed form along with bills	15 days	SAO(AN-IV) 011-25665704 011-25665804 011-25665716
(5)	ADMIN-V SECTION				
i.	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	i. 30 days ii. 2 days iii. daily iv. 15 days v. 15 days vi. & vii. As and when required basis.	Shri KP Singh, AO (AN-V) 011-25665567

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
			concerned Jt.CGDA. vi. As prescribed by the concerned Ministry. vii. As per requirement.		
ii.	Conclusion of Annual Maintenance Contract of permanent equipment (Lift, RO, EPBAX, ACs, Water Cooler, FAX, Photocopy Machines, etc)	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 Defence Procurement Manual (DPM).	Shri KP Singh, AO (AN-V) 011-25665567
iii.	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.	Shri KP Singh, AO (AN-V) 011-25665567
iv.	Conclusion of Rate for Contract 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	Shri KP Singh, AO (AN-V) 011-25665567
v.	Payments of RC items as per terms of	Inspection by BOO. Generation of Receipt Vouchers.	Original Bill, RVs, Inspection Report,	As per Terms & Condition of	Shri KP Singh, AO (AN-V)

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
	Contract.	Preparation of Contingent Bill, Punching Medium.	Countersigned Contingent Bill by Competent Authority, Punching Medium.	Contract.	011-25665567
vi.	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	Shri KP Singh, AO (AN-V) 011-25665567
vii.	Payment of House Keeping 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	Shri KP Singh, AO (AN-V) 011-25665567
viii.	Allotment of Transit/office Accommodation	Obtaining sanction of Competent authority for allotment.	Application form. Availability status of accommodation.	Daily Basis	Shri KP Singh, AO (AN-V) 011-25665567
ix.	Transport including staff car	Obtaining sanction of the competent authoirty.	Requisition/ demand by the staff for transport. Original Bill, Log Book, Duty slips. Original financial sanction of the competent authority.	15 Working days	Shri KP Singh, AO (AN-V) 011-25665567

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
			Contingent Bill, Punching Medium.		
x.	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	Shri KP Singh, AO (AN-V) 011-25665567
xi.	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 Preparation of Contingent Bill, Punching Medium.	demand Sanction of Competent Authority for AIP. Original Quotations, CST, Original Financial Sanction, Original Bill, RVs, Countersigned Contingent Bill by Competent Authority, Punching Medium.	15 days	Shri KP Singh, AO (AN-V) 011-25665567
(6)	ADMIN-VI SECTION				
i.	JCM Matter	- Agenda points received from the Service Associations. - Comments on Agenda points	Agenda points. Action Taken Report on minutes of previous	Quarterly basis	SAO(AN-VI) 011-25665564

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		received from the concerned section in AN-VI section for consolidation. - Consolidated agendas being placed for discussion in JCM meeting. - After meeting, minutes prepared and published on CGDAs' website.	meetings.		
(7)	ADMIN-VII SECTION				
i.	Preparation of Budget estimates & Revised Estimates of DAD and budgetary control, Allocation of funds under locally controlled heads and P-Loans and Advances	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)	SAO (AN-VII) 011-25665707
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)	SAO (AN-VII) 011-25665707
iii.	Allocation of Funds for HBA received from all DAD offices.	Allotment of fund to various controller.	Sanction of the competent authority.	On the basis of availability of fund	SAO (AN-VII) 011-25665707
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.	SAO (AN-VII) 011-25665707

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
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	SAO (AN-VII) 011-25665707
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.	SAO (AN-VII) 011-25665707
(8)	ADMIN-VIII SECTION				
i.	Recruitment of staff in Group B and C	Distribution of dossiers • Comprehensive data of each applicant is prepared. • Scrutiny of each dossier. • Marking of place of posting. • Dossiers forwarded to field offices as per their requisition for issuing appointment order after completion of pre-appointment formalities.	i)document indicating release of vacancy ii) Consolidated requisition received from Controllers' office which is to be submitted to SSC online. iii) Dossiers received from SSC.	Pre-appointment formalities started immediately on receipt of dossier.	SAO (AN-VIII) 011-25665708
ii.	Amendment and framing of Recruitment Rules for Group B and C	Prepared as per model recruitment rules published by DoPT. • Amendment is carried out in the existing Recruitment Rules. • The proposed amendment is forwarded to Ministry of	• Model Recruitment Rules published by DoPT. • Comments of stakeholders. • Preparation of	As and when amendment are required.	SAO (AN-VIII) 011-25665708

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		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. • Approved copy is forwarded for Gazette notification.	Comparative statement, Annexure III, Schedule, Notification and Check list.		
iii.	Compassionate appointment	• Relaxation cases are examined as per DoPT rules.	Case details from Controller offices. • Recommendation of Board of Officers. • Objective report of Welfare Officer. • Details of merit points. • Annexure A & B as per DoPT OM.	Immediately after receipt of complete document.	SAO (AN-VIII) 011-25665708
iv.	Fixation of strength in the Controller's organization.	Examination of request received from Controller's Office.	Statement of case from Controller duly certified by Audit Cell.	As and when required.	SAO (AN-VIII) 011-25665708
(9)	ADMIN-IX SECTION				
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 alongwith	Yearly by September	SAO (AN-IX) 011-25665568 011-25665710
		Calling for names of station/organization seniors for posting out.		Yearly in September	
		Uploading of Controller-wise		By end of	

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		draft yearly volunteer lists.	recommendation of Controller. Amendment/correction in consultation with field office.	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.	Authorised vs. Posted strength, APAR, request of staff/admin requirement, DAPB minutes.	As per administrative requirements.	
ii.	Deputation.	Issuance of circular for deputation, processing of names receive, 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 department.	Demand letter from borrowing department, completed forms of willing officers, APARs, vigilance clearance, cadre clearance.	As per administrative requirements.	SAO (AN-IX) 011-25665568 011-25665710
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 candidates. ii) Select list of SAS Part II passed candidates. iii) Choice stations of the candidates. iv) Vacancy position from field controllers. v) Demand/requirements received from field offices. vi) DAPB Minutes.	As per administrative requirements only after obtaining all due clearance/ documents from concerned stakeholders/ competent authority.	SAO (AN-IX) 011-25665568 011-25665710
(10)	ADMIN-X SECTION				
i.	Transfer (Inter/Intra Command) in r/o	Names of volunteers received from field offices.	Volunteer/Station/ Organisation seniors	Yearly by September	SAO (AN-X) 011-25665568

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
	Group 'C' staff.	Calling for names of station/organization seniors for posting out.	Application duly completed in all respect as per prescribed proforma alongwith recommendation of Controller. Amendment/correction in consultation with field office.	Yearly in September	011-25665710
		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.		
(11)	ADMIN-XI SECTION				
i.	Promotion for various posts (Group “B” Non Gaz. & Group “C”)	a) Vacancies arising in a particular year are ascertained by the CGDA Office and accordingly promotion zone is ascertained. b) Respective Controllers are advised to convene DPC in respect of eligible candidates falling in the promotion zone & submit adjudication report. c) DPC is concluded by the Respective Controllers after ascertaining various facts from Service Book/APARs and forwarded to this section d) DPC Report and Adjudication Reports are compiled in this section and PANEL of eligible candidates is prepared as per	DPC adjudication report.	Annually.	SAO (AN-XI) 011-25665711

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		seniority. e) Approval of Panel & eligible candidates for Promotion is obtained from Competent Authority. f) Promotion is released.			
ii.	MACP/ACP related queries in respect of above posts received from the various controllers.	a) Query received from concerned controller office b) Reply is furnished on the basis of rules and orders on the subject with approval of competent authority.	Query from controller office with justification/ recommendation.	30 days.	SAO (AN-XI) 011-25665711
iii.	Antedation of Promotion	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 b) The case of individual is scrutinized by this section regarding admissibility of Antedation. c) Concerned Controller is requested to convene a review DPC to judge the suitability of candidate	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.	SAO (AN-XI) 011-25665711

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		for antedation of promotion from earlier date d) Review DPC is concluded by the Respective Controllers after ascertaining various facts from Service Book/APARs and forwarded to this section e) Case is submitted for approval of competent authority for approval of Antedation basis the Review DPC Report and Adjudication Reports with all facts f) After approval of competent authority, orders for antedation are issued.			
iv.	Revision of Seniority	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 b) The case of individual is scrutinized by this section regarding admissibility of revision	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.	SAO (AN-XI) 011-25665711

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		of seniority. c) Case is submitted for approval of competent authority for approval of Revision of Seniority on the basis of relevant facts e) After approval of competent authority, orders for Revision of seniority are issued.			
v.	Publication of Rosters for PS, Group B- Non gazette, Group C.	a) Draft Roster is published/circulated by the 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	Application from the applicant along with supporting documents in support of amendments is required duly verified by concerned Controller.	As per administrative requirements.	SAO (AN-XI) 011-25665711

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
vi.	Processing of Cadre Review proposals in respect of Gp "B"& Gp "C" staff except SAOs/AOs	As & when proposal for Cadre Review is received, the data with reference to RRs, existing strength authorized, posted and the proposal is reviewed and then put up to ministry for further action.	The statement of case along with detailed justification of the proposal along with copy of RR and authorized and posted strength details of the said post for which cadre review proposal is to be initiated.	As per requirement as and when proposal is received.	SAO (AN-XI) 011-25665711
vii.	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	SAO (AN-XI) 011-25665711
viii.	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	SAO (AN-XI) 011-25665711
ix.	Supervision and review of cases under FR 56(J) up to the level of AAO	The qtlly report of the FR 56(J) cases is received from all controllers	The consolidated qtlly report is sent to Ministry.	Quarterly	SAO (AN-XI) 011-25665711
(12)	ADMIN-XII SECTION				
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	- Statement of Case duly justifying the proposal as per Para 22 of DWP 2007. - Land Availability Certificate along with Handing Taking Certificate	Varies according to the merit and supporting documents sent alongwith each case.	SAO (AN-XII) 011-25665712 011-25665553

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		Proceedings by PCDA/CDA • Acceptance of Board Proceedings by CGDA • Preparation of Approximate Estimates by Executing Agency on the basis of Accepted Board Proceedings. • Vetting of Proposal by IFA (Army-Q) if Cost is up to Rs. 250 lakhs • Sanction by CGDA if cost is up to Rs. 250 lakhs • 9. Processing of case to MOD (Fin) if cost is more than Rs. 250 lakhs. • 10. Scrutiny of Approximate Estimates by AFA (Works). • 11.Vetting of proposal by IFA to Defence Finance. • 12. Sanction by MOD (Finance).	• Proposal for usage of accommodation occupied, if any. • Accommodation Statement Part I & II based on revised scales of accommodation as per Directorate of Estate OM dated 20.02.2014. • Rough Indication Cost of the project as per Appendix 'B Para 22 of DWP 2007. • Recommendation of PCDA/CDA.		
ii.	Release of DAD Works/ Maintenance Budget	• 1. Receipt of proposal from PCDA/CDA for release of funds along with connected documents • 2. Processing of the request for release of funds at HQrs Office. • 3. Funds released by HQrs Office. • •	• Sanction by PCDA/CDA under the delegated powers viz. Issue of Admin Approval after following due procedure. • Other connected documents viz. AEs Part I & II etc. • Request for release of funds specifying the	07-15 days	SAO (AN-XII) 011-25665712 011-25665553

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
			amount required in a particular year. •		
iii	Sanction for Hiring of Accommodation for DAD Offices / Sub Offices	• Receipt of Proposal from PCDA/CDA. • Processing of the proposal by HQrs office • Convening of Sanction by HQrs Office •	• Statement of Case duly justifying the Hiring of Accommodation • Board Proceedings of Station Headquarters • Recommendation of user PCDA/CDA • Willingness Certificate by the owner of the accommodation • Rent reasonability certificate by Defence Estate Office • Sponsorship certificate of the officer-in-charge of the office for which accommodation is proposed to be hired.	07-15 days	SAO (AN-XII) 011-25665712 011-25665553
(13)	ADMIN-XIII SECTION				
i.	Processing of Disciplinary cases in respect of Group 'B' (SAOs/AOs and equivalent) employees of DAD.	Analysis of relevant records with reference to nature of delinquency. Processing of the case as per provisions contained in the CCS(CCA) Rules, and 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 office where delinquency occurs, to submit the case to the	As per government guidelines subject to nature and complexity of the case, and on receipt of all	SAO(AN-XIII) 011-25665562 011-25665713 011-25665813

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
			Competent Authority for consideration etc.	relevant documents/ information from field offices.	
ii.	Appeal against the penalty imposed by CsDA/PCsDA/CGDA.	Analysis of Appeal with reference to records of the case and provisions contained in the CCS(CCA) Rules, and guidelines/ instruction issued by the Govt. from time to time.	Various proforma as prescribed, complete record of the case, comments on paras of representation/ appeal/petitions, recommendation from the controller office	As per government guidelines subject to nature and complexity of the case, and on receipt of all relevant documents/ information from field offices.	SAO(AN-XIII) 011-25665562 011-25665713 011-25665813
iii.	Disciplinary proceedings against retired Govt. Servant.	Analysis of relevant records with reference to nature of delinquency. Sanction of the President. Processing of the case as per provisions contained in the CCS(CCA) Rules, and guidelines/ instruction issued by the Govt. from time to time	Investigation report, relevant documents to substantiate the charges, service profile, recommendation from the controller office where delinquency occurs	As per government guidelines subject to nature and complexity of the case, and on receipt of all relevant documents/ information from field offices.	SAO(AN-XIII) 011-25665562 011-25665713 011-25665813
iv.	Representation against entries and grading in APARs (up to AAO).	Analysis of points of representation with reference to relevant record of the case and comments of	Relevant APAR, Comments of Reporting, Reviewing and Accepting Officer.	Cases to be submitted for consideration	SAO(AN-XIII) 011-25665562 011-25665713 011-25665813

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		Reporting, Reviewing and Accepting Officer		within a month on receipt of relevant documents and comments.	
v.	Vigilance Complaint against Officials of DAD up to SAO.	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.	SAO(AN-XIII) 011-25665562 011-25665713 011-25665813
vi.	Suspension.	To examine the status and circumstances of the case	Recommendation of the Disciplinary Authority.	Review to be carried out within 90 days. Examination of each case within 15 days.	SAO(AN-XIII) 011-25665562 011-25665713 011-25665813
vii.	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.	SAO(AN-XIII) 011-25665562 011-25665713 011-25665813
(14)	ADMIN-XIV SECTION				
i.	Issuing clarification/guidelines on pay matters, leave, Medical, TA/DA/LTC/ CTG etc.	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 rules, the matter is referred to concerned ministry for	For seeking concurrence for reimbursement of medical claim above 5 lakhs. i)Emergency certificate. ii)Bills original/attested. iii)Test report original/attested.	All cases are being dealt on priority basis within period of one month. However time taken to resolve	SAO (AN-XIV) 011-25665714

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
		their clarification	iv)Med-97 Form. v)Discharge summary. vi)Authenticated statement showing amount charged and amount admissible under audit. vii)Application of the employee.	the 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.	

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
(15)	LEGAL CELL				
(i)	<u>Central Administrative Tribunal (CAT), Principle Bench, New Delhi</u>	• Original Application (OA) filed by Applicant against the Department for adjudication of any dispute(s) with respect to service matters. • The Dept. engages services of a Govt. Counsel through Min. of Law & Justice to defend the case and files Reply to the OA. • After arguments, the Tribunal pronounces the judgement/order. • Legal Cell does the entire liaison work between the Department and the Min. of Law & Justice, Government Counsels, etc., for submission/obtaining of requisite documents, court orders etc.	• Court Notice • OA filed by Applicant • BTF • Draft Counter Reply • Vetted & signed Counter Reply filed by the Dept. • Rejoinder & Reply to Rejoinder • CAT Judgement/Order	Time taken will be based on the nature of the case & varies from case to case.	AO(LC) 011-25665543 011-25665541 011-25665544
(ii)	<u>Hon'ble High Court of Delhi</u>	• The party aggrieved with the order of Tribunal files Writ Petition (WP) before the Hon'ble High Court. • The Dept. engages the services of a Government Counsel through Min. of Law & Justice to defend the case. • After filing of Replies & Rejoinders and on completion of arguments, Hon'ble High Court pronounces judgement. • Legal Cell does the entire liaison work between the Department and the Min. of Law & Justice, Government Counsels etc.	• Court Notice • BTF • Impugned CAT order • Vakalatnama • Copy of OA & Reply to OA • Opinion of LA (Defence), when WP is filed by the Department. • Draft WP & signed WP • Reply to WP • Other documents & Annexures • Judgement of High Court	Time taken will be based on the nature of the case & varies from case to case.	AO(LC) 011-25665543 011-25665541 011-25665544

Sl. No.	Nature of services	Service delivery standard, quality		Time frame.	Name and contract number of the dealing officer.
		Processes involved	Documents required		
(iii)	<u>Hon'ble Supreme Court</u>	- The party aggrieved by the order of the High Court files Special Leave Petition (SLP) before the Hon'ble Supreme Court. - The Dept. engages the services of a Government Counsel, through the Central Agency Section to defend the case. - Legal Cell does the entire liaison work between the Department and the Central Agency Section, Government Counsels etc.	- Notice - SLP - Vakalatnama - Para-wise comments - Draft & signed Counter Reply/ Affidavit - Rejoinder - Reply to Rejoinder - Judgement of Hon'ble Supreme Court	Time taken will be based on the nature of the case & varies from case to case.	AO(LC) 011-25665543 011-25665541 011-25665544
(iv)	<u>District & Subordinate Courts</u>	- Civil & Criminal cases are filed in the District & Subordinate Courts. Where Criminal cases are filed by CBI/Police against any individual, the Dept. will not be a party to the case. - Legal Cell does the entire liaison work between the Department and Min. of Law & Justice, Govt. Counsels etc.	- Court Notice/Suit - Para-wise comments - Draft Counter Reply/ Affidavit & vetted/signed Counter Reply/Affidavit - Rejoinder - Reply to Rejoinder - Judgement - Views of Govt. Counsel	Time taken will be based on the nature of the case & varies from case to case.	AO(LC) 011-25665543 011-25665541 011-25665544
(v)	<u>Reports & Returns</u>	- The details of courts cases is entered in the Court Case Monitoring System (CCMS) by all the offices of Pr. Controllers/ Controllers - Legal Cell generates the requisite reports and submit to the competent authority/MOD (Fin) - Further, details are also obtained from Sections/PCsDA/CsDA as & when required	Court case details updated by all the offices of Pr. Controllers/ Controllers	---	AO(LC) 011-25665543 011-25665541 011-25665544

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 25665554 (AN X)
Pay commission related clarification	cgda.nic.in	Circulars & Orders	011 25665514 (AN XIV)
RTI Guidelines.	cgda.nic.in	www.cgda.nic.in/index.php?page=adm/rti	011-25665558, 25665703 (AN-III)
Sparrow online APAR	cgda.nic.in sparrow-dad.eoffice.gov.in		011-25665701 011-25665801 011-25665716 (AN-I)

5(B) : Availability of prescribed forms:

Title of the Form	Fee to be paid	Down load from cgda.nic.in
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-	

Title of the Form	Fee to be paid	Down load from cgda.nic.in
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. If you have any grievance to make in the delivery of the above standards you are welcome to register your grievance with the following officers.

Name and designation of the officer	Address for correspondence	Telephone/Fax/e-mail
Ms. Kavita Garg, Sr.Dy.CGDA(AN) Grievance Officer	O/o CGDA Ulan Batar Road Palam, Delhi Cantt.- 110 010	Tele 011-2567 4838 Fax 011 25674806 Mail id : kavitag@nic.in
Shri Ram Niwas Saini, SAO (AN)	O/o CGDA Ulan Batar Road Palam, Delhi Cantt.- 110 010	Tele 011-25665558 Fax 011 25674806 Mail id anIII.cgda@nic.in
Kum M Thilagavathy AAO(AN)	O/o CGDA Ulan Batar Road Palam, Delhi Cantt.- 110 010	Tele 011-25665745 Fax 011 25674806

7. Grievance can be registered at www.pgportal.gov.in which is available on this office website www.cgda.nic.in and you are welcome to use this facility.

8. Consultations with our users/stakeholder/clients.- We welcome suggestions from our users e-mail ID where suggestions can be given--anIII.cgda@nic.in