

## Citizen Charter- PCDA (SC) Pune

1. Aim of the charter-
  - i. We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.
  - ii. We render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction
2. The services delivered
  - i. To Army Units and Formation
    - a. Audit and payments of various grants/bills
    - b. Rendering Financial Advice
    - c. Concurrence on financial proposals
    - d. Maintenance of Accounts
  - ii. To MES Formations
    - a. Audit and payment of pay and allowances to industrial and non industrial employees
    - b. Rendering Financial advice
    - c. Audit of contract documents and payment to contractors
    - d. Maintenance of Contract Agreements and other relevant documents.
  - iii. Defence Civilians
    - a. Audit and payment of pay and allowances
    - b. Audit and payment of Payment of Final settlement/terminal benefit claims
    - c. Advice on pay matters
  - iv. Cantonment Board- Audit and scrutiny of contracts and payment thereof
  - v. Defence Estate Office
    - a. Release of payment of all the hired building occupied by Defence
    - b. Audit of accounts and Budget monitoring.
3. Details of clients
  - a. Army Units and formations
  - b. Defence Civilians
  - c. MES Industrial/ non industrial employees
  - d. Third party/Vendors/Suppliers of various stores to Army units etc.,
  - e. DAD Employees
4. It is our aim to provide the following service delivery

Sl No.	Services	Time frame	Name of dealing officer	Contact No.
<b>ADMIN SECTION</b>				
1	Compliant/Grievance	Reply within 60 days	Shri S.M Sonkusare,	020-26128757,

			DCDA	26128727, 26123148, 26127948  Extn- 233
2	Transfer	As per transfer policy and administrative requirement	Smt M.M Ingalgaokar, SAO	Extn- 120
3	Application for transfer	Noting of requirement /request within 7 working days. Consideration as per administrative feasibility.	--do--	--do--
4	MACP	Action within 3 working days after approval by the Board	--do--	--do--
5	NOC for passport	Within 10 working days after receipt of application	--do--	--do--
6	Furnishing of information under RTI	30 days	Smt A. Ray Chauhdury, SAO	Extn -141
7	Processing of Pension Paper	Within one week of receipt of all the documents	--do--	--do--
8	Processing of procurement proposals of sub offices	Within one week of receipt of all the documents	--do--	--do--
<b>ADMIN PAY SECTION</b>				
1	Pay Fixation, Budget, Contingency, Third party payments & Imprest, Pay	As per demand and 7 working days for Bills	Smt Gayatri Tendulkar, SAO	020-26128757, 26128727,

	Bills of Admin Sn, M Sn, IFA,AO GE (Central),AAO BSO (Central),GP D, Canteen Staff, IDAS, D Sn, T Sn, R Sn, PAO INT, Store Sn, Reports & Returns,			26123148,26127948 Extn- 215
2	1.Medical Bills 2.Pay Bills of AAO (SC) Ahmedabad & AAO (SC) Jodhpur, Pay Sn, Fund Cell, LAO (A, B,512),RAO MES Pune, AO GE Girinagar, AO GE NDA,R & D Pashan, A/c Sn, ORs Sn, Reports & Returns,	7 working days for bills	--do--	--do--
3	Pay Bills of all sub offices in Mumbai area, EDP, O &M, AO GE North & South, LAO OD Talegaon, AO GE Lohegaon, PAO Kamptee, PAO ACR & MIR Nagar, PAO BEG, Reports & Returns,	7 working days for bills	--do--	--do--
4	Claims of TA/DA & LTC, Reports & Returns	7 working days for bills	--do--	--do--
<b>STORES SECTION</b>				
1	1) General Task, Admn matters, Leave Account, Maintenance and Release of FDRs(ASC & CHT), Issue of	As per demand / Situation.	Smt I.K.Sabharwal	020-26128757, 26128727,

	LAC, Reports & Returns, Adjustment of IPOs & Misc Work  2) Post Scrutiny of Contract Agreements of ASC /CHT, Approval for amendments in CAs.		SAO	26123148,26127948  Extn-113
2	Preparation of D P Sheet, Scheduling of CRVs to LAOs, Sorting of Dak, ECS Mandates, ECS report, Report of IFA CDA 13, Maintenance of Class II & Class V Vouchers.	7 working days	Shri P.V.Chavan, SAO	Extn-113
3	Sale Account, Loss Statement, Reserve Guiding Price, Auction of Metal Scrap, Military Farm Cash Account.	7 working days	Shri P.V.Chavan, SAO	Extn-113
4	ISA Vouchers & Adjustment of MROs.	7 working days	Shri P.V.Chavan, SAO	Extn-113
5	Pre Audit & Passing bills of ASC articles, Post Audit of Bills, Maintaining and tallying of S & S Imprest Account, Issue of NDC.	7 working days	Smt I.K.Sabharwal, SAO	Extn-113
6	Passing of bills of IT.	7 working days	Shri P.V.Chavan, SAO	Extn-113

7	Passing bills of MT & Ordnance Units.	7 working days	Shri P.V.Chavan, SAO	Extn-113
8	Passing bills of Medical Store.	7 working days	Shri P.V.Chavan, SAO	Extn-113
9	Pre Audit & Passing bills of MT, Ordnance & NCC Units.	7 working days	Smt I.K.Sabharwal, SAO	Extn-113
10	Pre Audit & Passing bills of CHT & Ration Bills, Maintaining and tallying of S & S Imprest Account, Issue of NDC.	7 working days	Smt I.K.Sabharwal, SAO	Extn-113
<b>ENGINEERING SECTION</b>				
1	Release of Cash Assignment received from GE Offices	02 working days	Smt. Shanta Dineshan, SAO & Shri C B Misal, SAO	020-26128757, 26128727, 26123148,26127948 Extn- 216, 162
2	Settlement of post audit objections after receipt of replies.	07 working days	--do--	--do--
3	Pre-audit of Hand Receipts	07 working days	--do--	--do--
4	Pre-audit of Hand Receipts pertaining to Arbitration Cases/ Court Cases and provisional payment sanction of Pr. CDA/	Immediate after receipt before of due date mentioned in	--do--	--do--

	Addl. CDA	Award		
5	Scrutiny of cash book/ paid vouchers	07 working days	--do--	--do--
6	Pre-audit of Final Bills of MES contractors submitted by AO GE's exceeding value of work done more than Rs. 10.00 lakhs	15 working days	--do--	--do--
7	Payment of works pertains to Operational Works	01 months	Shri C B Misal SAO	--do--
8	Payments of RAR's pertains to MAP	07 working days	Shri C B Misal , SAO	--do--
9	Payment of Contingent Bills pertains to telephone bills, CHT etc.	07 working days	--do--	--do--
10	Release and acceptance different categories of Security Deposits	01 months	--do--	--do--
11	Monitoring recoveries of Rent and Allied Charges through BSO's in r/o Private parties, Defence Civilians, MES Club, Retired Officers, Serving Officers etc	Quarterly	--do--	--do--
<b>MISCELLANEOUS SECTION</b>				
1	Post Audit of Medical Bills in r/o ECHS beneficiaries	1 month	Shri N.S.N Shaikh, SAO	020-26128757, 26128727,

	(Online & Manual).			26123148,26127948 Extn: 222
2	Pre Audit of Bills of I&M grant	15 working days	--do--	--do--
3	Passing of requisition of ATG, ACG, SAG, SWSG, AAF, ALG, TTIEG etc & Post Audit.	15 working days	--do--	--do--
4	Passing of Cash Requisition in r/o JCO/ORS & Amenity claims.	2 working days		--do--
5	Passing of Indoor Medical Claims, Payment Authority, Post Audit of ECHS Cash Book under audit jurisdiction of PCDA (SC) Passing Cash Requisition, Adjustment of MRO, Compiliation of Cash Book.	15 working days	--do--	--do--
<b>TRANSPORTATION SECTION</b>				
1	LTC Claims in r/o defence civilians posted in Maharashtra under the audit jurisdiction of PCDA(SC) Pune	Requisition for advances for TA/DA & LTC are passed on day to day basis  Adjustment Claims in r/o LTC are passed within 15 working days.	Shri S. N Kulkarni ,SAO	020-26128757, 26128727, 26123148,26127948  Extn. :- 127
2	TA/DA Claims in r/o Pt.	Adjustment		--do--

	Transfer and Temporary Duty in respect of Defence Civilians	Claims in r/o TA/DA are passed within 15 working days.		
<b>PAY TECH SECTION</b>				
1.	Dissemination of orders and issue of clarification on all pay related matters	As and when received	Shri. C. B. Ranpise SAO	020-26128757, 26128727, 26123148,26127948 Extn-130
<b>FUND CELL</b>				
1.	Punching of monthly GPF subscription and work related with discrepancies of GPF Accounts.	Following month from the issue of pay & allowances	Shri. C. B. Ranpise SAO	020-26128757, 26128727, 26123148,26127948 Extn-130
<b>NPS CELL</b>				
2.	Uploading of NPS data, processing of S2 forms, processing of pran applications and withdrawal requests.	Following month from the issue of pay & allowances	Shri. C. B. Ranpise SAO	020-26128757, 26128727, 26123148,26127948 Extn-130
<b>PAY SECTION</b>				
1	Audit and payment of pay & allowances in r/o Civilian Gazetted Officers/Non-Gazetted Officers/Staff paid from Defence Services	Last working day of the month.	Smt. Jyotilaxmi SAO Smt. M.D. Mule	020-26128757, 26128727, 26123148,26127948 Extn-129, 137

	Estimates.		SAO	
2	Audit and payment of Sy claims viz GPF, CEA, Leave Encashment, CGEGIS, and Advances.	30 days.	--do--	--do--
3	Forwarding of LPC cum Data Sheet to PCDA (P) Allahabad, final settlement of GPF claims to CDA (F) Meerut.	15 working days.	--do--	--do--
4	Fixation of pay on account of Promotion/ACP/MACP/ Pay Commission and issue of LPC on IAFA-445 in duplicate with last pay seal.	30 days	--do--	--do--
<b>PAY MEDICAL SECTION</b>				
1	Audit and Payment of medical reimbursement claims of Defence Civilians.	30 working days.	Smt. N. S. Waikar, SAO	020-26128757, 26128727, 26123148,26127948 Extn-138
<b>PAY AUDIT CELL, DPF SECTION</b>				
1	Fixation of pay on account of Promotion/ACP/MACP/ Pay Commission and Audit of Service Book & Issue of LEC in r/o MES Basic Staff.	30 working days.	Smt. N. S. Waikar, SAO	020-26128757, 26128727, 26123148,26127948 Extn-138
<b>IFA CELL</b>				

1	Scrutiny of proposals for IFA Concurrence	7 working Days	Shri Manish, IDAS	020-26128757, 26128727, 26123148,26127948 Extn-114
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5. No information is shared after office hours.
6. Complaint Redressal system- Courteous and helpful service will be extended by all staff. However, if you have any complaint/grievance to make with respect to the delivery of the above standards, you are welcome to register your complaint/ grievance with the following officer

Name of the Officer	Designation	Located at	Telephone No
Shri S.M Sonkusare	DCDA	Office of the PCDA(SC), No 1 Finance Road, Pune- 411001	020-26128757, 26128727, 26123148,26127948 Extn- 233

7. Grievance can be registered at [www.pgportal.gov.in](http://www.pgportal.gov.in).
8. Consultations with our users/stakeholder/clients.- we welcome suggestions from our users. e-mail ID where suggestions can be given – cda-pune@nic.in

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