

CITIZEN'S CHARTER - CDA CHENNAI

ACCOUNTS SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Watching for non receipt of PM and reconciliation thereof	Reconciliation and review will be carried out at the first of the following month on receipt of copies of punching medium wrt sectional compilation	Punching medium from various audit sections and sub offices	Immediately by 1st of the following month	C.H VENKATARAO, SAO Phone No.-24349980 EXTENSION-129
2	Posting of Debt Head Register (DAD) as per the schedules received from audit sections	On receipt of Credit/debit schedules, the recovery amount will be posted in the modules of the DHR. The posting of schedules will be carried out in monthwise. The amount of the schedule will be reconciled with the PC figures and posted figure	Monthly credit/Debit schedules	Immediately by 1st of the following month	
3	DIDS -Originating Inwards	On receipt of DID schedules from various CsDA, the copy of supporting vouchers will be forwarded to the concerned PAOs of the audit section for responding action. On receipt of the same from the audit section, the supporting voucher will be loaded in the NCS and responding action will be carried out in NCS . Main office will carry out the responding action manually for the post 1994 cases on receipt of the DIDS responded by the audit sections. DIDS pertaining to deputation cases, the same will centrally be responded by the Accounts Section of Main Office	DIDS schedules and supporting vouchers containing full details of transactions	immediate	
4	DIDS - Originating Outwards	DIDS received from various audit sections of the sub office and Main office, the supporting vouchers will be uploaded in the NCS for the latest cases after 2014. In r/o old cases, the copy of supporting vouchers would be forwarded under the DO letter to the concerned CDA for responding action	DIDS schedules and supporting vouchers containing full details of transactions	Immediate	
5	Allotment of unit code	On the basis of formation of new unit/move of unit from one place to another, Unit code is allotted to that particular unit under written instruction from IA section of Main office	Letter from Unit	Immediately, if all necessary documents are provided	
			Gol sanction (for raising unit) /Departure report of the unit (for Move of unit)		
			Letter from IA Section		
6	Rendition of Revised Estimates & Budgetary Estimate	After receipt of RE & BE from all the sections and sub offices, consolidation & rendition of the same to the concerned	Ink signed letters in respect of RE & BE from all the sections and sub offices	Immediately, if all necessary documents are provided	

7	Rendition of modified Appropriation for the current financial year	After receipt of Modified appropriation from all the sections and sub offices, consolidation & rendition of the same to the concerned	Ink signed letters in respect of Modified appropriation from all the sections and sub offices	Immediately, if all necessary documents are provided
8	Posting of Defence Ledgers for Review of Balances	The entries will be posted annually. Closing balance of the Heads of Accounts closing to Balances in the previous year are brought forward. After the closure of March Supplementary corrections, if any, the final balances of Receipts & Charges will be posted in Statements and Balances struck for the preparation of ROB.	Compilation of March Supplementary (Final)	on or before 30th June (As date fixed by HQrs office)
9	Rendition of Quarterly reports to the concerned sections	After completion of every quarter, consolidation and rendition of Booking & clearance report for particular code heads are rendered to the concerned, on receipt of the same from other sub sections of Accounts Section.	Monthly compilation of last three months are required for preparation of this report and all section-wise reports are required for consolidation and rendition of the same	Immediately, after receipt of reports from all concerned
10	Rendition of quarterly reports to HQrs office	Consolidation and rendition of quarterly reports such as Quarterly Suspense Reports , AAC Report, Interest on delayed Remittance are rendered to HQrs office , on receipt of the same from other sub sections of Accounts section	Monthly compilation of last three month are required for preparation of this report and all section-wise reports are required for consolidation and rendition of the same	Immediately, after receipt of reports from all concerned
11	Rendition of Half yearly and annual reports fo HQrs office	Various Half yearly and annual reports such as write-off from PF suspense, write off from other than PF suspense, Cash Requirement estimates, subsidies from DSE, contribution to INO, CGEGIS, Joint Cyber Bureau, charged expenditure etc are rendered to HQrs office on receipt of the same from other sections and sub offices.	Letters from all concerned sections and sub-offices are required for consolidation and rendition of these reports	Immediately, after receipt of reports from all concerned
12	MEA- Audited claims for training charges for foreign army received from M section are sent to MEA for reimbursement	On receipt of claim from M section scrutinised to ensure the relevant documents are received and sent to MEA.	1. Recovery statement showing details of training, Misc charges, rent and allied charges verified by LAO.	Forwarded as and when received from audit sections
			2. Movement order	
			3. Gol sanction for the training of the concerned unit	

13	Review/watching clearance of PAO suspense such as MEA, MHA, MoH FW, Min of Petroleum, Other ministries	To maintain Register pertaining to Training Charges and regular follow-up with concerned Ministries and watching clearance of those outstandings.	Suspense registers	Immediately
14	Allotment of Imprest account number.	After receiving necessary documents the imprest account number will be allotted.	<ol style="list-style-type: none"> 1. Original copy of Hqrs sanction on formation of the unit. 2. Original sanction of the officer commanding for the opening of New Imprest Account (Mentioning CML) 3. Statement of case with justification 4. Particulars of dependant PAO and regional CDA, from whom the Imprest Account Holder desires to draw fund in a separate sheet duly countersigned by Officer-in-Charge. 5. Six(6) sets of Specimen signature of the Imprest Holder in separate sheets. 6. Particulars of fixing monetary limit 7. Particulars of Bankers 8. A certificate to the effect that unit has not been allotted any Field Imprest Account previously for making payments 9. Recommendation of Officer-in-Charge for opening of Imprest account 	Immediately on receipt of request of Imprest Account, provided all the documents submitted are in order.

			10. Authorisation letter for issuing cash requisition	
15	Adjusting accounts with Railways	1. On receipt of Debit/credit vouchers from audit sections forward directly to the concerned FA & CAO of Railways and simultaneously send advise to RBI CAS, Nagpur for debiting/crediting the account of the Railways and vice versa in the account of Ministry of Defence. 2. On receipt of clearance memo/advice from RBI CAS Nagpur/Railway suspense is compiled/cleared	Debit/Credit vouchers	Action taken immediately on receipt of documents/Advice memo
16	Service charges in respect of ERE Deputationists with AGIF	Monthly expenditure of ERE deputationists are forwarded to AGI for reimbursement . On receipt of cheques from AGIF the same is compiled and intimated to the PAOs and raise Debit against AGI	1. Monthly expenditure statement of the PBORs on deputation with AGI 2. Nominal roll of the PBORs on deputation	Quarterly basis
17	Posting of Debt head register (Non DAD)	On receipt of credit/debit schedules, the recovery amount will be posted in the modules of the DHR. The posting of schedules will be carried out month-wise. The amount of the schedule will be reconciled with the PC figures and posted figures.	Monthly credit/debit schedules	Immediately by 1st of the following month
18	Preparation of monthly punching media	1. DEBIT/PAYMENT SIDE (Cheques and Bills) (a) Entering debit scrolls in module (b) Tallying the scroll amount with DMS received and advice figure c) Any discrepancy to be intimated to concerned banks and rectified immediately by personal liaisoning (d) Floating of Punching medium for cheques and bills and CMP as per Advice figure e) Confirmation of monthly closing balance of advice with the figure in the books of CDA 2. CREDIT/RECEIPT SIDE (MROs) (a) Entering credit scrolls in module (b) Tallying the scroll amount with DMS received and advice figure	1. Debit scrolls from a) RBI Chennai and other cities b) SBI FPLB Chennai c) SBI CMP Mumbai 2. DMS from a) RBI Chennai and other cities b) SBI FPLB Chennai c) SBI CMP d) SBI GAD Mumbai advice from RBI CAS Nagpur Credit scrolls from a) RBI Chennai and other cities b) SBI FPLB Chennai	On receipt of Monthly Advice from RBI CAS Nagpur by 5th of following month, punching medium should be prepared within 3 days

		c) Any discrepancy to be intimated to concerned banks and rectified immediately by personal liaisoning	DMS from	
		(d) Floating of Punching medium for DMROs as per Advice figure	a) RBI Chennai and other cities	
		e) Confirmation of monthly closing balance of advice with the figure in the books of CDA	b) SBI FPLB Chennai	
			c) SBI GAD Mumbai , Advice from CAS Nagpur	
19	Watching the clearance of SBI CMP rejections	on scrutiny of monthly compilation, SBI CMP rejections processed shall be noted as cleared in Minus Debit Scroll Register. An outstanding list of SBI CMP rejections will be prepared and forwarded to concerned audit sections for clearance.	Monthly compilation/minus debit scroll register	Monthly
20	OMRO entry and reconciliation with Monthly Printed Compilation figure	(a) Adjusted OMROs received from sub offices are entered in module on monthly basis	OMROs from sub-offices/monthly printed compilation	Monthly
		(b) Tallying the scroll amount with Monthly Printed Compilation		
		c) Discrepancy, if any will be intimated to concerned audit sections for rectification		
21	Schedule III entry	Schedule III received from sub offices are entered in Module	Sub offices schedule III	Monthly
22	Linking of Debit scroll and Schedule III	Since both are entered in same module, the corresponding matching entries of Schedule III and Debit scrolls get linked	Schedule III and Debit scrolls	As and when entries are done
23	Linking of DMROs and OMROs	Since DMROs and OMROs are entered in the same module, the corresponding matching entries get linked	DMROs and OMROs	As and when entries are done
24	Reconciliation work	Tallying the figure of cheques and bills/SBI CMP and schedule III with Monthly Printed Compilation and intimating audit sections wherever discrepancy if any	Debit scrolls/Schedule III/Monthly Printed Compilation	Monthly
25	NBT Transaction	Preparation of Punching Medium to book the amount to AG Suspense Head on receipt of DMROs from Non-banking Treasuries.	DMROs /Statement from concerned Treasury	1 day
26	DIDS (MROs) originating and responding	DIDS relating to MROs are being adjusted and uploaded to NCS.	DIDS schedules along with MROs	1 day

27	Updation of Registers	Monthly updation of Dr/Cr Scrolls Register/Minus Debit Scroll/ Schedule III/ NBT/DIDS/Reconciliation Register/TE	Scrolls/Schedule III/OMROs/DIDS Schedule	Monthly
28	RBI meeting	Attending RBI meeting for projecting any problems relating to banking business whenever the meeting is held	Scrolls	Whenever the meeting is held
29	Reports>Returns E payment Report	Rendering report regarding e-payment to HQrs by 15th of the following month for evaluating the percentage of electronic mode of payment made by the organisation	e-payment report from all sub offices under CDA Chennai and Main office	5 days
30	Weekly Progress Report	Rendering weekly report regarding progress of ordinary letters/special letters/DMROs/OMROs/Debit Scrolls/Credit Scrolls/NBT/DIDS	Letters/Scrolls/DIDS/Schedule /MROs	1 day
31	Monthly Progress Report	Rendering monthly progress report regarding the ordinary letters and special letters	Ordinary letters and special letters	1 day
32	Quarterly Progress Report	Preparation of report showing progress of clearance of Suspense heads during a quarter	Monthly compilation/Clearance figures	2 days
33	Report on working of focal point branch systems in Defence: Local monitoring committee	Report regarding intimation of any discrepancy regarding bank scrolls received from SBI FPLB which is to be taken up in the Local Monitoring Committee	Monthly Debit/Credit Scrolls	1 day
34	Introduction of New Softward Government Business Solution in SBI	Report showing discrepancy arising in the books of CDA Chennai and RBI CAS Nagpur	Monthly Debit/Credit Scrolls from RBI/SBI and Advice from RBI CAS Nagpur	1 day
35	Hindi Progress Report	Report on work in Hindi	Letters received/disposed in Hindi	1 day
36	Furnishing figures for AROB	Figures for CB/CMP/MROs will be rendered for preparation of AROB	All monthly compilation	Annually on March month
37	Allotment of funds against Locally controlled Heads to Army Navy/AF/R&D/Inspection Organisation units	Receipt of ink signed /CTC copy of fund allotment letter from IHQ/HQ Commands /CWEs/Ces. Scrutiny whether copy endorsed to CDA, Units are coming under CDA. Uploading Fund allotment master through TULIP. Monitoring of expenditure -abnormally heavy/unusually low.	Ink signed or CTC of fund allotment letters of IHQ/Command HQ etc.	immediately on receipt
38	Issue of hard copy of Monthly Expenditure Statement in respect of Locally controlled Heads to Units	closing of monthly accounts & uploading of compilation files in AIC by EDP CDA	Monthly Expenditure Statements	Monthly as per Defence Accounts Code

39	Inter Government Adjustment Accounts with Postal Department- Transactions originating in the books of Defence-field Treasure Chest Receipts (FTCR) - outward settlement account	Checking Sectional Compilation for booking by PAOs. On receipt of FTCRs along with copies of schedules from PAOs scrutiny, consolidation and forwarding FTCRs alongwith connected documents to Director of Accounts (Postal) through Bank Advice to RBI CAS Nagpur. on receipt of clearance memo from RBI CAS Nagpur will carry out necessary adjustment by transferring the amount from inter Governmental adjustment accounts to RB Deposits-Defence.	FTCRs along with requisite schedules copy of Punching medium from PAOs Sectional Compilation Clearance memo from RBI CAS Nagpur	Monthly basis
40	Inter Governmental Adjustment Accounts with Postal Department- Transaction originating in the books of postal Deptt - inward settlement account	On receipt of Bank Advice along with C&D schedules from Director of Accounts (Postal) Nagpur on account of Pay and allowances in respect of APS personnel & purchase of postal equipment and clearance memo from RBI CAS Nagpur will carry out necessary adjustment by transferring the amount from inter Governmental adjustment accounts to RB Deposits-Defence.	a) Bank Advice alongwith C&D Schedules from Director of Accounts (Postal) (b) Clearance memo from RBI CAS Nagpur	Monthly as per Defence Accounts Code
41	Inward settlement (cash basis)	On receipt of Bank draft alongwith recovery schedules on account of AFPPF/AGIF/PLI/LPC Dr balance in respect of PBORs on deputation to various civil departments/Dte General Assam Rifles scrutinized to see that the transactions pertain to this office and the DDs will be sent to Bank for remittance through MROs. On receipt, MROs compiled to respective code heads through class II Punching medium and recovery schedules alongwith compilation details will be forwarded to respective PAOs for affording credit in the pay accounts of PBORs.	Bank Draft , Recovery schedules from Deputation Department, MRO	As and when received as per Defence Accounts Code

42	Outward settlement (cash basis)	On receipt of monthly expenditure reports on account of Pay and allowances in respect of JCOs/PBORs deputed to NSG units alongwith requisite statement and copy of PM compiling the amount claimed, checked with sectional compilation. Consolidated report will be sent to HQ NSG for reimbursement. On receipt of cheque alongwith PBOR wise details of amount disallowed from HQ NSG, cheque will be sent to bank alongwith MRO. PBOR wise disallowed amount details will be forwarded to PAOs to adjust the amount excess claimed through class II PM as minus to MHA code head. After receiving the MRO the amount will be adjusted through Class II PM	Pay & allowances expenditure reports from PAOs. Unitwise/allowances wise statement, Copy of class II voucher compiling the amount to MHA code head, Cheque from HQ NSG and details of amount disallowed by HQ NSG, MRO, Copy of Class II voucher adjusting the disallowed amount from PAOs	Monthly basis
43	HBA-DAD Mortgage Bonds	Keeping of HBA documents in respect of DAD officers/staff received from Admin Section in safe custody. Carrying out annual census of HBA documents, Releasing of HBA documents to Admin Section in transfer out cases and liquidation of principal/interest cases	a)HBA documents in respect of DAD officers/staff	Immediately
44	Watching of PLI premium/Service Tax Recovery	Receipt of Monthly Sectional compilation, Extracting the details of PLI premium/Service Tax recovered/compiled. Watching the copy of letter forwarding PLI recovery schedule to PLI authorities by Sections/PAOs. Calling for schedules when intimation received from PLI authorities regarding non-receipt of schedules by them	a) sectional compilation b) copy of letter forwarding PLI recovery schedules to PLI authorities by Sections/PAOs	Monthly basis

ADMIN SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Transfer/posting (within command)	DAPB recommendations and its approval by competent authority, issuance of orders	authorised vs posted strength, APARs, requests of officer(s),DAPB minutes , Transfer policy	as per administrative requirements and officer(s) requests	

2	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	Motivation scheme for DAD nominations	15 June to 31 August every year	
3	Leave	checking the application, entitlement of leave, note for approval by competent authority, communication of sanction of leave to the officer	Leave application, leave records	Within 2 days of receipt of request	
4	Permissions under CCS(Conduct) Rules, 1964	Processings 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 for delay, wherever required, rule position	As per CCS(Conduct) Rules, 1964	
5	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 administrative requirements	
6	permission for higher sturies	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 administrative requirements	
7	NOC for passport	Processing of application of officer for approval of competent authority, issuance of NOC in prescribed format	Application , profile of officer, vigilance clearnace	Within 15 days of receipt of application	
8	NOC for proceeding abroad	Processing of application of officer for approval of competent authority, issuance of NOC in prescribed format	Application , profile of officer, security clearance, vigilance clearnace	Within 15 days of receipt of application	
9	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	
10	Complaints	Examination of complaint and Note for obtaining orders of competent authority on complaints	Complaint, rule position	As per Govt orders	

11	Disciplinary proceedings	Examination of delinquencies of officers, note for approval of competent authority through CVO for initiation of disciplinary cae, 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 recommendation(s), UPSC's Advice, communication(s) from the delinquent officer, any other material relevant to the delinquency, rule position./	As per Govt orders	
12	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	
13	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 the channels of writing of APAR, data base of APAR	As per Govt orders	
14	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	
15	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 and appeal, revision petition, rule position	As per Govt orders	

16	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 for the competent authority, communication of orders of the competent authority on representation to the officer	Representation, remarks of Reporting officer, Reviewing officer, Accepting authority on representation, other material relevant to the matter	As per Govt orders	
17	Biometric Attendance System (BAS)	Creation/Deletion of record in respect of transfer in/transfer out cases	Aadhar No, email id, Mobile No, photograph	Immediate on receipt of requisite data	
18	Grievance Redressal System	Grievance can be registered at www.pgportail.gov.in which is available on CGDA website , www.cgda.nic.in	On line registration of grievance	As per Govt orders	
19	PIS	Updation of data of officers	Orders and Officer Orders notifying casualties	As per administrative requirements	
20	Deputation upto AAO Deputation from AO	Issue of circular and call for applications, Scrutiny of applications, Approval from the Competent Authority, Approved applications are forwarded to the HQrs office	Circular from HQrs office and Applications from individual officers	Within the time indicated by HQrs office	
21	Transfer(Annual Volunteer list)	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	Annual exercise	
22	Various sanctions under CCS Conduct Rules upto AAOs	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	
23	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, remarks of Reporting officer, Representation, comments of reporting, reviewing and accepting officers	As per Govt orders	

24	Diarising and distribution of HQrs letters	Incoming letters received from HQrs officed is sorted out Section-wise and delivered to concerned sections after obtaining the receipt	Incoming letters from HQrs office	By next working day	
25	Appointment (a) Direct Recruitment in respect of Canteen attendant	On receipt of release of vacancy from HQrs office, applications called through News Paper advertisement/Local Employment Exchange. Written Test will be conducted and marks scored will be evaluated. Attestation and Medical certificate, online/offline police verification. appointment order is issued.	Certificate of Date of Birth, Educational qualification, Caste, Category etc	20 days from the date of receipt of all the documents	
26	Compassionate Appointments	Application from the dependent of the deceased, nomination of welfare officer's Board of Officer. For compassionate appointment- after approval of the competent authority Offer of Appointment is issued to the candidate alongwith attestation and medical fitness form. On receipt of Attestation and Medical certificate, online/offline police verification appointment letter is issued.	Caste, category etc	duly completed	
27	Joining of officers/staff on transfer/reversion from deputation	Joining office order issued	Transfer/relieving Pt II OO, Joining Report etc	On reporting in the office	
28	Distribution of work amongst IDAS/SAOs/Aos	Distribution of work is done on joining of officials	Admin Order	As per administrative requirements	
29	Sanction of Leave encashment on retirement in r/o IDAS/SAOs	Verification of balance of earned leave/HPL of official superannuating and voluntary retirements	Pt II OO notifying casualty	15 days	
30	Intimation/Sanction of Movable/Immovable properties	Submission of such application to the Competent authority for sanction/permission after thorough scrutiny/audit	Form - I alongwith the supporting documents in case of the property acquired/disposed	30 days	

31	Maintenance of APAR and Dossiers in r/o officers	Issue blank APAR to officers. Provide copy of the completed APAR to them on receipt of the same.	APAR forms	1st week of April	
32	Issue of Office orders of transfer in, transfer out, Ty duty move, resignation, voluntary retirement,superannuation, leave, any other casualties. Retire/Death/Superannuation/Promotion/VRS MACP - AN II. T/In, T/Out, TO/Resignation - AN I	Issue of orders	Transfer order/relieving order/Pt II OO notifying casualty/application of official.	7 days	
33	Maintenance of service books of officers	Updating of service books/records on casualties such as appointmemnts, 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	7 days	
34	Supervision and review of cases under FR 56(j) in respect of SAO/AO/AAO	The qtly report of the FR 56(j) cases is sent to AN II Section	consolidated qtly report	Quarterly	
35	Recruitment of staff in group C	Comprehensive data of each applicant is prepared. Scrutiny of each dossier,Marking of place of posting, requisition made to SSC in r/o MTS staff. Issue of appointment orders after completion of pre-appointment formalities	Dossiers received from HQrs office in respect of Group C		
36	APAR	Initiation of APAR in respect of SA/AUD/CLK/MTS reported upon , watching its completion by all channels and return to AN-II 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	Part II O O, order of posting/transfer/distribution of work to identify channels of writing of APAR, data base of APAR.	As per Govt orders	

37	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 for the competent authority, communication	Representation, remarks of Reporting officer, Reviewing officer, Accepting authority on representation, other material relevant to the matter	As per Govt orders	
38	Maintenance of APAR and Dossiers	After completion of APAR, placing the same in APAR dossier, page numbering and indexing it	APAR and APAR dossiers	Immediately on completion	
39	Preparation of Budget Estimate and Revised Estimate	Intimating requirements of funds to HQrs	Actual Expenditure for previous years	As per the schedule intimated	
40	Reconciliation of Expenditure with sectional and book compilation	Reconciliation	Sectional Compilation	15 days	
41	Reimbursement of News paper claims	Verification of entitlement and last charge	Application in the prescribed form along with bills	15 days	
42	Conclusion of annual maintenance contract of permanent equipment, RO, EPABX, Acs, Water Cooler, FAX, Photocopy machines garden security etc	assessing of yearly estimation(based on previous year actual requirement). Floating of RFP based on the estimated financial outgo. Opening of Bids 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 GFR	
43	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 and RVs if required.	7 working days after receipt of all documents duly completed in all respect	
44	Transport including staff car	obtaining sanction of the competent authority	Requisition/demand by the staff for transport. Original bill, log book, duty slips. Original financial sanction of the competent authority	15 working days	

45	Dead Stock Articles	annual stock taking by BOO, condemnation of items beyond economical repair, disposing of such items and remitting realised amount to Govt	original financial sanction of the competent authority	as per GFR	
46	CGHS	CGHS applications are processed and forwarded to Addl. Director CGHS Chennai for issue of cards	applications duly filled, received from eligible employees alongwith photos of dependents, Photocopy of family particulars from service book	CGHS card will be issued by Addl Director CGHS Chennai	
47	Conducting of sports activities	Cricket, TT, Volley ball, Badminton, Chess etc	As per DASC/B/HQrs sports calendar	As and when intimated by DASC/B.	
48	Part II Office order	Publishing of Part II OO on account of TD	Relieving and joining admin order/section order		
49	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 voucher. Preparation of contingent bill and 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	
50	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	
51	Probation and confirmation in Gp "B" non gazetted and Gp "C"	Issue of blank forms of first year and second year assessment report to offices concerned	first year and second year assessment reports	30 days	
52	Supervision and review of cases under FR 56(j) upto 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	

53	Processing of pension claims		a) forwarding blank pension documents b) receipt of filled in forms c) verification of documents, calculation and certification of documents by HOO d) forwarding to PCDA(P) e) receipt of PPO from PCDA(P) Allahabad f) forwarding of PPO to PDA and the retiree through their office	a) b) c) and d) duly filled pension documents from employer/family pensioner. No disciplinary Certificate, LPC cum Data sheet, calculation and verification of documents by HOO	a) 8 months before retirement b) 7 months before c) 6 months before d) 6 months before e) 2 months from the date of sending documents to PCDA(Pensions) Allahabad (f) Immediately on receipt of PPO
54	DPC for MACP & Promotion for officers AN-I	DPC	a) Calling for application/verification of rosters	Service Books & APARs	Twice in a year January & June (b) For promotion as and when called for by HQrs
55	Allotment of DAD Quarters & Hostel		Preparation of roster (b) Allotment of Quarter/hostel	Application from the eligible applicants	a) Every year in after 20th March application for roster will be called for with 20th april as last date. After that only transfer in case added. (b) QCM will be conducted for allotment of quarters after 20th of every month. © change of quarters will be considered once in a quarter.

56	DAD Works	Preparation of budget estimates for maintenance/Original work (b) obtaining funds from HQrs © Sanction of fresh proposal for original/special repair works	a) Budget requirement from GE concerned. (b) Proposal together with SOC from offices concerned	As per time schedule specified by HQrs office. Depends on type of work and time required by Ges concerned	
57	Contingent bills	a) Receipt of contingent bill through "R" Section duly DAK id allotted. (b) Audit and passing the bills © Printing of DP Sheet and submitting to "D" Sn for along with bills	a) Contingent bill (b) sanction c) Invoice/Receipt vouchers/CRV	Seven working days	
58	Telephone bills	Receipt of consolidated telephone bills from BSNL. Obtaining sanction for payment. Receipt of contingent bill through "R" section duly DAK id allotted. Audit and passing the bills. Printing of DP sheet and submitting to D section for along with bills	Telephone bill from BSNL.Sanction from competent authority	within due date	
59	Adjustment of MROs	Receiving of MROs from retired employees/Shops/Community Hall allottees (b) MRO diarising by R Sn c) Adjustment of MRO	MRO	Within month	
60	Pay & allowances (Regular Pay bill)	Preparation of monthly pay bills of officials posted/proforma strength of the office	Pt II OO , Joining Report, request for provisional payment, LPC in respect of Transfer in	Monthly basis	
61	Pay & allowances (Supplementary Pay Bill)	Preparation of supplementary pay bills of officials posted/proforma strength of the office	Pt II OO , Joining Report, request for provisional payment, LPC in respect of Transfer in	Monthly basis	
62	Supplementary bills Payment of LTC Leave encashment	Processing of LTC encashment bills sanctioned by AN Pay IV Section	Supplementary bill duly countersigned	2 days	
63	Supplementary bills i,e OTA/Honorarium	Preparing bills on receipt of sanctions in respect of OTA/Honorarium	original sanction for OTA and Honorarium , application from family member of the deceased for immediate relief/application of CGEGIS	15 days	

64	Supplementary bills: Immediate	Preparing bills on receipt of application for immediate	Application from family member of the deceased for immediate relief		
65	Supplementary bills: final settlement of CGEGIS/Leave encashment on superannuation/death	Preparing bills on receipt of application for final settlement of CGEGIS/Leave encashment	Application from retiree/family member of the deceased for CGEGIS, Leave Encashment & sanction for leave encashment from AN Pay IV section	3 days	
66	Supplementary bills: DA arrears	Preparation of DA Arrear bills of officials posted/proforma strength of the office	orders from Ministry of finance and HQrs	2 days	
67	Supplementary bills: adhoc bonus	Preparation of Bonus bills of eligible officials posted/proforma strength of the office	orders from Ministry of finance and HQrs	5 days	
68	Reimbursement of Children Education allowance	verification of family details from Service records	Applications in prescribed form and original receipts for CEA.	10 days	
69	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	15 days	
70	Payment of computer advance , HBA	Processing of computer advance, HBA after scrutiny of sanction and creation of demand	Application along with contingent bill from the individual and sanction from AN II section	5 days	
71	Issue of LPC	LPC is issued in transferred out cases	Admin order/Part II OO	20 days	
72	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	
73	Issue of Form - 16	Issue of form 16 of previous financial year	Pay Bills, documents in support of savings	60 days from end of financial year	
74	GPF schedules	GPF subscription recovered from Pay and 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	
75	NPS uploading and remittance to NSDL	NPS subscription recovered from Pay and allowances in uploaded and remitted	NPS schedules generated from pay bill	Monthly basis	

76	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	
77	Watching and adjustment of leave salary, pension contribution and long term advances taken by the officers on deputation	Cheques/RTGS on account of recoveries received from borrowing department. Same is adjusted through MROs	Cheques/RTGS	15 days	
78	Originating and responding DID schedules	Originating:- Preparation of Class II punching medium on the basis of outstanding balance exhibited in LPC. Responding :- Preparation of Class VII vouchers	Obtaining DAK id for TE, DID schedule LPC	7 days	
79	TA/DA/LTC Advances	Verification of claims with entitlement and Office orders	Requisition, authority for the TD move or permanent transfer/intimation regarding availing of LTC and Service records	2 working days	
80	TA/DA/LTC claims	Verification of claims with entitlement and Office orders	TA/DA/LTC claims/Part II OO and service records	15 working days	
81	Medical advance	Verification of claims with entitlement and orders on the subject	Requisition for medical advance, reference from CGHS/Govt Hospital/AMA. Estimation from the hospital and service records. In the case of emergency condition, self explanatory application duly explaining the emergent conditions and emergency certificate from the treating hospital	1-2 days	
82	Medical reimbursement claims	Verification of claims with entitlement and orders on the subject	Forms for medical reimbursement claims/CGHS/CS(MA) and Service records	15 working days	
83	Granting of permission	Verification of reference issued by CGHS/AMA/Dovctor from Govt hospitals with empanelled list of hospitals	individual application duly mentioning the name of the hospital and branch where he/she wishes to take treatment and reference from CGHS/AMA	Day to day basis	

84	Court case	Examination of the court case, preparation of para-wise comments and forwarding to Legal cell of Main office	OA/WP/SLP etc material relevant to the case	10-15 days from its receipt	
85	Pay protection	Processing the application for obtaining audit report from PCDA(P) sanctioning orders of the competent authority from HQrs	individual application , rule position, audit report	As per Govt orders	
86	Stepping up of Pay or Ante dation of increment	Processing the application for obtaining audit report from PCDA(P) sanctioning orders of the competent authority from HQrs	individual application , rule position, audit report	As per Govt orders	
87	Processing of applications received under RTI Act (related to Admin)	On receipt of the RTI request from RTI Cell of this office, the requisite information sought for will be provided to RTI cell of this office to enable them to send the same through speed post to the applicant	As per RTI Act 2005	As per RTI Act 2005	
88	E-ticketing	Booking of Air Tickets of entitled officials through Defence Travel System	Requisition for booking of Ticket with travel plan, authority for the TD move/Pmt transfer	Day to day basis	
89	Fixation of pay	Pay fixation on promotion, pay revision, MACP ets	Pt II OO notifying the casualty and option from officials	30 days from receipt of option	
90	Class II Punching medium	Forwarding of punching medium to accounts & EDP sections	Punching Medium	07 days	
91	Availability of prescribed forms:-	Application form for grant of LTC advance, Claim for LTC, Requisition for advances of Pay/TA etc, Claim for move on Temporary duty(Tour), Option form for promotion,, Option form for ACP	All above forms shall be available with R Section		
92	Posting/recording of leave availed by the officials	correctness of the entry verified by the AAO	Service Book/leave record of the concerned individual	within 07 days after receiving the MLS being done through OA immediately on receipt of MLS	

93	sanction of leave and regularisation of absence	submission of application for EL, HPL, CML,CL,PL,ML,CCL etc to the competent authority	Application of officials with recommendations of their officers	within 15 working days	
94	Sanction of leave encashment to retirees/resigned official	verification of balance of earned leave/HPL of official superannuating and voluntary retirements	Part II OO notifying casualty, leave a/c duly audited by the LAO.	within 15 working days	
95	Acceptance of various nomination form and family details	Acceptance of the competent authority taken after nomination form received from the individual	Service Book of the concerned individual	within 7 working days	
96	Transfer-in/Transfer-out of service book	After publishing of Part II OO and auditing by the LAO	Part II OO published by admin section	within 15 working days	
97	Change of name/Home town	Sanction/approval of the competent authority obtained through office note	After receiving the application from the individuals	within 7 working days	
98	Approval of Periodical increment certificate	Verifying increment amount	List received from pay section approval of the competent authority taken	within the fifteenth of the January/July month	
99	25 years of service verification	After preparing year wise service verification statement and audited by LAO	Service Book of the concerned individual	within 20 working days after completion of 25 years of service	
100	Maintenance of Service Books of officers/staff	Updating of service books/records on casualties such as appointment, promotion, periodical increment certificate(PIC) addition/deletion of family details, leave particulars etc	Part II OO regarding the casualties documents in support of PIC and family details	7 days	

DISBURSEMENT SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Authorising all payments against third party bills, DAD & Non DAD claims etc	Pairing of DVs with cheque slips and DP sheet, Preparation of payment advises, Uploading and authorising of payment advises on SBI CMP MoD portal.	DVs, Cheque slips and DP Sheets from the respective audit sections	One working day	Shri.S.Sudhakar SAO 94440 14332

2	Issue of cheques in r/o payments to some Govt authorities, Postal authorities etc	Pairing of DVs with cheque slips and DP sheet, Issue of cheques	DVs, Cheque slips and DP Sheets from the respective audit sections	One working day
3	Issue of Cash assignments to GEs, ECHS, DEOs under CDA Chennai jurisdiction	Preparation of cash assignment letters in favour of cash assignment holders, addressed to respective Bank authorities	Advice letter from Audit sections	One working day
4	Issue of cheque books	Preparation of cheque series intimation letters addressed to respective Bank	Requisition letter from Cash Assignment Holders or sub office which are operating cash assignment account or Govt account	One working day
5	Issue of cheque slips	Despatch of cheque slips by hand to the units situated in the station and uploading of cheque slips on CDA website		PI See the note below**
6	Coordinating with SBI CMP, Chennai for creation of IDs and passwords and also for timely credits to the beneficiary accounts	Duly countersigned User ID Creation form has to be sent to SBI CMP, . In turn SBI CMP will inform credentials for the same	As advised by the SBI CMP from time to time	Three working days

**NOTE: 1. Printing of cheque slips in r/o Store Contract and M section can be dispensed with since the payment is being released/authorised through SBI CMP Portal for crediting directly to the beneficiary account and there is no need of cheque slip to be presented before the Bank.

2. Printing of cheque slips in r/o other sections can be forwarded through respective Unit's e-mail. If at all physical copies are required, the same may be forwarded through 'R' Section.

DEFENCE PENSION DISBURSEMENT OFFICE

Sl. No.	Nature of Service	Service Delivery Standard/Quality		Time Frame	Name & Contact No. of Dealing officer
		Process Involved	Documents Required		
1	1 st Payment of Superannuated/ Retired/ Family Pensioner	1. Calling for requisite documents	1. Original/ Digitally signed PPO	7-10 days from receipt of PPO and all relevant/requisite documents	P Duraisamy, SAO, O44 24353453
		2. Verification of PPO, documents, signature etc	2. Descriptive Roll (where applicable)		

		3. Creation of master in Aashraya Database	3.Aadhaar Card	
		4. Issue of Pensioner's Book, Entry in relevant Registers etc	4. PAN Card	
		5.SBI CMP payment on completion of all above processes	5.Bank Details	
			6.Legal Heir Certificate (Where applicable)	
2	Annual Identification of Pensioners who are receiving pension through DPDO, Chennai	Scanning of Iris/Finger Print through the machine and digitally identifying the pensioner with Aadhaar data base through Jeevanpraman website.	Pension Book issued by DPDO	5-7 minutes per pensioner
			Aadhaar Card	
			Mobile Number for OTP	
3	Review of Family details/Nominee	Scrutiny of PPOs of Pensioners drawing pension through DPDO for nomination of spouse and correspondence with concerned HOO in r/o cases where no nomination exists	Spouse's identification and supporting documents to establish marriage with pensioner	3-6 months
4	Additional pension on pensioner attaining age of 80 and above	Scrutiny of age of pensioner with reference to Original PPO and updating Aashraya system for payment of increased pension on attaining age as prescribed	Original PPO	Same month pension credited when the additional pension becomes due
5	Issue of FORM 16	1. Calculation of IT for pensioners	Documents for proof of savings viz LIC, Fixed deposits and other Medical Insurance premium receipts etc	Two months from the completion of FY
		2. Deduction of IT at source		
		3. Correspondence with pensioners for savings and other additional sources of income.		
		4. Intimation of IT deduction/deducted letters		
		5. Issue of Form 16 on completion of FY		

ENGINEERING SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Bills	Audit of bills w.r.t rates quoted in CA conditions. RAR payments made and other recoveries will be taken into	contract agreements/NDC/Water/Electricity/completion certificate	07 working days	Shri.B.Ramesh SAO 044-24349980 Ext: 125

		account while passing final bill			
2	Contract agreements	CA should be scrutinised wrt A/A, T/S, CST and other conditions specified in the CA. Observations on CA will be raised to the concerned units	CA Documents, A/A, T/S, CST		
3	Post Audit vouchers	Post Audit of RARs, Bills, Paid vouchers wrt Cash Book	Cash Book, RARs, Bills, Paid vouchers, PM, schedule III BRS		

FUND CELL

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Maintenance of GPF accounts and related data as well as making correspondence with CDA Funds Meerut in respect of Defence Civilian employees of the units and formations under audit control of CDA Chennai	Processing, totalling and tallying of GPF Industrial and Non-industrial Credit and Debit schedules. Forwarding of GPF data to CDA Funds Meerut on monthly basis	GPF schedules	By 20th of every month	Shri. S B Padmanabhan, Senior Accounts Officer Phone No.24349980 Ext 170
2	Processing and uploading of NPS data in NSDL website, reconciliation of booking under NPS code heads, in respect of Defence Civilian employees of the units & formation under the audit control of CDA Chennai	Data entry of details of NPS subscribers from NPS Schedule, preparation of Excel sheet and uploading in NSDL website on monthly basis	NPS schedules	7 working days	

INTERNAL AUDIT SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		

1	Service transport for school going children	concurrence from CDA Chennai	1. Board proceedings as per AI 15/87 2. Engineering authorities approved route map	As per audit requirement	Shri. K Ravikumar, Senior Accounts Officer Phone No.24349980 Ext 127.
2	Loss statement	Audit Report	1. SOC in accordance with AO 12/2005 2. Loss statement IAFA 498 with recommendations up to penultimate CFA (sextuplicate) 3. Copy of Col 4. Delay report 5. Other necessary documents based on nature of loss	As per audit requirement	

IFA CELL

SI No	Nature of services	Process involved	Documents required (Stage-wise)		Time Frame
1	Financial advice made to the administrative/executive authorities under the jurisdiction of IFA, CDA Chennai	1. Scrutiny of all proposals 2. Financial advice to the CFA's 3. Prevailing rules & regulations 4. Participation in decision making 5. Accountability for optimum use of resources allotted	AON Stage	1. Entering Data/Proposal related in the System of IFA (SIFA) 2. Verification of Board Of Officers for Market Survey 3. Scrutiny of Bids/quotations Statement of Case with related documents & other formats. 4. Application of rules related to procurements in r/o.various grants. 5. Submission to IFA for perusal with proper remarks. 6. Vetting of RFP. 7. Nomination of Representatives to Procurement Committee.	Five working days
			FC/EA C Stage	1. Entering proposal related data in SIFA 2. Verification of approval of CFA from AON stage 3. Verification of EMD/Tender	Five working days

				<p>documents.</p> <p>4. Scrutiny of CST w.r.to Bids/Tenders.</p> <p>5. Verification of all other documents related to proposals.</p> <p>6. Checking the Minutes of Technical evaluation committee/Minutes of PNC/CNC.</p> <p>7. Application of rules /regulations pertaining to proposed services/items</p> <p>8. Submission to IFA with remarks</p> <p>9. Scrutiny & Vetting of Supply Order and Sanctions.</p>	
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S.No.	Task/Grant (All Units)	AAO/SA/MTS
(1)	<p>01. Civil (MES) Works cases.</p> <p>02. Gas Dealership Commn etc.</p> <p>03. Ordnance/Clo/MT Stores – LP (OD Avadi)</p> <p>04. Civil Hired Transport (CHT) – OD, AVADI</p> <p>05. Corr related to above Grants</p>	<p>Shri. R Ganesh, AAO 9442080282</p>
(2)	<p>01. Sports Activity Grant (SAG)</p> <p>02. Annual Adventure Grant (AAG)</p> <p>03. A-in-U and FU Cash Grant</p> <p>04. TTIE Grant (TTIEG)</p> <p>05. STA/RGP/E-Auction Bds etc.</p> <p>06. Civil Hired Transport (CHT) – Except OD, Avadi.</p> <p>07. Ordnance/Clo/MT Stores – LP – Except OD, Avadi.</p> <p>08. Tele Admn Grant (TAG)</p> <p>09. Regularisation of Losses/Compensation/MACT cases</p> <p>10. Corr related to above Grants</p>	<p>Shri P. Ravi Kiran, AAO 8939889980</p>
(3)	<p>01. I&M/ACG/OCG/DCG/ME Grants</p> <p>02. Annual Trg Grant (ATG)</p> <p>03. MOLTI Grant</p> <p>04. Annual Library Grant (ALG)</p> <p>05. SRE/ACFP related proposals</p> <p>06. Conservancy Areements</p> <p>07. Outsourcing proposals</p> <p>08. Corr. With HQrs/PIFA</p> <p>09. Corr related to above Grants</p>	<p>Shri G. Rama Narayana, AAO 7667632555</p>
(4)	<p>01. LP ASC Supplies (Supply Depots)</p> <p>02. Conclusion of Contracts/Panel proceedings/Modification of contracts</p> <p>03. DGLP Procurements</p> <p>04. LP(ECHS) Proposals</p> <p>05. Information Tech (IT) Grant</p>	<p>Smt. K. Neena Prasad, SA (MACP) 9840086655</p>

	06. Hiring of CL/Manpower 07. Signal Works Serv Grant (SWSG) 08. Corr related to above Grants 09. Genl Task/Reports-Admn 10. Other Correspondence	
(5)	01. MFCR/MPR/QAR 02. Nominations for TPC/PNC/Boards etc. 03. Dak Entry/Receipt/Disposal 04. Maintenance of Records & Registers 05. STA/RGP/E-Auction Bds etc.	Shri.P.Alagubharathy, MTS 9841227472

LEGAL CELL

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number
		Process Involved	Documents required		
1	Hon'ble Central Administrative Tribunal	Original Application (OA) filed by the Applicant against the Department for adjudication of any dispute(s) with respect to service matters. The Department engages services of a Govt counsel through Ministry of Law & Justice, Chennai to defend the case and files Reply to the OA. After arguments, the Hon'ble Tribunal pronounces the judgment/order. Legal Cell does the entire liaison work between the Dept and the Ministry of Law & Justice , Government counsels etc for submission /obtaining of requisite documents, court orders etc	Court notice , OA filed by the applicant, Draft counter reply vetted and signed , counter reply filed by the department, Rejoinder & reply to Rejoinder, CAT judgment/order.	Time taken will be based on the nature of the case and varied from case to case	R. Narayana Prasad, Senior Accounts Officer, Phone No. 24322294
2	Hon'ble High Court of Madras	The party aggrieved with the order of Tribunal files Writ Petition (WP) before the . The Dept engages the services of a Government Counsel through Min of Law & Justice. After filing of replies & Rejoinders and on completion of arguments, Hon'ble High court pronounces judgment. Legal Cell does the entire liaison work between the Department and the Min of Law & Justice, Chennai , Government counsels etc	Court Notice, Impugned CAT order, Vakalatnama, copy of OA & reply to OA, Opinion of Central Govt counsel and Ministry of Law and Justice, Opinion when WP is filed by the Department., Draft WP & signed WP, Reply to WP, Other documents and annexures, Judgment of Hon'ble High Court	Time taken will be based on the nature of the case and varied from case to case	

3	Hon'ble Armed Forces Tribunal	Original application (OA) filed by Applicant (Personnel of Armed Forces) against the CDA Chennai/ PAOs under CDA Chennai for adjudication of any disputes with respect to service matters. Unit concerned/Record Office engages services of a Govt counsel through Min of Law & Justice to defend the case. This department furnishes reply to the unit concerned/Record Office pertaining to this organisation and the unit concerned/Record office files the consolidated reply statement in the Hon'ble AFT. After arguments, the Tribunal pronounces the judgment/order. Legal Cell does the entire liaison work between the Department and the for submission/obtaining of requisite documents, court orders etc.	Court Notice, OA filed by the Applicant, Draft Counter Reply, Vetted & signed counter reply filed by the Department, Rejoinder & Reply to Rejoinder, CAT judgment/order.	Time taken will be based on the nature of the case and varied from case to case
4	District & Subordinate courts	Civil & criminal cases are filed in the District & subordinate courts. Legal Cell does the entire liaison work between the Department and Min of Law & Justice , Govt counsels etc	Court Notice, Suit, Parawise comments, Draft counter reply/affidavit & vetted/signed counter reply/affidavit, Rejoinder, Reply to Rejoinder, Judgment, views of Govt Counsel	Time taken will be based on the nature of the case and varied from case to case
5	RTI applications/RTI First Appeal received under RTI Act 2005	RTI applications addressed to CPIO/FAA of CDA Chennai dealt by this section. RTI application/appeal forwarded to section/office concerned. Information received from office/section concerned will be verified and submitted to CPIO/FAA for furnishing reply to RTI applicant/Appellant.	RTI application alongwith prescribed RTI fee. Information from section/office concerned. RTI/First appeal alongwith a copy of reply received for their RTI application.	Time taken will be as per RTI Act 2005

MISCELLANEOUS SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Passing of third party's bills received from Unit/formation	Vendor's bills	The contingent bill, Sanction, Call for quotations, CST, Supply order, Invoice, CRV.	7 working days	Shri.M.Ravichandran SAO 7200137651
2	Passing of pre audit bills received from Unit/formation	Telephone bills, Honorarium, Course fee	The contingent bill, Sanction, original telephone bills & receipts	7 working days	Shri.M.Ravichandran SAO 7200137651
3	Passing of cash assignment received from ECHS HQrs, Sub Area	Requisition for releasing payment	Requisition for releasing payment and allotment amount	7 working days	Shri.M.Ravichandran SAO 7200137651

4	Cash requisition received from unit/formation, watching of demand intimation	Rum & Cigarette Allowance	Cash Requisition	7 working days	Shri.M.Ravichandran SAO 7200137651
5	Foreign Trainees Allowances	Living Allowance: In addition to recovery statement received from respective Training Institutes, audit of claims, preparation of TE, PM and forward to Accounts Section for onward transmission to MEA.	Recovery statement, Sanction of MEA, contingent bill for living allowance etc	15 working days	Shri.M.Ravichandran SAO 7200137651
6	Adjustment of MROs received from Units/formations	Unspent balance, RTI, Loss of ID card, membership of ECHS, Lab testing charges, cancellation of railway warrant	MROs to be adjusted through TULIP system	15 working days	Shri.M.Ravichandran SAO 7200137651
7	Post audit bills received from unit/formation	Audit and observation raised	The quarterly statement of expenditure, the contingent bill, sanction, call for quotation, quotations, CST, Supply order, Invoice, CRV	within next quarter	Shri.M.Ravichandran SAO 7200137651
8	Release of various grants to Units/formation	ACG,TTG,ATG,SAG,FSG,Legal expenses, MEG/OCG,FP&TG, Survey Grant, Grant -in-aid and ALG	The contingent bill received from units/formations along with fund allotment`	7 working days	Shri.M.Ravichandran SAO 7200137651
9	Amount released through centrally controlled head	Amenities, ETG	Strength statement vetted by LAO and contingent bills are to be submitted to "M" section and the same may be passed.	7 working days	Shri.M.Ravichandran SAO 7200137651

MEDICAL SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Audit of OPD Bills	1. Manually auditing the bill	1.MRC Form for CGHS beneficiary/MED-97 Form for AMA beneficiary duly countersigned	7 days	S B Padmanabhan, Senior Accounts Officer, Phone No: 044-4349980 Ext 170
		2.Processing in the system. Generation of PM/Cheque slip.	2. CGHS/AMA Reference, Dept permission for test		
		3. Generation of DP Sheet	3. Original invoice copy with Hospital seal		

		4. In case of industrial employees generation and issue of payment authority	4. Essentiality certificate A in case of AMA beneficiary 5. CGHS photo copy	
2	Audit of inpatient claims	1. Manually auditing the bill	1.MRC Form for CGHS beneficiary/MED-97 Form for AMA beneficiary duly countersigned	14 days
		2.Processing in the system. Generation of PM/Cheque slip.	2.Office permission for treatment in Hospital/Lab.	
		3. Generation of DP Sheet	3. All original invoice and bills with paid seal.	
		4. In case of industrial employees generation and issue of payment authority	4. Discharge summary 5. Summary of bills	
3	Audit of Emergency claims	1. Manually auditing the bill	1.Requisition for advance	24 hrs/within 3 working days
		2.Processing in the system.	2. Sanction letter from Unit	
		3. Preparation of letter to Hospital	3. Estimate from the hospital	
		4.Generation of PM/Cheque slip.	4. NEFT details of the Hospital concerned with Seal	
		5. Generation of DP Sheet	5. CGHS photo copy	

O & M SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Quarterly Achievement Report	Quarterly Achievement Report to CGDA office on the progress of the personal targets fixed for CDA Chennai	Target achievement reports from concerned sections under CDA Chennai	10th of the month following the quarter	Shri. K Ravikumar, Senior Accounts Officer, 24349980 Ext 127
2	Inspecting of sections in Main office and sub offices	Inspection group may constitute a part of existing O&M cell or an independent group directly responsible to CDA. This group will conduct inspection of various sections in the Main office and sub offices	all auditable documents as prescribed in Codes and Manuals and Rules and Regulations	Once a year and also of sub offices according to the directions given by the CDA	

3	Review of the O&M objections raised by Inspection team	Scrutiny of replies furnished by sections/sub offices and to ensure that suitable remedial measures are taken to avoid recurrence of omissions/lapses pointed out and to suggest changes in procedures or introduce new procedures as found necessary. To see whether the procedures running within the organisation are necessary and sufficient to carry out the organisational task. To ensure that procedures as prescribed are actually implemented.	Replies furnished by the sections/sub offices		
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PAY SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact no of the dealing Officer
		Process Involved	Documents required		
1	Audit & Payment of all claims to Pay & allowances in r/o civilian gazetted officer/non gazetted individual paid from Defence Service Estimates	After receipt of the claim with supporting document, it is audited and submitted to competent authority for approval. After approval of the claim , cheque/ECS payment is made to the banker by D Section	1. Pay Bill signed by competent authority in prescribed format 2. All relevant Part II Office order 3. All relevant schedules	Last working days of the month . Salary to be credited	A.J. NORONHA, SAO Contact : 9445876851 24349980/141
2	Audit & Payment of GPF Claims	do	1. Individual's application 2. Contingent bill 3. Sanction letter 4. 05 years withdrawal statement 5. Original CCO-9 of current financial year 6. Details of subscription deducted	10 working days	
3	Audit & Payment of CEA claims	do	1. CEA claim in prescribed format 2. Supporting bills in original 3. School recognition/affiliation certificate	10 working days	
4	Audit/Payment of Leave encashment in r/o individuals who are retiring	do	1. Service Book 2. LEC countersigned by LAO 3. Sanction of competent authority	15 working days	

			4. Part II order		
			5. calculation sheet		
5	Audit & Payment of CGEGIS in r/o individual who are retiring	do	1. Service book	10 working days	
			2. Details of subscription		
			3. Sanction of competent authority		
			4. Part II order		
			5. calculation sheet		
6	Audit & Payment of arrears claim of MACPs/Promotion	do	1. Sy Pay bill	10 working days	
			2. Approved copy of pay fixation		
			3. Part II order		
			4. Service Book		
			5. Due drawn statement		
7	Audit & forward of GPF final settlement claim to Meerut	After receipt of the claim, it is audited and forwarded to CDA Funds Meerut for payment	1. Individual's application		
			2. Contingent bill		
			3. Sanction letter		
			4. 05 years withdrawal statement		
			5. Original CCO-9 of current financial year		
			6. Details of subscription deducted during 24 months		
			7. In death case, details of nominee/beneficiary as per nomination form, CTC copy of death certificate and Part II casualty		
8	Issue of LPC on IAFA 445 in duplicate with Last Pay Seal	After receipt of LPC, details of pay and advance is verified and after affixing LPC seal, it is forwarded to CDA/AAO and unit concerned.	1. LPC in prescribed format	8. 15 working days 9. 10 working days 10. 10 working days	
			2. Movement order		
			3. Part II order		
9	Audit & Payment Night duty allowance and OTA.	After receipt of the claim with supporting document, it is audited and submitted to competent authority for approval. After approval of the claim, cheque/ECS payment is made to the banker by D Section	1. Sy bill in prescribed format		
			2. Part II order		
			3. Sanction of competent authority		
			4. Available fund details		
10	Advance for purchase of		1. Sy bill in prescribed format		

	computer		2. Part II order		
			3. Sanction of competent authority		
			4. Available fund details		
11	Forwarding of Data Sheet/Pension documents to PCDA(P) Allahabad	On receipt of the claim with supporting document, it is audited and submitted to competent authority for approval. After approval of the claim , forward the documents to PCDA(P) Allahabad and return the service documents to the concerned unit or Southern Command	Pension claim, Data Sheet, Calculation Sheet & statement of NQS, Photostat of Aadhar & Pan Card Bank details, Application for commutation, Particulars of Ht,Wt and Id marks, Details of family members, Nomination for Lifetime arrears certificate, Final No demand certificate, 25 years service verification, copy of CCO 9, Pay fixation proforma with application, Service Book of the individual	5 working days	
12	Forwarding of Data Sheet/Revision of Pension documents to PCDA(P) Allahabad	On receipt of the claim with supporting document, it is audited and submitted to competent authority for approval. After approval of the claim , forward the documents to PCDA(P) Allahabad and return the service documents to the concerned unit	Revision Pension Claim , Revised Data Sheet, Revised calculation sheet & statement of NQS, Photostat of aadhar & pan card, bank details, PPOs, proforma for fixation, Service book audited by LAO/RAO	5 working days	
13	NPS uploading and remittance to NSDL	NPS subscription recovered from pay and allowances is uploaded and remitted	NPS schedules generated from pay bill	Monthly	
14	Fixation of Pay on grant of MACP promotion	On receipt of the claim	Service Book, Pt II order, previous approved Pay fixation proforma and option form	5 working days	
15	RTI	varies from case to case	Related documents	As per RTI Act 2005	
16	Maintenance of Demand Registers	Updating of Demand Registers by posting entries regarding monthly recoveries from the pay and allowances	Demand Registers	7 working days	

17	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 Schedules, LPC	7 working days	
18	Class II Punching Medium, Schedules and MROs	Forwarding to Accounts Section	PM,MRO & Schedules	Monthly	
19	Originating and Responding to DID Schedules	Responding: Preparation of class VIII vouchers	DID Schedules,	7 working days	

PENSION CELL

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Providing Technical advice/direction to DPDOs under this office regarding Pension Disbursement	Query regarding Pension disbursement matters received from DPDOs is analyzed wrt extant orders on the subject	As per extant orders on the subject.	20-30 days	Shri.M.Ravichandran SAO 7200137651
2	Sanction of Time barred pension arrears claims/LTA claim beyond the delegated powers of DPDOs under CDA, Chennai.	Pension file of the pensioner received from the DPDO is examined with all details/ documents available in the pension case files. It is seen that all the requisite documents are found enclosed in PC file.	Complete pension case file of the pensioner.	20-30 days	
3	Monitoring of working of DPDOs through various reports.	Reports regarding various pension revisions.			
4	Rendition of following reports to HQrs. Office:	Data is received from 13 DPDOs thoroughly analysed & consolidated at this end for submission to HQrs office.		First week of succeeding month in respect of report (a) to(e) and first week of succeeding quarter for (f)	
	(a) Joint Notification report –				
	(b) Delay in payment of 1 st				

	PPO			to (h).	
	(c) Missing PPO, D-Roll and PC file				
	(d) Aadhaar seeding report				
	(e) DLC generation				
	(f) Outstanding demands				
	(g)NID report (h) Hindi report (i)Any other report/data sought from HQrs office on pension disbursement matter of DPDOs				
5	Monitoring and disposal of the complaint received manually in this office through various channels.	The complaints received from Ministry/Hqrs Office/Pensioners/ Ex Servicemen welfare Association forwarded are examined and necessary directions are issued.	As per extant orders on the subject.	All Complaints 30 days	
6	Monitoring and disposal of online received through PG Portal.	The complaints received from Ministry/Hqrs Office/Pensioners/ Ex Servicemen welfare Association forwarded are examined and necessary directions are issued	As per extant orders on the subject.	30 days	
7	Initiating and organizing of Defence Pension Adalat as per programme received from Hqrs Office	Annual Plan for holding Defence pension adalat are received from the HQrs office. As per the schedule of the DPA conveyed by the Hqrs Office DPA is organized and liaising with local Army authorities. Other PDAs(Bank) and R.O./ PCDA(P) Allahabad are also invited to send their representative at Adalat.	Sanction from the HQrs office		Shri R Naryana Prasad, SAO (Legal/ Adalat)
8	Monitoring and disposal of pension grievances received from pensioner in Pension Adalat	Grievances received at DPA pertaining to DPDOs/Other PDAs are examined at DPA cell of this office and disposed off.	As per extant orders on the subject.	Time bound action in consultation with various stakeholders.	

RECORDS SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	To receive, diarise and distribute inward DAK on day to day basis with a DAK list	Data entry of DAK received, generation of DAK ID and affixing dated seal on DAK received. Generation of DAK list and distribution of same to the sections concerned viz., a) Cash requisition , Medical advance bill and TA/DA Advance bill b) Speed post/Regd. Dak, Parcels and ordinary letters	DAK received from units and formations, from various controllers, ministries and employees/individuals Requisitions/Bills received from unit formation speed post/Regd DAK, Parcels and ordinary letters DAK	As below (category wise) One/two working days Three working days	Shri.S.Sudhakar SAO(Records) Phone: 044-24349980-Extn: 118
2	To dispatch outward DAK	Preparation of speed post, registered post, parcel, affixing service labels, mentioning of addresses, preparing details of each consignment to be dispatched and handing over the same to the postal authority on day to day basis. Approximately ____ (Nos) DAKs are dispatched on monthly basis	DAK received by sections of this office	One day	Shri.S.Sudhakar SAO(Records) Phone: 044-24349980-Extn: 118
		a) Speed Post		Two working days	
		b) Regd parcels, Regd Post & ordinary letters(DAK)		Three working days	
3	Maintenance of Library	1. Purchase of books (Departmental and Rules for Central Govt Employee related) after obtaining proper sanction either on receiving demand/requirement for reference from other sections or as regular basis as time demands. 2. Taking stock and issuing to sections for reference and for permanent use etc., 3. Return of books within prescribed time period being watched through control register maintained for the purpose. 4. Also purchase and distribution of Swamy's hand book to various sections/sub offices under CDA Chennai and yearly subscription of Swamys News also dealt with.	1. Quotation from supplier 2. Sanction of competent authority for purchase 3. Supply order 4. Library register for watching of issues and Return of the book	Regular throughout the year	Shri.S.Sudhakar SAO(Records) Phone: 044-24349980-Extn: 118

4	Printing of Stationery/Part I & II Orders	<ol style="list-style-type: none"> 1. Receipt of Part I and Part II orders and circulars from various sections of the office. 2. Copies instructed are generated in Gestetner machine. 3. Enclosures if any are pinned. 4. Despatched to concerned sections/sub offices as per instructions. 	Part I and II Orders and Circulars received from concerned Sections	Three working days	Shri.S.Sudhakar SAO(Records) Phone: 044-24349980-Extn: 118
5	Stationery	<ol style="list-style-type: none"> 1. Based on stock availability, annual purchase of stationery items are made after obtaining sanction of Competent Authority either through local purchase or through GeM. 2. Items purchased as such are entered in Stock Register and Distribution and issues are updated in it. 3. For requirement of Stationery items in respect of sub offices- sanction of competent authority is obtained and conveyed based on CST, Board proceedings and recommendation of L1 Vendor on the basis of which items are procured by sub offices and payment claimed through contingent bill from Admin Section of Main office 	<ol style="list-style-type: none"> 1. Quotation from supplier 2. Sanction of competent authority 3. Supply order 4. Stock register for watching of receipts and issue 5.CST, Board proceedings and their recommendations & sanction of the CA 	<ol style="list-style-type: none"> 1. 15 days after placing of supply order 2. One day 3. One day 	Shri.S.Sudhakar SAO(Records) Phone: 044-24349980-Extn: 118

REGIONAL STUDY CENTRE

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	In house training	The departmental training is imparted in-house up to the level of AAOs (MTS/Clerk/Aud/SA/AAO)	As approved by the competent authority to conduct in-house training for current financial year		Shri. S B Padmanabhan, Senior Accounts Officer 24349980 Ext 170
2	Training to MTS/Clerk/Aud/SA/AAO/SAO	The departmental training is imparted through Regional Training Centre at Bengaluru and Defence Pension Training Institute Allahabad	On receipt of letters from RTC Bengaluru will be nominated to the course to attend the same	on the basis of communication from RTC Bengaluru	

3	Training to IDAS officers	DAD is imparting departmental training to the IDAS officers in institutions like NADFM, Pune, CENTRAD HQrs and NIFM Faridabad	On receipt of letters from CGDA Delhi Cantt will be nominated to the course to attend the same	on the basis of communication from HQrs
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STORES SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Passing of cash requisition	Audit & 100% payment	1. Cash requisition form duly filled and signed by competent authority (IAF 1036) 2. Details of expenditure/payments proposed to be made out of CR with details of Cash in Bank	2 working days	Smt. Pallavi S Gargate, SAO 044-24349980 Ext 124
2	Passing of Local Purchase of stores & services (under Ord/MT stores/IT stores/Medical Stores)	Audit & 100% payment	1. Contingent Bill 2. CFA Sanction 3. Call for quotations 4. Comparative Statement 5. Supply Order 6. Vendor's Invoice 7. CRV and other documents like PBG as specified in supply order and DPM.	7 working days	
3	Contract Agreements	Scrutiny of Documents	1. Contract Agreement 2. Acceptance, Re-appropriation & release of security deposits/PBG	15 working days	
4	Passing of bills received from contractors for supply of ASC articles and CHT (5% & 100% payment)	Booking of 95% payment made by S&S Imprest Holders. Payment of 3rd party bills (5% & 100% payment).	1. The contractor bill (in lieu of IAFS-68) duly furnishing details of contract agreement AT Note, Bill for the period, Name of the Contractor with full postal address, GST No. PAN No. and Bank details, certificate having paid 95% with bank cheque details.	7 working days for payment & 15 working days for booking after auditing.	

			2. CRV (IAFS - 1520) 3. Receipt by the contractor having received 100% / 95 % payment)	
5	Passing of Civil Hired Transport Bills	Audit & 100% payment	1. Contingent Bill 2. CFA sanction 3. Transport Indent 4. Vendor Bill 5. Trip Sheet 6. Details of program of the event and other related documents.	7 working days
6	Ration Claims	Audit & payment of Ration Claim	1. Nominal Roll 2. Contingent Bill 3. DO Part II Order 4. Leave Certificate 5. Certificate for Non availing ration	7 working days
7	Adjustment of MROs	Audit & 100% Booking	Original MRO	7 working days
8	Schedule of vouchers	Audit & 100 % payment Audit & 100 % payment Audit & 100 % payment Audit and payment Audit and payment Audit and payment	CRVs	01 month
9	Sale Account		E auction details/acceptance/sale order, issue vouchers etc	7 working days
10	GEM bills		Same as LP Bill	Time bound/same day
11	Rice Bill		Contingent bill, FCI invoice, FIU certificate, Rice allocation details	Time bound/same day
12	Recoupment of imprest		Contingent bill, Invoice & Airway bill/bill of lading	Time bound/same day
13	Provisional advance for Air freight/sea freight charges, port dues		Requisition, Invoice & Airway bill/bill of lading	Time bound/same day
14	Customs duty payment		Contingent bill, Invoice & Airway bill/bill of lading, Bill of entry, TR-6 challan & Fund allotment	Time bound/same day
15	Adjustment of ISA vouchers	Audit & 100% Booking	1. Original voucher 2. Paired and Pricing copy duly checked by the LAO concerned	7 working days

TRANSPORT SECTION

S.No	Nature of services	Service Delivery, Standard, Quality		Time Frame	Name and Contact number of the dealing Officer
		Process Involved	Documents required		
1	Pre-audit of final claims of units/formations	Temporary Duty / Local Journey	Movement Order/Move Sanction	15 working days from the date of receipt	A.J. NORONHA, SAO Contact : 9445876851 24349980/141
			Detention Certificate		
			Tickets / PNR Number / Boarding Pass should be enclosed		
			Bill or Self-Certificate for accommodation and Local Travel up to Pay Level 8 .		
			Bill / Receipt for accommodation and local travel for pay level 9 and above.		
		Permanent Transfer	Transfer Order		
			Last Pay Certificate		
			Dependency Certificate		
			Luggage receipt with Goods Consignment Note		
			For transfer of vehicle : Vehicle Registration Certificate (RC)		
		Retirement	DO Part II order certifying the date of retirement and place of settlement with address.		
			Dependency Certificate		
		Leave travel Concession	DO Part II order certifying the Block year/ Calendar year of LTC, type of LTC (Home Town or All India) and details of last LTC availed.		
			Dependency Certificate		
Date of appointment in case of new recruits.					
2	Pre-audit of requisitions of	Temporary Duty / Local Journey	Movement Order/Move Sanction	1 working day from the date of receipt	
			Details of Journey Fare breakup.		

	units/formations	Permanent Transfer	Transfer Order	
			Details of Journey Fare breakup.	
		Leave travel Concession	DO Part II order certifying the Block year/ Calendar year of LTC, type of LTC (Home Town or All India) and details of last LTC availed.	
			Details of Journey Fare breakup.	
3	Adjustment of MROs received	Adjusting unspent balance of TA-DA /LTC advance MRO to be adjusted through OA	Original Copy of MRO deposited in bank.	15 working days from the date of receipt
4	Grant of IFA Permission for journey performed by officers/officials in airlines other than Air India	Temporary Duty	Request for seeking relaxation to be submitted in Proforma (Annexure B) atleast 7 days before the date of travel.	
		Permanent Transfer	Non availability Certificate (NAC) of Air India flight/seats from authorised agent (Balmer Lawrie/Ashok Travels) or Snapshot of Air India Website.	
		Leave travel Concession	Official Tour Programme.	

Note:

1. Availability of funds/allotment to be ensured by units while submitting the claims of TA/DA/Pt transfer.
2. For air travel of officials on TD from pay level 6 and on LTC from pay level 9, it has to be ensured that air travel is done only in Air India flights and compulsorily booked through authorized agents e.g. Balmer Lawrie or Ashok Travels or directly through Air India website.
3. In cases of air travel by private airlines wrt point 4 above and also in cases of blanket relaxation, it has to be ensured that air travel tickets are compulsorily booked through authorized agents e.g. Balmer Lawrie or Ashok Travels or directly through respective airline website.