

CONTROLLER OF DEFENCE ACCOUNTS (R&D) BANGALORE
C V RAMAN NAGAR, BANGALORE-560093.
Phone No.25244051,25244031

CITIZENS` CHARTER

Aim: The aim of this charter is to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. Defence Accounts Department is also committed to render efficient audit services to ensure public accountability. We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

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

Quality Policy: The Defence Accounts Department is committed to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. It is also committed to render efficient audit services to ensure public accountability.

Mission and Vision: Defence Accounts Departments strives to be a recognized leader in Ministry of Defence`s financial resources management, by consistently delivering first class services, solutions and products. The Department has adopted a vision that challenges us to build upon past accomplishments to achieve higher goals.

The services delivered by the sections of Controller of Defence Accounts (R&D) Bangalore are as follows. Our aim is to achieve the following service delivery and quality parameters:

S.No.	Nature of Services	Service delivery, standard, quality	Time frame	Name and contact number of the Dealing Officer
		Processes involved		
1	Record Section	<ul style="list-style-type: none"> ❖ The record section is responsible for eliminating delay by prompt distribution of inward dak and prompt dispatch of outward dak. It ensures efficient and up to date records management. It also contributes to the efficiency of the office by maintaining an up to date library. All communications through electronic media are also handled by record section centrally 	Daily	SAO (Admn) Ext-308
2	Administration Section	<ul style="list-style-type: none"> ❖ General Administration of the main office and its 3 sub officesviz, AO(R&D)DFRL Mysore, AO (R&D) NPOL Kochi and AO(R&D) CVRDE Avadi. ❖ Functions as proforma controller for Regional Training Centre (Southern Region) Bangalore, Integrated Financial Advisor (Aero Cluster) Bangalore, IFA (ECS Cluster) Bangalore and DAD en-cadared posts in DRDO labs of Bangalore. ❖ Establishment matters of the Main office and sub offices. ❖ Recruitment of Group C staff through Staff Selection Commission, 	As and When due	SAO (Admn) Ext-308

		<ul style="list-style-type: none"> ❖ Custody and accounting of cheque pads and cheque books and issue of cheque books to units/labs. ❖ Authorization of DAD officers in the main office and in the sub offices to sign defence cheques. ❖ Placement of cash assignment on treasuries and banks in favour of cash assignment holders authorized to make payments. 	As and when due	
5	Stores Section	<ul style="list-style-type: none"> ❖ Audit, payment and accounting of local purchase bills, claims in connection with supplies and services procured by the said labs/establishments. ❖ Authorization of Letter of Credit (LC) in respect of foreign procurements by DRDO labs under the audit jurisdiction of CDA (R&D) Bangalore. ❖ Authorizing cash assignments to the labs/establishments wherever sanctioned and post audit and adjustment of cash assignment accounts. 	7 working days	SAO(Stores) Ext-334
6	Miscellaneous Section	<ul style="list-style-type: none"> ❖ Imprest recoupment bills. ❖ Maintenance of Environment and hygiene, arboriculture and security contract bills. ❖ Reimbursement of official and residential telephone bills. ❖ Advance claims on account of M Tech course, CEP course, Rajabhasha and various other miscellaneous activities. ❖ Registration/Delegation fee bills for courses/programmes conducted by external agencies. ❖ Claim for payment of Legal fee/Advocate fee bills. ❖ Audit and payment of bills pertaining to grant-in-aid sanctioned by DRDO to various academic institutes/universities etc. ❖ Miscellaneous and contingent expenditure like entertainment expenditure, stationary, service labels, cleaning materials, honorarium, books subscription charges, purchase of mementoes etc. ❖ Re-imburement of tuition fee and other fees for PG Courses. ❖ Newspaper reimbursement claims DRDO personnel. ❖ TA claims of Non-DRDO personnel. 	7 working days	SAO (M) Ext-326
7	Internal Audit Cell	<ul style="list-style-type: none"> ❖ Dealing with Draft Paras and Test Audit objections ❖ Examining the Government orders etc with a view to provide clarification/decision to the sub offices and units/labs. 	As and	SAO (IA) Ext-310

		<ul style="list-style-type: none"> ❖ Examining Tender Purchase Committee (TPC) cases and nomination of local CDA representative to attend TPC meetings. ❖ Providing audit report on loss statements. ❖ Approving Local Audit Programmes of the Local Audit Officer (LAO) under CDA (R&D) Bangalore. ❖ Tendering of financial advice to the local administrative authorities and rendition of quarterly report to CGDA, showing items of Financial Advice and higher audit tendered. ❖ Consolidation and editing of quarterly report of MFAI and rendition of the same to all concerned. ❖ To consolidate and render Annual Audit Certificate (AAC) and its progress reports to HQrs office. 	When Due	
8	O&M Cell	<ul style="list-style-type: none"> ❖ Carrying out of annual inspection of all the sections in main office and sub offices. ❖ Convening of Controller Training Conference (CTC) on quarterly basis. ❖ Nomination for training conducted at various RTCs and other training institutes. ❖ Preparation of course calendar at the beginning of the year for in house training courses. ❖ To assess requirement of staff on scientific basis through method study and standard norms I the office as and when required and review the same from time to time. ❖ To ensure updating of work instructions of different section from time to time, if necessary. 	<p>Yearly</p> <p>Quarterly</p> <p>As and when required</p> <p>Yearly</p> <p>As and When due</p>	SAO (O&M) Ext-310
9	Hindi Cell	<ul style="list-style-type: none"> ❖ To issue necessary guidelines for ensuring implementation of Official Language policy of Union of India, Official Language Act and Official Language Rules in the offices of the organization. ❖ To provide assistance in achieving the targets fixed by the Department of Official Language, Govt. of India in annual programme. ❖ To obtain quarterly progress report for progressive use of Hindi at the end of every quarter from all the sections of Main Office and sub offices and forwarding the same to Headquarters office after compiling. ❖ To convene a meeting of Official Language Implementation Committee in every quarter and to issue necessary guidelines to ensure compliance of decision taken in the meeting. ❖ To remit Annual Shield Report and Annual Assessment Report of official language to 	As per mandate given	GO(AN) Ext-307

		<p>Headquarters office.</p> <ul style="list-style-type: none"> ❖ To conduct Hindi workshops, Hindi Pakwada and Hindi Diwas. ❖ To nominate the officials for Hindi typing and Hindi stenography course and Hindi Praveen, Prabodh and Pragya training courses conducted by Department of Official Language, Ministry of Home Affairs. ❖ To translate the documents of specified nature as per Official Language Act/Rules. ❖ To take required action for implementation of Hindi incentive schemes in main office and sub offices. ❖ To hold official language inspections in the sections of main office and sub offices. ❖ To review Hindi reports and minutes of meetings, received from sections of main office and sub offices. ❖ To motivate and encourage the officers and staff to work in Hindi. ❖ To prepare inspection questionnaire during inspection of office by Hon`ble Parliamentary Committee on Official Language and to provide assistance for inspection. ❖ To provide assistance for HQrs/MoF/TOLIC inspection in the office. 		
10	NPS Cell	<ul style="list-style-type: none"> ❖ Monitoring the cases of allotment of PRAN(Permanent Retirement Account Number) taken up by the Pay and Accounts Office 9PAO) with the Central Record Keeping Agency(CRA) for new entrants. ❖ Follow up with CRA in respect of non-Individual Retirement Accounts (IRA) compliance cases. ❖ Monitoring timely upload of NPS subscriptions by the PAO to NPSCAN. ❖ Monitoring of timely remittances of subscription fund to the trustee bank. 	<p>As and When due</p> <p>Monthly</p>	SAO(NPS) Ext-336
11	Pay/Pay Tech Section	<ul style="list-style-type: none"> ❖ Audit and payment of pay and allowances in respect of DRDO employees serving in labs/establishments under audit jurisdiction. ❖ Audit and payment of other personal claims in respect of DRDO employees serving in labs/establishments under audit jurisdiction. ❖ Verification of qualifying service and vetting of pension papers in respect of retirement/superannuation/death cases. ❖ Forwarding of final withdrawal/advances of GPF subscribers retiring within two years PCDA (R&D) New Delhi/CDA (Funds) Meerut. ❖ Forwarding of final settlement of General 	<p>Monthly</p> <p>As and when received</p> <p>As and When due</p>	SAO(Pay) Ext-336

		Provident Fund to PCDA(R&D) New Delhi/CDA(Funds) Meerut. ❖ Clarification given/obtained on pay related matters.	As and when due	
12	Front Office/Teller Section	❖ Payment of advance on account of Medical and TA/DA. ❖ Payment of Advances/Final withdrawal from GPF	Daily	SAO(Front Office) Ext-308
13	Supply Order Cell	❖ To carry out audit of advance copy of supply orders and sanctions as mandated in the Office Manuals.	Daily	SAO(SO) Ext-321
14	Fund Cell	❖ Issue of CCO-9 (Annual Statement of Fund Accounts) to DRDO personnel as and when received from PCDA (R&D) New Delhi/CDA (Funds) Meerut. ❖ Uploading of monthly GPF subscriptions. ❖ Attending cases of discrepancies in GPF details	Yearly Monthly As and when due	SAO(Fund Cell) Ext-336
15	Transportation Section	❖ Payment of TA/DA/LTC adjustment claims ❖ Payment of LTC advance claims	Daily	SAO (T) Ext-321

GRIEVANCE REDRESS SYSTEMS

Courteous and helpful service will be extended by all the staff; if you have any grievance to make in the delivery of the above standards you are welcome to register your grievance with the following officer:

Name and Designation of the officer	Address for correspondence	Telephone/Fax/E-mail
Smt.AbinayaNishanthini B, IDAS, Asstt Controller	CDA(R&D), C V Raman Nagar, Bangalore-560093.	Tele:080 25246936 Fax: 25246936