

CITIZENS' CHARTER : PCDA (N) Mumbai

- 1. The Aim/Purpose of this charter is to work for better quality in public service.**
 - a. We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.
 - b. We are committed to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. We are also committed to render efficient audit services to ensure public accountability.

- 2. We deliver the following services:**
 - I. Navy Units/Formations :
 - a. Audit and payment of various grants/bills.
 - b. Financial advice for efficient utilization of defence budget
 - c. Maintenance of accounts.
 - II. Defence Civilians
 - a. Audit and Payment of Pay and other supplementary claims such as Medical, TA/DA, LTC, GPF advances etc.
 - b. Final settlement/terminal benefits.
 - c. Advice on Pay matters.
 - d. Audit and scrutiny of military conservancy agreements.
 - e. Payment of Grants- in- aid received from government.

- 3. Our Aim is to achieve the following and provide prompt services within the time limit indicated against the services.**

Sl. No.	Section Responsible / Officer In-Charge & Contact No.	Services	Time Limit
1	Record Section Shri Niraj Tiwari /AO/ 022-22802744	Receipt of inward dak under Registered/Speed Post and through Messengers (upto 5PM).	01 day
		Opening, sorting and stamping of inward dak.	
		Entry of speed post/registered letters in the register and delivery of the same to the respective sections (NLAO - A, B, C, D / Pension / IRLA/ Wages/IA/O&M/Legal /Hindi Cell/ ECHS/ Costing/ Test Audit).	
		Distribution of DO letters/Confidential letters/CGDA letters/letters addressed to the PCDA/ JCDA/ DCDA/ ACDA personally to admin Section through Transit Register.	
		Receipt and despatch of outward dak received from various sections.	
		Diarization of speed post/ registered letters through system (Tulip/OAP) and their distribution to the sections other than the sections mentioned above.	02 days
		Diarization of bills through system (Tulip/OAP) and their distribution to the sections concerned.	

2	ECHS Cell Shri Jatin Mehra /AO/ 022-22802715	Passing and payment of Medical bills received from RC (ECHS) Mumbai in the form of SIDs (Settlement IDs) via encrypted file in respect of Hospitals & of ESM of all three services through SBI-CMP.	Within 48 hours from the date of receipt of the SIDs.
		Issue of IAF CDA-13	05 days
		Updation of Bank details in r/o Ex-Servicemen (ESM) & Hospital(s)	02 days
3	IMPREST Shri Jatin Mehra /AO/ 022-22802715	Contingent bills/ Local purchase bills/ Contractors Bills/professional fees bills/Conservancy bills etc.	15 working days
		Cash assignment to units and Issue of money warrant to ships.	03 working days
		Medical final bill of service personnel	05 working days
4	FUND Smt. Mahalaxmi D Pabba /SAO/ 022-22802735	GPF final settlement	15 working days
		GPF Final withdrawal	07 working days
		CCO-9 or GPF statement	31 st March of the Financial year
		General Complaint	15 days
		RTI/CPGRAM	05 working days
		NPS	Only monitoring
5	PENSION Smt. Pama Johnson /AO/ 022-22802765	Corrigendum PPOs (Under old legacy system)	One month
		Court cases of pension	05 days
6	D section Smt. T.V. Bhoite /AO/ 022-22802746	Regular Pay Bills	01 day
		NPS Bills	
		GPF Bills	
		GEM Bills	
		GST Bills	
		Store & Imprest Bills	02 days
		Pay Sn Sy Bills	
		Issue of Cash assignment	
		Issue of Cheque books to units	
7	EDP Shri Rajesh Rishikesh /AO/ 022-22802732	General Correspondence	7 Days
		E-mail	3 Days

8	Wages Section Smt. Nikita Jagasia /AO/ 022-22751277	Audit and Payment of all claims of Pay & Allowances in respect of Industrial Employees.	On 7 th of the next month for Units less than 1000 employees and 9 th for others.
		Audit and Payment of Risk Allowance, Night Duty Allowance, Over Time Allowance and Ad-hoc Bonus.	15 Working days
		Audit and Payment of General Provident Fund (GPF) Advance and Final withdrawal Claims.	
		Forwarding of General Provident Fund (GPF) Final Claims.	
		Audit and payment of Medical Reimbursement Claims.	
		Audit and payment of Children Education Allowance (CEA).	
		Audit of data sheet/pension documents	
		Issue of Last Pay Certificate	
		Fixation of Pay on grant of Promotion/ (MACP).	
		Audit and Payment of Claims relating to Encashment of Leave/CGEGIS in respect of retiring officials.	
		Audit and Payment of TA/DA (TD) Claim, TA/DA (Permanent Posting) and LTC	
		Online processing & forwarding of cases on death & suspension	07 days
		Audit and Processing of data sheet/pension documents through SPARSH	
		Advance for payment of industrial employees on receipt of Cash Requisitions.	03 days
		Payment of advance for TA/DA (TD and Permanent Posting) and LTC	02 days
		Adjustment of MRO/e-MRO	30 Working days
		Uploading of National Pension System (NPS) data	By 15 th of the ensuing month.
		Forwarding of application form for allotment of PRAN	05 Working days
9	Pay Section Shri Rajesh Kumar Jha /AO/ 022-22802757	Audit and processing of Regular Pay bill	07 days
		Bills of Ad-hoc bonus/Productivity linked bonus	15 days
		Night duty allowance	
		Adjustment of MRO	
		NPS new PRAN Registration.	
		Audit and Payment of CEA/Hostel subsidy bill	
		Audit and Payment of Leave encashment of LTC bill	
		Overtime Allowance	
		Audit of Medical Claims	
		LPC in/out	

		Final bill at the time of superannuation/death	07 days	
		Audit of GPF final withdrawal/Ty. Advance		
		Audit and Payment of CGEGIS Bill		
		Audit and Payment of leave encashment on superannuation.		
		NPS Partial withdrawal		
		Audit and Payment of Provisional Pay bill		
		Audit and Payment of DA arrears bills		
		RTI/CPGRAM		
		Audit of Pension Papers (LPC-cum-data sheets)		
		Audit and forwarding of GPF final settlement claim to fund section of PCDA Navy (Mumbai)		
		Income Tax-24 G		
		NPS monthly uploading		
		Audit and Payment of dress allowance		Incl. in July Pay bill
		Supplementary bills (viz. arrears of pay on promotion/MACP/Court Order)		30 days
Pay Fixation on grant of promotion				
Pay Fixation on grant of MACP				
Forwarding of schedules (NPS/GPF/LF etc)				
10	Store Section Shri Jagdish Sapkale /SAO/ 022-22802718	Audit of Payment of Advances (like flexi advance, Imprest advance of MDL, etc.).	07 days	
		Audit of Payment of S&S Imprest Bills (Cash Requisitions)		
		Audit of Payment of Medical Store Bills.	15 days	
		Audit of Payment of Shipyard bills (MDL).		
		Audit of Payment of DBT claims.		
		Other bills of shipyard like B&D Spares, ERV bill, Russian Loan bills, profit bills, etc.		
		Audit of Payment of MDL.		
		Audit of Payment of other PSUs bills (BEL, BHEL, IOCL).		
		Audit and adjustment of Landing and Parking charges bills.		
		Audit and processing LCs.		
		MRO adjustment		
		Inter Service Adjustment (ISA) Vouchers.		
		Audit of Payment of Local Purchase bills.		
		Audit of Payment of AMC/service bills.		
		Audit of Payment of CHT bills.		
		Audit of Payment of Contract Bills.		
		GeM bills processing.		
		CDA-13 processing.		
		Refund of recovery bills.		
		GST & IT booking/uploading.	30 days	
RTI/Grievances.				
Email-reply.	03 days			

11	Accounts Smt. KAL Kameshwari /SAO/ 022- 22802713	FIS allotment	Daily	
		UTR Updating		
		MER	Monthly Basis	
12	TA Shri Suku Mathai /SAO/ 022- 22802725	Payment of TA/DA Advance (TD)	2 days	
		Payment of Advance (Permanent Posting)		
		LTC Advance		
		Audit of TA/DA/LTC claims	14 days	
13	IRLA Section Smt. Vidula Bhide /AO/ 022- 22691751	Passing of Final Fund settlement claims in respect of Sailors	2 Months	
		Passing of Final Fund settlement claims in respect of Officers		
		Audit of leave account (Officers)	20 days	
		Audit and payment of Leave encashment in respect of officers		
		Audit and payment of Leave encashment in respect of sailors		
		Audit of Authorisation slips on account of fixation fixation of pay on promotion/ MACP (Officers)		
		Audit of Authorisation slips on account of Allowance/increments (Officers)		
		Audit of Authorisation slips on account of Technical Grant/Q pay (Officers)		
		Audit of Authorisation slips on account of fixation of pay on promotion/MACP(Sailors)		
		Audit of Authorisation slips on account of Allowance/increments (Sailors)		
		Audit of Nil Pay Slips in respect of sailors and officers		
		Audit of abstract of receipt and charges		
		Audit of Draft Gazette Notifications		
		Audit of leave account (Officers)		
		Scale Audit		1 Month
		Rendition of audit report for loss statement		
		Verification of credit/debit memos of TA/DA, LTC, Pt Duty schedules received from Main office and Sub-offices		
Audit of Disbursement ledgers (33 1/3% Qtly)				

	Passing of final withdrawal claims in respect of sailors and officers	07 days
	Preparation of DID schedules for transfer of fund account	
	Passing of pre audit claims on account of hostel subsidy	
	Passing of pre audit claims on account of Submarine duty allowance	
	Passing of pre audit claims on account of furniture hire	
	Adjustment of MROs	
	Pre-audit of bill on account of Charged expenditure	
	Audit of Last pay drawn certificate (Sailors)	
	Audit of Last pay particulars (Officers)	
	Audit of Notional pay fixation in respect of sailors	
	Audit of claims on account of Qualification grant	
	Audit of Terminal leave claims in respect of SSC Officers	
	Audit of Terminal gratuity claims in respect of SSC officers	
	Calculation of interest and verification of interest schedules of interest bearing advances	
	Verification of HBA recovery for releasing documents by accounts section	
	Audit of LPC-Cum-Data sheet in respect of officers	
	Issue of Long Term Demand certificate	
	Last pay certificate/Revised LPCs in respect office sailors on deputation	
	Audit of LPC-Cum-Data sheet in respect of sailors proceeding on retirement/discharge	
	Audit of Revised LPC-Cum-Data sheet for issuing Revised/Corr PPO	
	Audit of Service Gratuity/DCRG claims in respect of sailors	
	Rendition of Audit report for counting of Lower Deck/ Former service	
	RTI/CPGRAM disposal	
	CGDA/IMP letter disposal	
	Forwarding of DHR/PLI Schedules	
		20 days
	Post audit of CEA claims	15 days
	Post audit of pilotage claims	
	Post audit of DIP money Claims	
	IPA Audit (First)	
	IPA audit on retirement	
	Post audit of rent bills	

14	IA Section Shri Yogesh Upadhyaya /AO/ 022- 22802760	Loss Statement	07 days
		GIN code allotment & addition of unit in tulip	
		Commissioning & Decommissioning of ships	
		Basing & Rebasing of Ships	
		Consolidation & editing of MFAI report	20 th of the month following the quarter
		Modification of Public Fund A/c & addition of vendors in Tulip	02 days
		Reply to LTARs	10 days
		Reply to Draft Para's FSC	45 days
		Consolidation & rendition of Annual Audit Certificate (AAC) to CGDA	As per the date circulated by HQrs office
		AAC follow up	10 th of the month following the quarter
		Appropriation Accounts	31 st May, 15 th Aug, 15 th Nov & 15 th Feb for all quarters respectively
15	ANI	Report and returns	Due Date
		Disciplinary cases	06 months
		NOC for passport	Within 15 days of receipt of application
		Complaints/Grievances/CPGRAMS/RTI	Acknowledge within 7 days & Final reply within 30 days
		CDA-13	5 days
		DPC	2 months
		MACP	Within 3 working days after approval by Board
		Recruitment	Initial action within one week after approval
		Compassionate Appointment	3 Months
		Application for transfer	Put up for approval/order within 1 week of receipt
		Transfer	As per transfer policy

16	AN II	GPF	14 days	
		CEA		
		Payment & audit of medical claims/Issue of CGHS cards		
		Forwarding of SPARSH documents to PCDA (P) Allahabad		
		Leave sanction		02 days
		Service Book Updation		15 days
17	AN III	Payment & audit of all claims to P&A in r/o DAD staff	On last working day of the month	
		Payment & audit of GPF claims	14 days	
		Computer advance		
		Payment & audit of Children Education Allowance		
		Issue of LPC on IAFA-445 in duplicate with pay seal		
		Fixation of pay on grant of MACP/Promotion		
		Passing of TA/DA bills		
		Issue of last pay certificate		
		Fixation of Pay	14 days after audit by LAO	
		Payment & audit of leave encashment/CGEIS in r/o individuals who are retiring		
		Preparation of Regular Pay Bills	On last working day of the month	
		Audit and Payment of Advances	02 days	
		Preparation of D.P. sheets	Daily	
Publication of Part II office orders	Within a week after receiving joining/relieving report			
Grant of increment and preparation of periodical increment certificates	10 days			
18	AN IV Smt. Girija Pandhare /SAO/ 022-22802723	Procurement	21 days	
		Third party payment	03 days	
		Allotment of guest house	02 days	
		Budget	Monthly	
		Office Maintenance		
		Issue of identity cards		
		Arrangements of Functions i.e. Independence Day/ Republic Day/ DAD Day/ Retirement Function etc.	As & when required	
19	Legal Cell Shri Amit Kumar Sinha / AO/ 022-22802712	Legal Cases	30 days	
		RTI applications & Appeals	30 days	
		Grievances under CPGRAM portal		
		Audit of data sheet/pension documents		
		Issue of Last Pay Certificate		
		Audit of Payment of S&S Imprest Bills (Cash Requisitions)		

20	हिन्दी अनुभाग श्रीमती गिरिजा पांडरे/ व.ले.अधिकारी 022- 22802737	राजभाषा कार्यान्वयन समिति की तिमाही बैठक का आयोजन तथा संबन्धित - पत्राचार व समीक्षा	प्रत्येक तिमाही में एक बार
		राजभाषा हिन्दी के प्रगामी प्रयोग से संबंधित तिमाही रिपोर्ट संबन्धित - पत्राचार व समीक्षा	प्रत्येक तिमाही में एक बार
		हिन्दी पखवाड़ा के अधीन हिन्दी दिवस व हिन्दी प्रतियोगिताओं का आयोजन करना	प्रतिवर्ष 1 सितंबर से 30 सितंबर के अवधि में
		हिन्दी प्रोत्साहन योजना के अधीन हिन्दी में उत्कृष्ट कार्य करने वाले कार्मिकों को पुरस्कृत करना	प्रतिवर्ष 1 सितंबर से 30 सितंबर के अवधि में
		अनुभाग के मासिक, तिमाही अर्धवार्षिक तथा वार्षिक रिपोर्ट तथा रिटर्न के प्रेषण	प्रत्येक माह, तिमाही छमाही वर्ष के समाप्ति पर तारीख 10
21	O&M Cell Shri Yogesh Upadhyaya /AO/ 022- 22802760	Quarterly Achievement Report	10 th of the month following the quarter
		Inspecting of sections in Main office and Sub office	Once a year and also of Sub Offices according to the directions given by the PCDA
		Training to MTS/Clerk/Aud/SA/AAO/SAO	On the basis of approved TAC program
		Review of the O&M objections raised by Inspection Team	Replies regularly submitted to HQrs office on the basis of reply received from concerned offices/ sections
		Updation of NLAO Manual & OM VII	On the basis of directions received from HQrs office

4. Working hours of the office - (09:30 AM to 06:00 PM) Monday to Friday.
5. All complaints will be acknowledged by us within 7 days and final reply on the action taken will be communicated within 30 days.

6. We seek your cooperation on the following :

Citizen's Charter is joint effort between us and you to improve the quality of services provided by us and we request you to help us to attain goal in efficient manner. (Give details relevant to Department/Section concerned)

We are committed to constantly revise and improve the services being offered under the Charter.

CITIZENS' CHARTER : NAVAL LOCAL AUDIT OFFICE (NAVY)

The NLAO is local representative of the PCDA at the station and working on their behalf. The Aim/Purpose of this Charter is to render efficient, correct and prompt internal audit and financial services leading to customer satisfaction. NLAO is also committed to render efficient audit services and financial advice to ensure public accountability. This office strives 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: This office is committed to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. It is also committed to render efficient audit services to ensure public accountability.

2. The Services delivered by this office are as follows (Brief description of functions)

- a) Internal Audit of Units (Store Audit) viz. Compliance Audit. Regularity Audit, Performance Audit,
- b) Financial Advice
- c) Participation in B.O.O. wherever required
- d) Reporting on MFAI/Internal Audit Report items.

Sl. No.	Internal Audit by various NLAOs (As per unit distribution list)	
a	Units under HQWNC	NLAO (A) Mumbai
		NLAO (B) Mumbai
		NLAO (C) Mumbai
		NLAO (D) Mumbai
b	Units under HQSNC	NLAO (A) Kochi
		NLAO (B) Kochi
c	Units under HQENC	NLAO (A) Vizag
		NLAO (A) Vizag
d	Units in Goa/Karwar area	AO (N) GOA
		AO (N) Karwar
e	Units in Kolkata	AAO (N) Kolkata

❖ 1 unit of SNC is audited by NLAO (B).

Details of Clients/Citizens: All Naval Units under HQ WNC, SNC, ENC & Coast Guard units other than Gujarat & Delhi Area.

3. Grievance Redressal System;

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

Name and Designation of the Officer	Address for Correspondence	Telephone/Fax/E-mail
Shri Dhiraj Kumar, IDAS, DCDA	O/o PCDA Navy, No. 1 Cooperage road, Colaba - 400001	022-22802723, 38, 24 admpcdanavy.dad@gov.in

4. We welcome suggestions from our clients.