



CITIZEN'S / CLIENT'S CHARTER

UT Administration Of Daman & Diu,
Directorate of Accounts,
Fort Area, Opp. Municipal Library,
Moti Daman – 396220.

☎ 0260 -2230826.

Email id – doa-dd@nic.in, paodaman@gmail.com

January ' 2012.

Vision - Directorate of Accounts performing dual function of Treasury office and Pay and Account Office of UT Administration of Daman, focusing always on the smooth and quick service provision to various ministries/ departments /offices/ stamp vendors. Its prime attention is on removing all the delays and hurdles in securing services.

Mission – The successful & smooth operation of Directorate of Accounts being its mission will be the best result of combination of efficient task force of department and cooperation of clients.

Service Standards –

Service Name		Standard
1) Registry Section	i. Receipts of Bills	On the date of receipt or latest by following day
	ii. Receipts of Daks, Files, letters etc.	On the date of receipt or latest by following day
2) Establishment Bills	i. Clearance of Establishment Pay bills	3 working days
	Clearance of Children Education Allowance, Travelling Allowance, Leave Travel Concession, Medical Reimbursement etc.	3 working days
	ii. Clearance of Fully Voucher Contingent Bill	3 working days
3) Cheque Books	i. Issue of New Cheque book to the CDDOs	1 working day
	ii. Issue of New Cheque book to PLA to PLA A/c Holders	1 working day
4) General Provident Fund	i. Allotment of New GPF A/c No.	Within 3 days of receipt of application
	ii. Authorization of Final Withdrawal on a/c of Retirement/ Superannuation / Quitting of Service/ Death	Within 7 days of receipt of application if found in order
	iii. Bills for Advance / Withdrawal of GPF	3 working days

	iv. Agreement of Monthly Broadsheet	15 days after submission of Monthly a/c to CGA.
	v. Issue of GPF Slip	Yearly in June
5) New Pension Scheme	i. Submission of PRAN forms to NSDL.	Within 3 days on receipt of application if found in order
	ii. Correction in the details of Subscriber	Within 3 days on receipt of application if found in order
	iii. Payment of Subscription to the trustee bank	Last Working day of the month
6) Pension	i. Authorization of Pension & Issue of PPO at PAO Level	Within 21 days on receipt of application if found in order
	ii. Authorization of Gratuity & Commuted Value of Pension at PAO level	Within 21 days on receipt of application if found in order
	iii. Clearance of Gratuity/ Commuted Value of Pension Bill	3 working days
	iv. Authorization of Family Pension to the families of deceased pensioner	Within 10 days on receipt of application if found in order
	v. Forwarding of Pension papers to CPAO to transfer pension to Public Sector banks	Within 7 days on receipt of application if found in order
	vi. Payment of monthly Pension to pensioner drawing pension from Treasury	Same day
7) Loans & Advances	i. Certificate for availability of funds	3 working days
	ii. Clearance of Bills for Computer Advance, Motor Cycle Advance, Motor Car Advance, Computer Advance etc.	3 working days

	iii. Confirmation of balance and interest thereon at the request of office/ employee	10 working days
	iv. Confirmation of accrued interest on HBA for IT Purpose.	10 working days
8) PLA/PDA Accounts	i. Confirmation of monthly balances of PLA/PDA accounts	7 days after submission of Monthly a/c to CGA.
	ii. Endorsement of cheque of PLA/PDA	Same day
	iii. Agreement of monthly broadsheet	15 days after submission of Monthly a/c to CGA.
9) PAO Suspense	i. Agreement of Debit Claims / Credit Claims on monthly basis	10 th of every month
	ii. Forwarding of Debit Claims/ Credit Claims to the concerned PAO	15 days after submission of Monthly a/c to CGA.
10) Compilation	i. Challans and voucher posting	Within 3 days after receipt of scroll
	ii. Scroll posting and agreement Monthly account agreement / submission to CGA	Within 3 days after receipt of scroll
	iii. Forwarding of Schedules to concerned dealing hand after agreement	15 th of the following month
	iv. Submission of Supplementary I, II and III.	As per time schedules prescribed by CGA
11) Annual Accounts	i. Uploading of BE through e-ddg	On or before 15 th April every year
	ii. Uploading of Supplementary through e-ddg	Within 7 days of receipt of Supplementary Grant
	iii. Uploading of Reappropriation /surrender orders through e-ddg	On or before 15 th April every year
	iv. Submission of Appropriation a/c Stage I	As per time schedules prescribed by CGA

	v. Submission of SCT	As per time schedules prescribed by CGA
	vi. Submission of Appropriation Stage II	As per time schedules prescribed by CGA
	vii. Submission of Finance A/c	As per time schedules prescribed by CGA
12) Audit	i. Submission of Audit Reports of Audit of PRIs / Municipalities	Within 1 month of Audit
	ii. Monthly / Quarterly reports of Outstanding Audit Para	As per time schedule given by GOI
13) Treasury	i. For Sale of Judicial / Non Judicial Stamp papers and stamps to public / authorized vendors up to ₹ 1000/	On the day of payment
	ii. For Sale of Judicial / Non Judicial Stamp papers and stamps to public / authorized vendors above ₹ 1000/-	On the day of payment / latest by following day

Grievance Redress Mechanism –

a. Name of Public Grievance Officer	Shri P. J. Bamania Director of Accounts Daman
b. Helpline number/web site url to lodge grievance	Tel. 0260 2230369, 0260 2230826. Email – paodaman@gmail.com
c. Response to be expected by person lodging the services	At the earliest possible
d. Timelines for redress	At the earliest possible

List of Stakeholders –

1.	Ministry/ Departments of Government of India
2.	All the Head of Departments, Head of Offices, DDOs, CDDOs etc.
3.	All the employees of UT Administration of Daman & Diu
4.	All the PRIs and Local bodies
5.	All the Govt. undertakings / organizations
6.	Grant-In-Aid institutions receiving grants from UT Administration.
7.	Employees of Grant-in-Aid Institutions

8.	Pensioner of other States/UTs
9.	Freedom Fighters
10.	Pensioner of UT Administration of Daman & Diu.
11.	EFU/Exgratia Pensioners
12.	Public in general for vending of Stamp purpose only.

Responsibility of centers and Subordinate Organizations - NA

Indicative expectations from service recipients – Submission of complete application forms along with all the required enclosures, duly attested where required, cross checking for information or the latest position on a matter on the Department’s website before raising a query or a grievance.

Month and Year for the next review of the Charter - After One Year.