

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
**PRINCIPAL ACCOUNTS OFFICE**  
‘A’ BLOCK, VIKAS BHAWAN, NEW DELHI

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**CITIZEN’S CHARTER**

The Citizen’s Charter is a written, voluntary declaration by service providers that highlights the standards of service delivery that they must subscribe to availability of choice for consumers, avenues for grievances, redressal and other related information. Though this department is not directly involved with the general public, but its functions cover the concept of service delivery and the process of rules and procedures adopted for discharging of its functions and duties.

Principal Accounts Office, Government of NCT of Delhi, comprises of 25 Pay & Accounts Offices, GPF Cell and Pension Cell, provides the following services:-

1. Payments in respect of all schemes implemented by Govt. of NCT of Delhi.
2. Maintenance of Accounts of Receipts of Revenue collected by Banks/ Departments on behalf of Government of NCT of Delhi.
3. Receipt of the amount of all Centrally Sponsored Schemes and further disbursement/authorization to concerned authority.
4. Expenditure control and maintenance of Accounts of all the above transactions and further settlement of accounts with various agencies.
5. Payment of salary, personal claims, settlement of pensionary benefits, maintenance of GPF accounts and final settlement thereof including other contingent payments to the staff of Government of NCT of Delhi.
6. Payment of Pension.
7. Holding Pension Adalat for redressal of grievances of retirees/pensioners.
8. The maintenance, compilation and finalization of Government accounts as per the procedure of Civil Accounts Manual, General Financial Rules.
9. The annual Appropriation and Finance Accounts in respect of the transactions of the government are presented before the Legislative Assembly after getting the nod of Controller & Auditor General of India.

10. Payment of personal claims and other contingent payments as per provisions of CCS (Pension) Rules, Fundamental Rules, Medical Attendance Rules, GPF Rules, R&P Rules, Civil Accounts Manual, instructions issued under the Delhi Government Employees Health Scheme.

**A. Initiative taken to improve the modus operandi in the interest of beneficiaries**

- (i) In order to ensure the timely payment of personal claims, a time schedule of settlement of the claims has been prescribed to be followed by the Pay & Accounts Offices through administrative instructions.
- (ii) System for payment to the employees/vendors/suppliers/beneficiaries etc. through Electronic Clearance System (ECS) and through Government e-Payment Gateway (GePG) has been introduced. Under the system, the payments are arranged in the designated Bank Account of the employees/vendors/suppliers/beneficiaries etc., through electronic mode.
- (iii) System of payment to the beneficiaries under various Centrally Sponsored Schemes (CSS) as well as Delhi Government Schemes through Direct Benefit Transfer (DBT)/Bank Accounts through Public Financial Management System (PFMS) has been implemented to ensure the transparency and efficiency.
- (iv) Integrated Payroll System has been implemented in all DDOs of the Govt. of NCT of Delhi to ensure the transparency and effectiveness. System facilitates the providing of monthly details of Pay and Allowances through Pay Slips to the employees through DDOs.
- (v) GPF Accounts of the employees maintained earlier manually through GPF Cell have been started maintaining through the GPF System w.e.f. the year 2005-06. With effect from year 2017-18, system of providing the GPF Statements with the Digital Signature of PAOs through DDOs has been implemented. System facilitates the employees to view their GPF details online through the link <http://gpf.delhi.gov.in>. (GPF Number of the employee is User ID and

last name in the GPF Statement is the Password, if not changed earlier).

- (vi) A Compilation titled “Pension Action Time” has been introduced by this department and sent to the departmental authorities of the Government for their guidance. This compendium provides immense help for prompt & expeditious settlement of pensionary benefit claims within the prescribed time limit, eliminating the causes of unwanted delays and hardship to the employees. For awareness of the employees and the departmental authorities the booklet is also available on the website of the department.
- (vii) The forms used for settlement of all claims are provided by the respective Administrative Departments/Head of Offices. However, the said forms are also available on the website of the department (<http://coadelhigovt.nic.in>) which can be downloaded by the Head of Office and retirees.

## **B. Nodal Officer**

The Dy. Controller of Accounts (Admin), ‘A’ Block, Vikas Bhawan, New Delhi is the Nodal Officer of the Department in Citizen’s Charter.

## **C. Grievances, Redressal Mechanism**

### **(i) On-Line System:**

The on-line system of registration of grievances and its online redressal is prevailing in the department, Dy. Controller of Accounts (Admin.) is the concerned Officer.

### **(ii) Holding of Pension Adalat:**

This department is holding a Pension Adalat on 26<sup>th</sup> of every month to redress the grievances of the pensioners on the spot by calling the details from the Administrative Department & GPF Cell/Pay and Accounts Officers. The retired employees of the Government could submit their representations directly to the Dy. Controller of

Accounts (Pension), 'B' Block, Vikas Bhawan, New Delhi regarding their grievance.

(iii) **Periodical Analysis of Grievances:**

A mechanism has been introduced in this department to periodically analyze the grievances and to improve the process. The following officers are nominated to receive and redress the grievances in respect of this department.

<b>S. No.</b>	<b>Types of Grievances</b>	<b>Concerned Authority</b>	<b>Contact No. with e-mail ID</b>
1.	Grievances related to PAOs	<b>Dy. Controller of Accounts (Admn.)</b> , Principal Accounts Office, Govt. of NCT of Delhi, 'A' Block, Vikas Bhawan, New Delhi - 110002.	011-2330766 <a href="mailto:dcoadmpao@nic.in">dcoadmpao@nic.in</a>
2.	Grievances related to GPF	<b>Dy. Controller of Accounts (Funds)</b> , GPF Cell, Metcalf House, Vikas Bhawan-II, 4 <sup>th</sup> Level, Delhi-110054.	011-23812884
3.	Grievances of Pensioners	<b>Dy. Controller of Accounts (Pension)</b> , Principal Accounts Office, Govt. of NCT of Delhi, 'A' Block, Vikas Bhawan, New Delhi - 110002.	011-23370764 <a href="mailto:dcoapenpao@nic.in">dcoapenpao@nic.in</a>