

Principal Controller of Defence Accounts (Border Roads) New Delhi

CITIZENS' / CLIENTS' CHARTER

Citizens' Charter – Pr. Controller of Defence Accounts (BR)

1. The Aim/purpose of this charter is to committed to render efficient audit services to ensure public accountability and prompt accounting & release of payments to have the customer satisfaction.
2. This organization deliver the services to the Boarder Road Organization thorough Main Office PCDA(BR) Delhi Cantt, three Zonal Offices i.e. CDA(BR) Guwahati, JCDA(BR) Chandigarh, & PAO (GREF) Pune and 55 other sub-offices located at different remote area of the Country. The works of BRO to the outside of the Country i.e. Bhutan, Myanmar, Tazakistan etc. are also monitored by the sub-offices located to this country.
 - (A) Main Office PCDA(BR) Delhi Cantt broadly deliver the following services to BRO
 - (I) Audit and payment of various personal claims pertain to the troops of BRO(Officers/PBORs) posted in HQ DGBR Delhi Cantt.
 - (II) Financial advice on financial matters of BRO
 - (III) Scrutiny of Contractors Bills of HQrs DGBR & payment thereof.
 - (IV) Concurrence of pay fixation in respect of officers/PBORs of HQrs DGBR. Scrutiny/examination of critical cases of pay fixation referred from Zonal offices and decisions thereof .
 - (V) Monitoring & settlement of Grievances of pay & Allowances/GPF/NPS in respect of BRO officers/PBORs maintained at PAO (GREF) Pune.
 - (VI) Monitoring progress of works at Project/Task Force level to various reports and return submitted by sub-offices.
 - (VII) Conduction of super review of various of lower formations of BRO & inspections of sub-offices on periodically basis.
 - (VIII) Carrying out of financial accounting and adjustment of various transactions pertain to BRO.
 - (IX) Final compilation of Monthly Expenditure of BRO & submission of the same to HQrs CGDA.

In addition to above charter of duties, PCDA(BR) office is also having the responsibility of overall administrative matters in respect of DAD officers/staff of this organization & disbursement of pay & allowances through Project Tulip.

The services delivered by Admin Section of Main Office are as under:

AN (legal)	All legal Matters and courts cases correspondences.	
AN (RTI)	RTI Cases and its correspondences.	
AN-III	1. Disbursement of the pay allowance in respect of officer/staff of whole organization through project Tulip.	
	2. Fixation of Pay.	
	3. Loans and Advances.	
	4. Maintenance of Demand Register.	
	5. Calculation of Income Tax, Preparation of Issue of Form-16.	
	6. All supplementary bills i.e OTA/Honorarium/ CGEIGS/ Reimbursement of CEA/ DA Arrears/ Provisional Payment in respect of transfer cases	
	7. Correspondence on pension cases with PCDA(P Allahabad).	
	8. Sanction of leave encasement on retirement and LTC	

The services delivered by the Work Cell Sections of Main Office are as under:

Work Cell	Service function	Time limit
1.	Scrutiny of sanction relating to transfer of BRO land to other Central/State govt.	Required basis.
2.	Safe custody and release of SDs lodged by 'SS' class contractors.	Time to time.
3.	Monitoring the IFA function of sub-offices.	Required basis.
4.	Scrutiny of lease agreements.	Required basis.

The services delivered by the Accounts Section of Main Office are as under:

Accounts Section	Service function	Time limit
1.	Review of financial compilation & clearance of suspense head.	Quarterly
2.	Compilation of review of balances(AROB)	Yearly
3.	Preparation of credits scrolls registers & DMRO related works.	Day to Day
4.	Linking of OMRO with DMRO	Day to Day

The services delivered by the Audit Section of Main Office are as under:

Audit Section	Service function	Time limit
1.	Rendering of financial advice to the executive of BRO including HQDGBR.	As and when required.
2.	Monitoring of Super Review /Inspection of Units of DGBR/Sub-Offices, Zonal offices	As per order.
3.	Correspondence on Test Audit /Internal Audit/MFAI/Draft para reports & submission to CGDA.	Quarterly basis.
4.	Rendering of report related to audit functioning of the organization.	Quarterly basis.

The services delivered by the O&M Cell & Inspection Group of Main Office are as under:

O&M, Inspection Section	Service function	Time limit
1.	Maintenance & updation of OM Part-XIII & Internal Audit Manual (BR).	on required basis.
2.	To study the organizational setup in order to remove bottlenecks.	On regular basis.
3.	Conduct training on induction of New Recruits/ different office procedure in respect of Office/Sub-offices/Zonal Offices. Issue of inspection reports to the concern office.	-Do-
4.	Conduct In - House training as per direction of HQrs Office.	-Do-

The services delivered by the Budget Section of Main Office are as under:

Budget Section	Service function	Time limit
1.	Preparation of MES and its analysis & Scrutiny in respect of Booking of pay & allowan.	Monthly basis.
2.	Monitoring & Scrutiny of Charged / Suspense expenditure.	-Do-
3.	Scrutiny of DGBR concurrence & RE allotment feeding	-Do-
4.	Maintenance of specimen signature of Disbursing Officer.	-Do-
5.	Preparation of Cash requirement estimate as required by MOD(Finance).	-Do-
6.	Dealing of cases receive from HQrs DGBR regarding appropriation /reappropriation.	-Do-
7.	Watching of the expenditure against allotment under locally control heads.	-Do-

The services delivered by the Store Section of Main Office are as under:

Store Section	Service function	Time limit
1	Receipt & refund of security deposits of suppliers/contractors.	Within 07 working days.
2.	Payment of Bills placed on rate contract of DGS&D placed by the BRO.	Within 07 working days.
3.	Payment of Ordnance Store.	Within 07 working days.
4.	Safe custodian of security deposit and work related to refund of security deposit.	Within 07 working days.

The services delivered by the Pay Section of Main Office are as under:

Pay Section	Service function	Time limit
1.	Personnel Claims in respect of Officers/Staff of HQrs DGBR such as GPF withdrawal, TA/DA, LTC, Medical reimbursement, ration money, outfit allowance etc.	Within 07 working days.
2.	Verification & adjustment of leave salary and pension contribution of the officers/Staff of HQrs DGBR proceeding on deputation from HQrs DGBR.	Within 07 working days.
3.	Payment of office contingency bills of HQrs DGBR.	Within 07 working days.

The services delivered by the Pay-Tech Section of Main Office are as under:

Pay Tech Section	Service function	Time limit
1.	Concurrence to pay fixation cases of BRO officers/PBROs serving in HQrs DGBR.	Within 07 working days..
2.	Issue of clarification in pay & allowances / pay fixation /TA/DA LTC & other allowances to the sub-office/Units of BRO.	-DO-
3.	Handling of CAT/Court cases pertaining to pay matters, TA/DA & LTC.	As per court order.

The services delivered by the PAO Cell/Complaint Cell of Main Office are as under:

Pay Section	Service function	Time limit
1.	Monitoring of grievances /complaints related to pay & allowances & Final Settlement of pay & allowances (F/S Case) in respect of GREF officers/personnel received from HQrs DGBRS/BRO Units.	Within 07 working days.
2.	Monitoring of grievances in respect of GREF officers/personnel received from HQrs CGDA.	Within 07 working days.
3.	Analysis on Critical cases in the issue of Pay & Allowances in respect of GREF officers/personnel received from PAO(GREF) & HQrs DGBR & rendering of advice / suggestion thereof.	Within 07 working days.
4.	Correspondence with HQrs CGDA & IT&SDC Secundrabad in respect of Technical issues of PROJECT SKYLARK .	Within 02 working days.
5.	Watching of Annual CGEIS report and GPF statement report from PAO (GREF) Pune for onward submission to the CGDA office.	Monthly basis.

The services delivered by the EDP Section of Main Office are as under:

EDP Section	Service function	Time limit
1.	Administration of EDP Projects (Project Tulip) to meet the functional requirement of the organization.	On required basis.
2.	Procurement/ Provisioning/ Maintenance of IT Hardware & Software in respect of Main office /Zonal offices/ Sub-Offices.	-Do-
3.	Maintenance of website of PCDA(BR) & updation therof.	-Do-
4.	Maintenance of Office Automation System of PCDA(BR)	-Do-

The services delivered by CDA(BR) Guwahati & JCDA(BR) Chandigarh:

	Service function	Time limit
1.	Monitoring of internal audit of store account & cash inspection activity in their area of jurisdiction.	Time to time basis as prescribed by Main Office.
2.	Rendering of financial advice on the subject sought by CEs (P)/Commander TF under their audit jurisdiction.	On required basis. Within 05 working days.
3.	Imparting In-House Training in various matters of BRO functioning as per Direction of Main Office.	As per direction of Main office
4.	Preparation of change statement in respect of pay & allowances of officers/ staff of their office and sub-offices under their jurisdiction and to forward the same to Main Office to update the same through project Tulip.	Monthly Basis.