

**Office of the Principal Controller of Defence Accounts (Border Roads)**  
Seema Sadak Bhawan, Ring Road, Naraina, Delhi Cantt-110 010.

**IMPORTANT CIRCULAR**

Tele: 011-25690985

No. AN/I/1267/General

Dated : 22<sup>nd</sup> June, 2012.

**Subject:** Guidelines for streamlining and improvising the functioning/  
working procedure of Office/Audit Sections.

With respect to above subject, following directions are issued for strict compliance with immediate effect by all officers and staff:

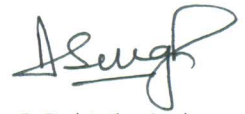
**1. Grievance Redressal Mechanism:**

- i. All sections are strictly out of bound for third parties/vendors.
- ii. However, representatives of third parties/vendors can visit GO (Stores) or PCDA for official matters or for redressal of their grievances twice in a week, i.e. on every Tuesday and Friday, from 11.00 AM to 01.00 PM. Appointment in this regard can officially be obtained through a written request or through email at cda-br@nic.in
- ii. Representatives of Units are prohibited to visit Stores Sections. They will be attended only by GO (Stores) or PCDA after taking prior appointment.
- iii. Any grievance from third party will be submitted to PCDA within 2 working days through GO (Stores).

**2. Streamlining the processing of bills:**

- i. Timeline of maximum 7 working days for processing/disposal (return or pass) of bills must be strictly adhered to by the supervisory officers. Any discrepancy in this regard will attract disciplinary/administrative action.
- ii. Any deductions on account of LD/Transportation charges/Freight/Installation and Commissioning charges/Taxes/Duties etc will be made effective only after the approval of GO (Stores). Any wrong deductions or deduction on account of above elements without approval of GO (Stores) will be viewed seriously against concerned task holder and AAO.

This has the approval of Pr CDA.

  
GO (Admin.)