

Citizen's Charter – Controller of Defence Accounts, Secunderabad

- The aim/purpose of this charter is to render efficient, correct and prompt accounting, payment and financial services leading to customer satisfaction. CDA Secunderabad under the Defence Accounts Department is committed to render efficient audit services to ensure public accountability.

Mission Statement – We strive to achieve excellence and professionalism in accounting and financial services and in performing audit functions.

Our Mission & Vision – We strive to be recognized as a leader in Ministry of Defence's financial resource management, by consistently delivering first-class services, solutions and products. The Department has adopted a vision that challenges us to build upon past accomplishments to reach higher.

Quality Policy – We are 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.

- Details of clients/citizens:** All Defence units and formations within the state of Telangana, Andhra Pradesh and also parts of Orissa. DAD employees working in Main office and various sub-offices under CDA Secunderabad.

- Our aim is to achieve the following service delivery/quality parameters:**

Sl. No.	Nature of services	Service delivery standard, quality		Time frame	Name and Contact number of the dealing officer
		Processes involved	Documents required		
1.	Pay & Allowances in r/o Defence Civilians	As per OM Part-II Vol.I	Bills along with supporting documents	Monthly basis	Concerned SAO/AO 040- 27843385/ 27847957
2.	Audit & Payment of Third Party Bills	-do-	-do-	7 (Seven) working days	
3.	Audit & payment of personal claims in r/o DAD/ Non-DAD employees	-do-	-do-	15 (Fifteen) working days	
4.	Processing of IFA proposals	As per CGDA Instructions	As per DPM/GFR	7 (Seven) working days each for AON & FC	
5.	GPF Adv/FW Bills (except bills forwarded to CDA (Funds)), TA/DA Adv, Medical Advance in r/o Defence Civilians, Cash Requisition on account of Rum, Cig & Condiment Allowances	As per OM Part-II Vol.I	Application in the prescribed proforma along with supporting documents	Same day, if received before 12 noon, otherwise next working day	
6.	Customs Duty Payment Bills	As per Govt. orders	Bills along with supporting documents	Same day. Time limit of receipt of bill is 12 noon.	

4. Grievance Redressal System:

If you have any grievance/complaint to make in the delivery of the above service 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 Ande Poshetty, IDAS Addl. Controller & Vigilance Officer	O/o the CDA No. 1, Staff Road, Secunderabad – 500 015	040-27993096 pao-eme.cgda@nic.in
Shri Siva Sankar Bandi, IDAS DCDA & Group Officer (Admin)	O/o the CDA No. 1, Staff Road, Secunderabad – 500 015	040-27816577 ssbandi.dad@nic.in

Grievance can also be registered at www.pgportal.gov.in for which link is available in this Office website www.cdasecbad.ap.nic.in and you are welcome to use this facility.
