

MANUAL – 1
Particulars of Organization, functions and duties

1. Aims and objective of the Organisation

The aim of this organization is successful implementation of the government policies and schemes as all financial transactions are routed through this organization, in one way or the other. The Principal Accounts Office dedicates itself to provide prompt and efficient services to the Govt. of NCT of Delhi, its employees and pensioners.

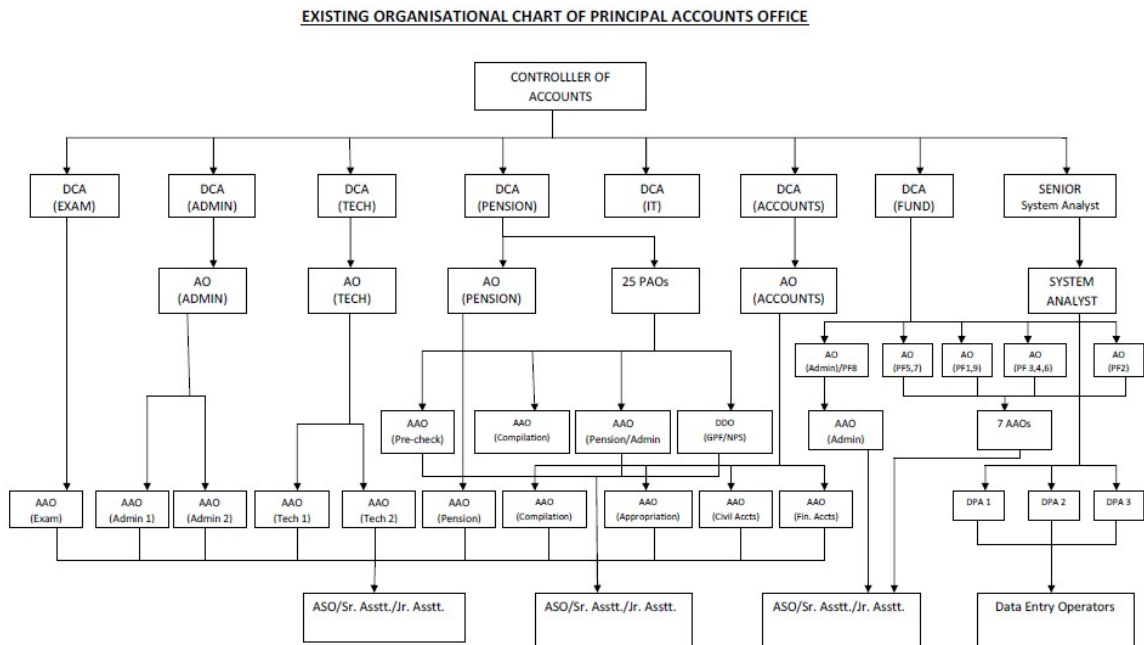
2. Mission/vision

The Principal Accounts Office has set some principles and guidelines to minimize the hardship to the employees and pensioners with an aim to provide the payments in prescribed time without in substantial arguments which generally effects in general. We monitor that all pensionery benefits i.e. gratuity, commutation, leave encashment, GPF, Insurance are paid to all the employees on the date of their retirement if submitted by prescribed schedule of time. The Principal Accounts Office aims to provide value based quick and efficient service within the minimum possible time except where the circumstances are beyond the control of the department.

3. Brief History and Background of the Establishment

This organization came in to existence w.e.f. 01.04.1977 in pursuant of the decision of the Government of India to introduce Pay & Accounts System in Delhi Administration. 22 multi departmental Pay & Accounts Offices, a GPF Cell and Principal Accounts Office headed by the Controller of Accounts started functioning to carry out financial transactions in respect of Delhi Administration. Later on one unit as Pension Cell and 3 new PAOs had been established to meet out the voluminous increased work load with passage of time, particularly after granting separate Consolidated Fund to GNCT Delhi w.e.f 1/12/93. Further computerization of PAOs' is also in process.

4. Organization Chart



5. Allocation of Business

Arranging all payments through the Pay & Accounts Offices/Principal Accounts Office except where the drawing and disbursing officers are authorised specifically to make certain types of payments.

1. Arranging payment of Pay and Allowances, Office Contingencies, miscellaneous payments including Provident Fund claims and other admissible Loans and Advances to Government Servants through Pay & Accounts Offices with prescribed financial procedures.
2. Preparation and consolidation of Annual Appropriation Accounts for the Demands for Grants, get it duly audited and submit to Legislative Assembly, duly signed by the Chief Accounting Authority.
3. Preparation of Finance Accounts, Payment of Loans and Grants, Payment of Pensions and Accounting thereof.
4. Presentation of Finance & Appropriation Accounts before Legislative Assembly after getting them Audited certified by A.G. Audit, Delhi.
5. Payment of Pension to Freedom Fighters through the PAOs.
6. Administrative and Establishment Function of the organization.
7. Implementation of scheme of payment of Salary of staff of GNCT of Delhi through Gepg.

With the constitution of separate “Legislature” and formation of a separate Corpus of “Consolidated Fund” for Government of N.C.T. of Delhi w.e.f.1.12.1993 the following activities earlier entrusted to the Controller General of Accounts (CGA), Ministry of Finance, Government of India are also now being performed by the Controller of Accounts, Govt. of N.C.T. of Delhi: -

- Preparation of grants wise monthly accounts in respect of Consolidated Fund..
- Preparation of Finance and Appropriation Accounts and various other accounting statements.

6. Duties to be performed to achieve the Mission

- i. Pre-check of and payments against bills for personal claims of both Gazetted and non-Gazetted establishments submitted by the Drawing and Disbursing Officers.
- ii. Post-check of Divisional accounts and vouchers received from the P.W. Divisions/Irrigation and Flood Control department.
- iii. Maintenance and compilation of works Accounts in respect of the transactions of P.W. Divisions/Irrigation and Flood Control department as per Codes/Rules.
- iv. Remittance of deductions on account of Provident Fund loans, insurance premia etc. by Cheque/drafts wherever such accounts are maintained by the other Accounts Officers.
- v. Reconciliation of accounts with the accredited banks of the Pay & Accounts Offices and maintenance of broadsheets relating to remittances of P.W.D.
- vi. Compilation of accounts in accordance with the classification under major/minor and detailed heads of Accounts.
- vii. Review progress of expenditure with reference to the budget allocations made (i.e. Appropriation Audit).
- viii. Maintenance of accounts of long term advances of Govt. servants and watching recovery thereof.

7. Details of Services Rendered

1. Payments in respect of all schemes/projects introduced in Govt. of NCT of Delhi.
2. Payment of pay and allowances, office contingencies, miscellaneous payments including provident funds claims and other admissible loans and advances to government servants in accordance with prescribed financial Rules/procedures.
3. Compilation and consolidation of accounts of Receipt and Expenditure of Govt. of NCT of Delhi.
4. Rendition of monthly accounts to the office of CGA, Govt. of India in respect of Public Head of Accounts.
5. Preparation of Appropriation Accounts, Finance Accounts, SCT for their laying in Delhi Legislative Assembly after getting the nod of the C&AG of India.
6. Maintenance of records of receipt/repayment of loan and repayment of interest received from Govt. of India in respect of Block loan and loan against Small Saving collections.
7. Review/reconciliation of Expenditure with reference to Budget Estimates, maintenance of accounts of all the transactions and their settlement with various departments/organisation.

8. Issue of technical instructions to PAOs on financial/service matters. Settlement of inward claims with various departments/Organizations.
9. Arrangement of payment of pension to the Central, State Govts, Cental/Delhi Freedom Fighter through Public Sector Bank by PAO 5.
10. Payment of salary to the employees of the Govt. through Gepg.
11. Authorization and Payments of pensionary benefits, and other retirement benefits viz. GPF, CGEIS, Leave encashment etc., to the employees of the Government of NCT of Delhi.

8. Citizen Interaction

This organization is not directly involved with the general public.

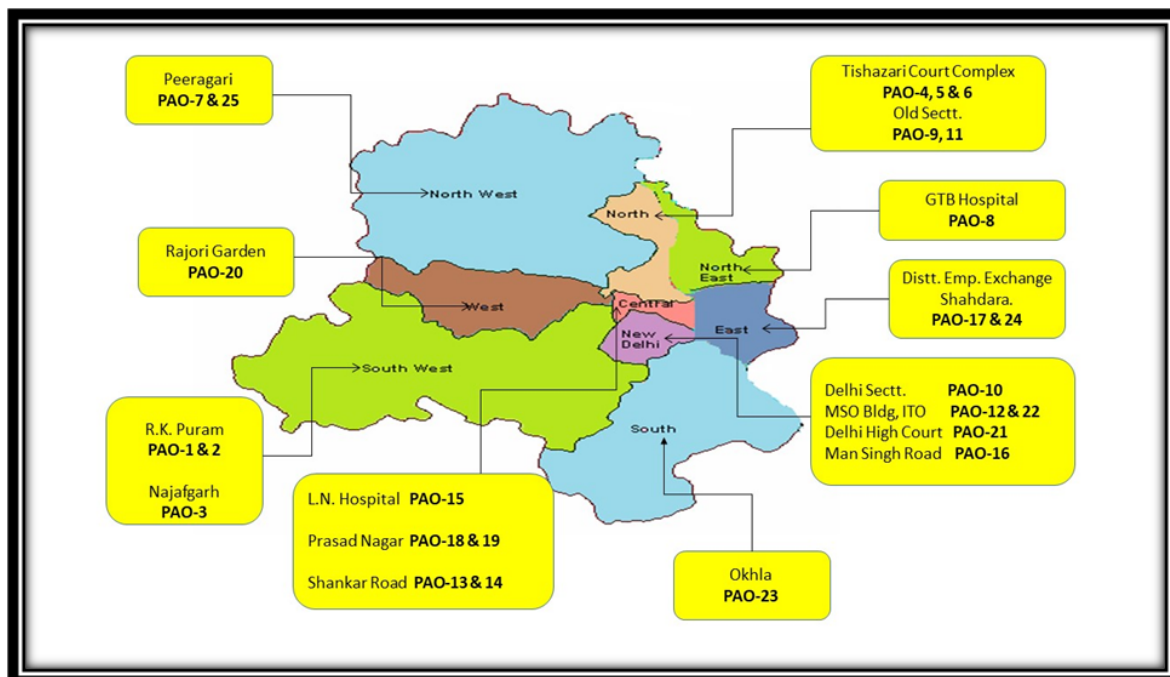
9. Postal Address of Main Office & Subordinate Offices:

Name	Complete Office Address	Office Telephone Number
Principal Accounts Office (HQ)	Principal Accounts Office, "A" & "B" Block, Vikas Bhawan, I.P. Estate, New Delhi 110002.	23370762
GPF Cell	GPF Cell, Vikas Bhawan-II, Civil Lines, Delhi-110054	23812884
Pay & Accounts Office No-1	Pay & Accounts office No- 1, West Block-7, Sector -1, Near SBI Bank R K Puram , New Delhi- 110066	26105275
Pay & Accounts Office No-2	Pay & Accounts office No- 2, West Block-7, Sector -1, Near SBI Bank R K Puram , New Delhi- 110066	26178570
Pay & Accounts Office No-3	Pay & Accounts office No- 3 , Old Library Building , Najafgarh, Delhi- 110043	25017053
Pay & Accounts Office No-4	Pay & Accounts Office - 04, Tis Hazari, Treasury Building, Delhi -110054	23959378
Pay & Accounts Office No-5	Pay & Accounts Office - 05, Tis Hazari, Treasury Building, Delhi -110054	23951168

Pay & Accounts Office No-6	Pay & Accounts Office - 06, Tis Hazari, Treasury Building, Delhi -110054	23952914
Pay & Accounts Office No-7	Pay & Accounts office No- 07 , DTC Bus Depot, First Floor Peeragarhi , Delhi - 110062	25289442
Pay & Accounts Office No-8	Pay & Accounts office No-08 , GTB Hospital Complex , Dilshad Garden , Delhi -110095	22592559
Pay & Accounts Office No-9	Pay & Accounts office - 09, Old Sectt., Delhi.	23817074 / 72
Pay & Accounts Office No-10	Pay & Accounts office No- 10 , Delhi Sachivalaya, I.P. Estate, New Delhi.	23392169
Pay & Accounts Office No-11	Pay & Accounts office No- 11, Old Sectt., Delhi.	23812653
Pay & Accounts Office No-12	Pay & Accounts office No- 12, 10th floor, MSO Building ITO, New Delhi 02	23724365
Pay & Accounts Office No-13	Pay & Accounts office No- 13, DFS Building, Shankar Road, New Delhi.	28742524
Pay & Accounts Office No-14	Pay & Accounts office No- 14, DFS Building, Shankar Road, New Delhi.	28745631
Pay & Accounts Office No-15	Pay & Accounts office No- 15, LNJP Hospital Complex, MRD Block, New Delhi.	23238386
Pay & Accounts Office No-16	Pay & Accounts office No- 16, Man Singh Road, New Delhi.	23389864
Pay & Accounts Office No-17	Pay & Accounts office No- 17, II Floor, District Employment Exchange, Vishwas Nagar, Shahdara, Delhi-32.	22300407

Pay & Accounts Office No-18	Pay & Accounts office No- 18, 3rd Floor, DFS Bldg. Prasad Nagar, Delhi	25788273
Pay & Accounts Office No-19	Pay & Accounts office No- 19, 3rd Floor, DFS Bldg. Prasad Nagar, Delhi	25783721
Pay & Accounts Office No-20	Pay And Accounts Office-20 GBSSS No. 1 Rajouri Garden Extension, School Building, Z-Block, Rajouri Garden, New Delhi 110027	25102352
Pay & Accounts Office No-21	Pay & Accounts Office-21 Delhi High Court , Administrative Block, Ist Basement Sher Shah Suri Marg, New Delhi-110003	23072735
Pay & Accounts Office No-22	Pay & Accounts Office-22, 10th Floor, MSO Building, I.P., Estate, New Delhi-110002	23490295
Pay & Accounts Office No-23	Pay & Accounts Office-23, DTC Depot., Okhla (Srinivas Puri), New Delhi-110065	26935313
Pay & Accounts Office No-24	Pay & Accounts office No- 24, I Floor, District Employment Exchange, Vishwas Nagar, Shahdara, Delhi-32.	22300406
Pay & Accounts Office No-25	Pay & Accounts office No- 25, DTC Bus Depot, First Floor Peeragarhi, Delhi-110062	25284190

10. Map of Office Location



11. Working Hours both for Office & Public

Working hours from 9.30 A.M. to 6.00 P.M.

12. Public Interactions, if any

This department is not a public dealing office.

13. Grievances, redressal mechanism:

This department is not a public dealing department, however, the grievances received from the pensioners are given proper attention and every effort are made to sort out their problems at appropriate level. .

Grievances redressal mechanism:

1. Contact Officer - **Dy. Controller of Accounts (Estt.)**
Principal Accounts Office,
Govt. of NCT of Delhi,
'A' Block, Vikas Bhawan, New Delhi.
Tel No.23370766
E-MAIL ADDRESS:dcoadmpao.delhi

2. GPF Grievances - **Dy. Controller of Accounts (Funds),**
GPF Cell, Vikas Bhawan-II, Civil Lines,
Delhi-110054
Tel. No. 23812884
3. Grievances of Pensioners - **Dy. Controller of Accounts (Pension)**
Principal Accounts Office,
Govt. of NCT of Delhi,
'A' Block, Vikas Bhawan, New Delhi.
Tel No.23370764
E-MAIL ADDRESS: dcoapenpao.delhi

In case of non-redressal of your grievances from the above officers, please contact:

**CONTROLLER OF ACCOUNTS,
PRINCIPAL ACCOUNTS OFFICE,
GOVT. OF NCT OF DELHI,
'A' BLOCK, VIKAS BHAWAN, NEW DELHI.
TEL NO. 23370762, 23370763
e.mail: coa@ nic.in**