



"हर काम देश के नाम"

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महत्वपूर्ण परिपत्र

केवल वेब-साइट के माध्यम से

संख्या: प्रशा./1अ/1014/के.पी.आई.

दिनांक : 20/12/2023

सेवा में,

संगठन के अधीन समस्त उप-कार्यालय
समस्त अनुभाग मुख्य कार्यालय

विषय :- Key Performance Indicators (KPIs) Report.

सन्दर्भ :- मुख्यालय कार्यालय का पत्र संख्या No. Coord/13002/KPIs/2023 दिनांक 14/12/2023 |

उक्त के संबंध में सूचित किया जाता है कि मुख्यालय कार्यालय के दिशा-निर्देशानुसार प्रत्येक माह में प्रेषित की जाने वाली KPI रिपोर्ट में कुछ नए संशोधन एवं अन्य क्षेत्र जोड़े गए हैं (प्रति संलग्न) जिसकी सूचना इस माह की KPI रिपोर्ट द्वारा मुख्यालय कार्यालय को प्रेषित की जानी है।

अतः समस्त प्रभारी अधिकारियों से अनुरोध है कि Annexure A-1 की सूचना जो कि आपके अनुभाग से संबन्धित है पर उक्त रिपोर्ट इस अनुभाग में प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें।

संलग्नक:- उपर्युक्त


व.लेखाधिकारी (प्रशा.1-अ)

प्रतिलिपि:-

1. नोडल अनुभाग Bill Section Annexure A-1 के अतिरिक्त Annexure A-2 की भी सूचना (MISC, S/C, Store Audit को शामिल कर) इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें।
2. नोडल अभियांत्रिकी अनुभाग Annexure A-1 के अतिरिक्त Annexure A-3 की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें।

4. नोडल अनुभाग वेतन तकनीकी Annexure A-1 के अतिरिक्त Annexure A-4 की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।
5. नोडल अनुभाग AN Pay-I Annexure A-1 के अतिरिक्त Annexure A-5 की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।
6. नोडल अनुभाग अन्य क्षेणी प्रकोष्ठ Annexure A-1 के अतिरिक्त Annexure A-6 (KPI-8) की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।
7. नोडल अनुभाग NPS Cell Annexure A-1 के अतिरिक्त Annexure-7 (KPI-9) की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें।
8. नोडल अनुभाग आंतरिक लेखा परीक्षा Annexure A-1 के अतिरिक्त मुख्यालय कार्यालय के संबन्धित पत्र के Annexure-C (KPI-10) की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।
9. नोडल अनुभाग प्रशासन -II Annexure A-1 के अतिरिक्त मुख्यालय कार्यालय के संबन्धित पत्र के Annexure-D (KPI-12) की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।
10. नोडल अनुभाग प्रशा. -I-ब' Annexure A-1 के अतिरिक्त मुख्यालय कार्यालय के संबन्धित पत्र के KPI बिन्दु 13 एवं 14 (Discipline & Vigilance) की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।
11. नोडल संगठन एवं पद्धति अनुभाग Annexure A-1 के अतिरिक्त मुख्यालय कार्यालय के संबन्धित पत्र के KPI बिन्दु 15 एवं 16 (Inspection & Grievance) की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।
12. नोडल लेखा-अनुभाग Annexure A-1 के अतिरिक्त मुख्यालय कार्यालय के संबन्धित पत्र के KPI बिन्दु 17,18 एवं 19 की भी सूचना इस अनुभाग को प्रत्येक माह के द्वितीय कार्य दिवस तक प्रेषित करना सुनिश्चित करें ।

- ६० -

व.लेखाधिकारी (प्रशा.1-अ)

रक्षा लेखा महानियंत्रक

उत्तम बटार रोड, पालम, दिल्ली छावनी-110010

Controller General of Defence Accounts

Utam Batar Road, Palam, Delhi: Cantt :110010

Phone 011-25665732 Fax. 011-25674806 email atcoord.cgda@nic.in

No. Coord/13002/KPIs/2023

Date : 14.12.2023

To

PCsDA/ CsDA

Subject : Key Performance Indicators(KPIs) Report


Please refer to HQrs office circular No. Coord/13002/KPIs/2023 dated 20.03.2023 addressed to all PCDA/PCoA(Fys)/CDAs. Subsequently clarifications were issued thereon and revised KPIs were circulated via HQrs office letters of even No. dated 31.05.2023 and dated 08.08.2023 respectively.

2. After analysis of the KPIs data received from Pr. Controllers/ Controllers for the previous months, it has been decided to revise the existing format of KPI report. Accordingly, a revised format of KPIs report along with its Annexures are enclosed herewith for your information and necessary action please

3. The revised KPIs report shall be rendered for the month of December, 20' 3 onwards.

This issues with the approval of the CGDA.

Encl: As above


Dy. CGDA (Audit)

Key Performance Indicators Report

KPI - 1 : 3rd Party Bills (Non DAD)

Calculation Formula	% Passed within 7 working days =	$\frac{\text{Total bills passed within 7 working days in a month}}{\text{Total bills passed in that month}} \times 100$		
	% Passed within 7 working days	Above 80%	50% to 80%	Below 50%
Scoring Matrix	Score	5	3	0

KPI-2 : Personal Claims (Non DAD)

Calculation Formula	% Passed within 7 working days =	$\frac{\text{Total Claims passed within 7 working days in a month}}{\text{Total Claims passed in that month}} \times 100$		
	% Passed within 7 working days	Above 80%	50% to 80%	Below 50%
Scoring Matrix	Score	5	3	0

KPI-3 : Personal Claims (DAD)

Calculation Formula	% Passed within 7 working days =	$\frac{\text{Total Claims passed within 7 working days in a month}}{\text{Total Claims passed in that month}} \times 100$		
Scoring Matrix	% Passed within 7 working days	Above 80%	50% to 80%	Below 50%
	Score	5	3	0

KPI - 4 : GeM Bills (Non DAD)

Calculation Formula	% Passed within 7 working days =	$\frac{\text{Total bills passed within 7 working days in a month}}{\text{Total bills passed in that month}} \times 100$		
Scoring Matrix	% Passed within 7 working days	Above 80%	50% to 80%	Below 50%
	Score	5	3	0

KPI-5 :Return of Bills/Claims

(Non-DAD : 3rd Party bills, Personal Claims & GeM bills)

Calculation Formula	% Returned =	$\frac{\text{Total Bills/Claims return in a month}}{\text{Total Number of Bills/Claims received in that month}} \times 100$		
Scoring Matrix	% Returned	Below 10%	10% to 25%	Above 25%
	Score	5	3	0

KPI-6 : CGDA HQrs Reference

Calculation Formula	Average number of delayed days taken to Reply =	$\frac{\text{Addition of total No. of delayed days taken to reply of all actionable CGDA HQrs reference in the month}}{\text{Total Nos. of actionable CGDA HQrs reference received in that month}}$		
Scoring Matrix	Average number of delayed (in days) taken to Reply	0 days	0 days to 5 days	Above 5 days
	Score	5	3	0

Cut off date will be taken 15 working Days (by Default) from date of issue. (if specifically not mentioned in letter)

KPI-7 : Rent & Allied Charges

Calculation Formula	Average number of days taken to prepare bills (after receipt of meter reading) =	Addition of total No of days taken by all AAO BSO office under Jurisdiction of PCDA's/CDAs		
	Average number of days taken to prepare bills	Below 15 days	15 days to 30 days	Above 30 days
Scoring Matrix	Score	5	3	0

KPI - 8 : Performance of PAOs

Calculation Formula	Average Score on Report of Annexure 'A'			
Scoring Matrix	Average Score on Report as Annexure 'A'	If equal to 1	1.01 to 3	Above 3
	Score	5	3	0

KPI-9 : New Pension Scheme

Calculation Formula	Average Score on report of Annexure 'B'			
Scoring Matrix	Average Score on Report as Annexure 'B'	Above 4	2 to 4	Below 2
Score	5	3	0	0

KPI - 10 : Audit Objections

Calculation Formula	Local Audit Objection/MFAI/IAR	Average Score on report of Annexure 'C'		
Scoring Matrix	Average Score on Report as Annexure 'C'	Above 4	2 to 4	Below 2
Score	5	3	0	0

KPI-11 : Implementation of Transfer Orders

Calculation Formula	% of transfer orders issued by HQrs office, implemented during the period of subject report .			
Scoring Matrix	% of transfer orders implemented	Above 80%	50% to 80%	Below 50%
	Score	5	3	0

KPI - 12 : Utilization of Maintenance Budget

Calculation Formula	Utilization of Maintenance Budget			Average Score on report of Annexure 'D'
Scoring Matrix	Average Score on Report as Annexure 'D'	Above 4	2 to 4	Below 2
	Score	5	3	0

KPI - 13 : Discipline

Calculation Formula	Based on the average marks obtained in Annexure 'E'.			
Scoring Matrix	Based on the Marks obtained in Annexure 'E'	3 to 5	2 to 3	Below 2
	Score	5	3	0

KPI-14 : Vigilance

Calculation Formula	% of Reports submitted within due dates =	<u>No. of Reports submitted within due date x100</u> Total No. of Reports due in the month		
	% of Reports submitted within due dates =	Above 90%	80% to 90%	Below 80%
Scoring Matrix	Score	5	3	0

KPI - 15 : Inspection

Calculation Formula	Based on the marks obtained in Annexure 'F'.			
Scoring Matrix	Based on the Marks obtained in Annexure 'F'	Above 6	3 to 6	Below 3
	Score	5	3	0

KPI-16 : Grievance

	$\frac{\text{Grievance redressed within 30 days} \times 100}{\text{Total no. of grievances redressed in the calendar month}}$						
Calculation Formula	$\frac{\text{Total no. of appeal in the calendar month} \times 100}{\text{Total no. of Grievances redressed in the calendar month}}$						
Scoring Matrix	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Above 95%</td> <td style="width: 33%;">75% to 95%</td> <td style="width: 33%;">Below 75%</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> </tr> </table>	Above 95%	75% to 95%	Below 75%	5	3	0
Above 95%	75% to 95%	Below 75%					
5	3	0					

KPI - 17 :RBI Reconciliation with SBI Payment (For Code Head 021/00)

	$\frac{\text{Compilation under Code Head 021/00}}{\text{Total monthly figure reported by RBI}} \times 100$						
Calculation Formula	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Above 90%</td> <td style="width: 33%;">75% to 90%</td> <td style="width: 33%;">Below 75%</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> </tr> </table>	Above 90%	75% to 90%	Below 75%	5	3	0
Above 90%	75% to 90%	Below 75%					
5	3	0					
Scoring Matrix	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Above 90%</td> <td style="width: 33%;">75% to 90%</td> <td style="width: 33%;">Below 75%</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">3</td> <td style="text-align: center;">0</td> </tr> </table>	Above 90%	75% to 90%	Below 75%	5	3	0
Above 90%	75% to 90%	Below 75%					
5	3	0					

**KPI - 18 : SBI CMP Booking Amount
(For Code Head 020/91)**

Calculation Formula	% Compilation of booking Amount (020/91) =	<u>Total figure reflected in NCS Compilation</u> x100 Monthly figure reported in DMS by SBI		
	% Compilation of booking Amount (020/91) =	Above 90%	75% to 90%	Below 75%
Scoring Matrix	Score	5	3	0

KPI-19 : Clearance of S&S Imprest Account

Calculation Formula	% Imprest Accounts settled =	<u>No. of cash account received & accounted for within 45 days of the month closed</u> x100		
	% Imprest Accounts settled =	Above 90%	75% to 90%	Below 75%
Scoring Matrix	Score	5	3	0

Scoring - Matrix wef Nov 2023 onward

DOs II MR %	TA/DA		Tender memo		Complaints		Rej Reprocessing %		Concurrent Review	
	%	marks	%	marks	%	marks	%	marks	%	marks
> 1.0	5	5	> 8.0	5	> 60	5	>=40	5	> 4.0	1
0.75-1.0	4	4	6<=%< 8	4	46-60	4	30<=%< 40	4	3<=%< 4	2
0.5-.75	3	3	4<=%< 6	3	31-45	3	20<=%< 30	3	2<=%< 3	3
0.25-.5	2	2	2<=%< 4	2	16-30	2	10<=%< 20	2	1<=%< 2	4
< 0.25	1	1	< 2.0	1	< 15	1	< 10	1	< 1.0	5

Manual Rejection % =

Total Manual Rejections
Total Processed/Accepted DOs II

Complaints /Grievance % =

Outstanding complaints
Total Complaints(OB+ Receipts)

TA/DA % =

Pending TA/DA
Total No. of IRLAs

Rejection Reprocessing % =

Pending Rejections > 1 Month
Items reprocessed *

Tender Memo % =

Outstanding Tender memos
Total No. of IRLAs

Concurrent Review % =

IRLAs reviewed in the month
Total No. of IRLAs

Items reprocessed =

OB of rejected DOs II of Last Month + Rejections of previous month

KPI scoring on National Pension System

Sl No.	Nature of work	Achievement	Marks	Remarks	
1	Generation of PRAN	Oldest joining date of employee whose PRAN not generated	within 20 days	5	
			21-30 days	4	
			31-40 days	3	
			41-50 days	2	
			51-60 days	1	
			more than 60 days	0	
2	Timely remittance of contribution	Contribution remitted in last working day of the month	98-100%	5	1. Contribution uploaded within first week of the following month may be treated as in time in cases of IEs only. 2. For the month of March, contribution uploaded on first working day of the following month may be treated as in time.
			96-98%	4	
			94-96%	3	
			92-94%	2	
			90-92% below 90%	1 0	

Calculation

1 Generation of PRAN > No. of days between date of joining of employees whose PRAN not generated

2 Timely remittance of contribution > $\frac{\text{No. of employees whose contribution was remitted at the end of the month} \times 100}{\text{Total number of employees covered under NPS}}$

* Contribution uploaded within first week of the following month may be treated as in time in cases of IEs only.

** For the month of March, contribution uploaded on first working day of the following month may be treated as in time.

MFAI/IAR				
Calculation Formula	Based on the number of MFAI/IAR raised during Quarter year			
Scoring Matrix	No. of Fresh (MFAI+IAR) raised during Quarter	Above 5	2 to 5	below 2
	Score	5	3	0

Local Audit objection				
Calculation formula	Average No. of Audit Objection Raised = $\frac{\text{Total No. of Audit Objection in a quarter Year}}{\text{Total No. of LAO Office}}$			
Scoring Matrix	Average No. of Audit Objection	Above 500	201 to 500	below 200
	Score	5	3	0

Utilization of Maintenance Budget

Sl.	Nature of Monitoring Work	Percentage Expenditure	Marks	Remarks Justification
1	Monitoring of utilization of Maintenance budget Office Buildings (MH 2059)			1. Appropriate measure for monitoring the progress of expenditure and booking of expenditure for optimum utilisation of budget allocation during the financial year
	Performance based on Expenditure after release of Budget under maintenance of Office Buildings	If fund utilization during the Quarter is 25% or above	5	
		If fund utilization is between 24 % to 20%	4	
		If fund utilization is between 19 % to 15%	3	
		If fund utilization is between 14% to 10%	2	
		If budget utilization is between 9% to 5%	1	
		If budget utilization is less than 5%	0	
2	Monitoring of utilization of Maintenance budget on Residential Building (MH 2216)			2. Where separate funds may be indicated separately for obligatory expenses like Electricity, water etc. & the actual expenditure on Maintenance of infrastructure
	Performance based on Expenditure after release of Budget under maintenance of Residential Buildings	If 75% fund utilization during the quarter or above	5	
		If fund utilization is between 24 % to 20%	4	
		If fund utilization is between 19 % to 15%	3	
		If fund utilization is between 14% to 10%	2	
		If budget utilization is between 9% to 5%	1	
		If budget utilization is less than 5%	0	

Periodicity of the Report is Quarterly

KPI - 14: Discipline
(Proposed)

Sl. No.	State of Inquiry	Time Limit	Time taken	Score
1	Issue of Charge Sheet	0 Months from the date of receipt of Investigation report	Within Time Overdue	5 0
2	Conducting departmental inquiry and submission of report.	06 Months from the date of appointment of IO/PO.	Within Time Overdue	5 0
3	Issue of orders on the Inquiry report.	02 Months from the date of receipt of IO's report, if Commission's advice is not required.	Within Time Overdue	5 0
4	Finalization of disciplinary cases (major penalty).	18 Months from the date of delivery of charge-sheet on the delinquent government servant.	Within Time Overdue	5 0
5	Consideration of Appeal and Disposal.	01 Month	Within Time Overdue	5 0
Scoring Matrix -			(No. of cases within time x 5) + (No. of cases Overdue x 0) Total Nos. of Cases	

Note: Time line for completion of major penalty proceedings should be as per the provisions of DoPT O.M 372/J3/2007-AVD-III(Vol.10) dt. 14th Oct. 2013 and CVC letter No. 080/VGI/18 dt. 23rd May, 2000.

Score -
3 - 5
2 - 3
1 - 2

KPI - 14: Discipline

(Illustration)

Sl. No.	State of Inquiry	No of cases	Score
1.	Issue of Charge Sheet	Within Time	$(1 \times 5) + (1 \times 0) / 2$ =2.5
		Overdue	
2.	Conducting departmental inquiry and submission of report.	Within Time	$(2 \times 5) + (4 \times 0) / 6$ =1.7
		Overdue	
3.	Issue of orders on the inquiry report	Within Time	$(4 \times 5) + (2 \times 0) / 6$ =3.4
		Overdue	
4.	Finalization of disciplinary cases (major penalty)	Within Time	$(6 \times 5) + (4 \times 0) / 10$ =3
		Overdue	
5.	Consideration of Appeal and Disposal.	Within Time	$(1 \times 5) + (1 \times 0) / 2$ =2.5
		Overdue	
Overall score			$(2.5 + 1.7 + 3.4 + 3 + 2.5) / 5$ =2.62

KPI Parameter in respect of HQrs Inspection Reports

1. Outstanding Observations in respect of immediate last Inspection Report:-

Observations need Internal/local monitoring at the level of CDA			Observations need input from other agencies/organizations				
Total Observations outstanding as on 1 st of the month (in Nos)	Settled during the month	% of Settled during the month	Points scored	Total Observations outstanding as on 1 st of the month (in Nos)	Settled during the month	% of Settled during the month	Points scored
A							
Settlement 100%	5 points			Settlement 100%	5 points		
Settlement more than 80%	4 points			Settlement more than 80%	4 points		
Settlement between 61% to 80%	3 points			Settlement between 61% to 80%	3 points		
Settlement between 41% to 60%	2 points			Settlement between 41% to 60%	2 points		
Settlement 40% or less	1 point			Settlement 40% or less	1 point		

2. Outstanding Observations in respect of previous Inspection Reports:-

Observations made Internal/local monitoring at the level of CDA				Observations made ...put from other agencies/organization-			
Total Observations outstanding as on 1 st of the month (in Nos)	Settled during the month	% of Settled during the month	Pointscored	Total Observations outstanding as on 1 st of the month (in Nos)	Settled during the month	% of Settled during the month	Pointscored
B							
Nil outstanding as on 1 st of the month	5 Points			Nil outstanding as on 1 st of the month	5 Points		
Settlement 100%	5 Points			Settlement 100%	5 Points		
Settlement more than 80%	4 Points			Settlement more than 80%	4 Points		
Settlement between 61% to 80%	3 Points			Settlement between 61% to 80%	3 Points		
Settlement between 41% to 60%	2 Points			Settlement between 41% to 60%	2 Points		
Settlement 40% or less	1 Point			Settlement 40% or less	1 Point		

3. Repetitive inspection observations

C	No of repetitive inspection observations in the immediate last inspection report (Nos)	Points scored
	More than 2 Observations in either of the inspection report	0 Point
	Less than 2 Observations	1 Point

4. Oldest Observations

D	Oldest year of outstanding observations	Points scored
	Inspection observations outstanding for more than 05 years	0 Point
	Inspection observations outstanding for less than 05 years	1 Point

5. Number of Reminders sent from HQrs Office

	Number of reminders	Points scored
E		
Full reply received without any reminder		3 Points
After one reminder - All reply received		2 Points
- Partial reply received		1 Point
Reply received after more than one reminder		0 Point

6. Total Points scored:-

Maximum Points	Total Points scored (A+B+C+D+E)	Percentage (b)/25 X 100	Marks (as per Scoring Matrix)
(a) 25	(b)	(c) %	(d)

Scoring Matrix

%age of Points scored - 6 (c)	Marks
100 Percentage	10 Marks
81% to 99%	8 Marks
61% to 80%	6 Marks
41% to 60%	4 Marks
21% to 40%	2 Marks
0% to 20%	0 Mark

Reference From CGDA HQrs Office

1	2	3	4	5	6
Opening Balance	Received	Disposal	Closing Balance	Oldest Date	Letters Cleared within 15 Working Days

7	8	9	10
Letter No. & Date received from HQrs Office	Disposal Number & Date	No. of Days taken to dispose the Letter	No. of delayed days taken to reply of all actionable CGDA HQrs reference in the month.

Cut off date will be taken 15 working Days (by default) from date of issue. (if specially not mentioned in Letter)

ANNEXURE-A-2

NODAL SECTION : BILL SECTION

FOLLOWING REPORTS WILL BE CONSOLIDATED FOR STORE CONTRACT SECTION, STORE AUDIT SECTION & MISC SECTION OF MAIN OFFICE, BILL SECTION OF AAO(IC) PRAYAGRAJ AND AAO(IC) KANPUR

3rd Party Bills (NON DAD)

Opening Balance	Bills Received in a month	Total bills received in a month + previous month carry forward	Total Bills Passed in a month	Total Bills Passed within 07 working days	Total Bills returned in a month	Total Bills returned within 07 working days	Closing Balance
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GEM Bills (NON DAD)

Opening Balance	Bills Received in a month	Total bills received in a month + previous month carry forward	Total Bills Passed in a month	Total Bills Passed within 07 working days	Total Bills returned in a month	Total Bills returned within 07 working days	Closing Balance
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Cut-off date is 25th of the month

NODAL SECTION : ENGG. SECTION

FOLLOWING REPORTS WILL BE CONSOLIDATED FOR ENGG. SECTION OF MAIN OFFICE AND ALL AOs GE/AAOs GE UNDER MAIN OFFICE

3rd Party Bills (NON DAD)

Opening Balance	Bills Received in a month	Total bills received in a month + previous month carry forward	Total Bills Passed in a month	Total Bills Passed within 07 working days	Total Bills returned in a month	Total Bills returned within 07 working days	Closing Balance
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Personal Claims (NON DAD)

Opening Balance	Bills Received in a month	Total bills received in a month + previous month carry forward	Total Bills Passed in a month	Total Bills Passed within 07 working days	Total Bills returned in a month	Total Bills returned within 07 working days	Closing Balance
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GE/M Bills (NON DAD)

Opening Balance	Bills Received in a month	Total bills received in a month + previous month carry forward	Total Bills Passed in a month	Total Bills Passed within 07 working days	Total Bills returned in a month	Total Bills returned within 07 working days	Closing Balance
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RECOVERY OF RENT AND ALLIED CHARGES

S/No		Name of BSO OFFICE	No of Days taken to prepare the bill
RECOVERY OF RENT AND ALLIED CHARGES			

Average number of Days taken to prepare bills (after receipt of meter reading)	=	Addition of total no. of Days taken by all AAO BSO office under Jurisdiction of PCDA/CDAs	Total No. of AAO BSO office under Jurisdiction of PCDA/CDAs
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NODAL SECTION : AN (PAY-I) SECTION

FOLLOWING REPORTS WILL BE CONSOLIDATED BY AN (IV) SECTION IN r/o AN-II & AN-V SECTION OF

MAIN OFFICE

Personal Claims (DAD)

Opening Balance	Bills Received in a month	Total bills received in a month + previous month carry forward	Total Bills Passed in a month	Total Bills Passed within 07 working days	Total Bills returned in a month	Total Bills returned within 07 working days	Closing Balance
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ANNEXURE-A-6

NODAL SECTION : QRS Cell

FOLLOWING REPORTS WILL BE CONSOLIDATED FOR ALL PAOs UNDER MAIN OFFICE

Separate Annexure attached - - HQrs Annexure - 'A'

ANNEXURE - A-7

NODAL SECTION : NPS CELL

FOLLOWING REPORTS WILL BE CONSOLIDATED BY NPS CELL IN RESPECT OF WHOLE ORGANIZATION

Separate Annexure attached - HQrs Annexure - 'B'