

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CONTROLLER GENERAL OF ACCOUNTS
PUBLIC FINANCIAL MANAGEMENT SYSTEM
SHIVAJI STADIUM
NEW DELHI**

C-13015(801)/MFCGA/PFMS/PQ(CDN)/2017-18/ 8092 - 8146

3rd Floor, Annexe Building,
Shivaji Stadium, New Delhi,
Dated: 10 September, 2018

OFFICE MEMORANDUM

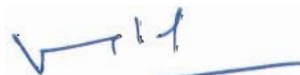
Subject: Standard Operating Procedure (SOP) / Guidelines for handling of Parliament Question, Grievances, Complaints and other information sought by CGA office/ Ministry etc.

In continuation of this office OM No. C-13015(801)/MFCGA/PFMS/PQ(CDN)/2017-18/ 7151-7168 dated 16.08.2018, the SOP may be read as under :

1. The initial paper shall be received in CDN Section, PFMS either from CGA office or Ministry of Finance (Deptt. of Expenditure) or petitioner or complainant, as the case may be. If the initial paper is received in any other vertical or section directly, it should be sent to CDN Section, PFMS for initiating necessary action.
2. The CDN Section, PFMS will circulate the same to the Jt.CGAs of the concerned verticals. The Jt.CGA must impress upon the concerned officer in his vertical that the reply is provided to the CDN Section within the timeline mentioned in the letter/circular sent by the CDN Section. Hard copy as well as soft copy of the reply should be provided. In case of Parliament Question, the reply must accompany Note for Pad.
3. Necessary inputs are generally available in existing reports which can be accessed by the Roll-out/Training vertical. If the information is not available, then Reports Team may be contacted for getting the desired data/ information.
4. In case, matter pertains to more than one sections of the concerned vertical, a consolidated reply for the vertical should be provided to the CDN Section. Section-wise piece-meal reply from any vertical will not be entertained by the CDN Section.
5. As replies to the Parliament Questions and other information sought by CGA office/Ministry are **Time Bound** and often required to be provided on a very short notice, the concerned vertical should obtain the approval of Addl.CGA before sending the replies to the CDN Section. CDN Section therefore, will not require the processing of file again for approval of Addl.CGA. Replies to the Grievances/complaints may be provided by the concerned vertical with the approval of jt.CGA or Addl.CGA as deemed fit.
6. The CDN Section will then consolidate the reply and forward the same to the CGA office or Ministry, complainant, petitioner etc. as the case may be.

All the officers of CPMU, PFMS are requested to follow the above procedure strictly and extend full cooperation to the CDN Section for efficient and timely disposal of all kinds of above noted cases.

This issues with the approval of Addl.CGA.



(Vinay Singhal)
Asstt. Controller of Accounts

1. JT.CGA (RS/BV/ELK/HKS), PFSM
2. JT.CGAs/Dy.CGAs/ACGAs/ACAs holding the charge of SPMUs of PFMS
3. Dy.CGA (SK/RL), PFMS
4. All ACGAs/ACAs/Sr. AOs/AOs/AAOs in CPMU, PFMS
- ~~5.~~ Sr.AO(ITD) for uploading on the CGA's website

Copy for information to:

1. PS to Addl. CGA (SKM)
2. AO(CDN Section) CGA Office