

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CONTROLLER GENERAL OF ACCOUNTS
PUBLIC FINANCIAL MANAGEMENT SYSTEM
3RD FLOOR SHIVAJI STADIUM ANNEXE
NEW DELHI - 110 001

C-13015(801)/MFCGA/PFMS/PQ(CDN)/2017-18/ 7151-7168

Dated: 16 August, 2018

OFFICE MEMORANDUM

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

The undersigned is directed to convey the guidelines and Standard Operating Procedure for handling the Parliament Questions, Grievances, Complaints and other information required by CGA office/ Ministry etc in PFMS 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. 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.
4. As replies to the Parliament Questions and other information sought by CGA office/Ministry is 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 or 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.
5. 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.


(P.C. Gupta)
Assit. Controller of Accounts

1. Jt.CGA (RS/BV/ELK), PFMS
2. Dy. CGA (SK/RL), PFMS
3. All ACGAs/ACAs/Sr.AOs/AOs/AAOs in CPMU,, PFMS
4. 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