

# CITIZEN CHARTER OF CDA (CSD) MUMBAI

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## 1. AIM/Purpose of this Charter

The aim/purpose of this charter is to work for better quality in public service, to render efficient, correct and prompt accounting, audit and financial advice to the Canteen Stores Department

## 2. Mission Statement

We strive to achieve excellence and professionalism in accounting and financial services and in Performing audit functions

## 3. Services delivered by the Department

The Stakeholders for the services rendered by this office is the Canteen Stores Department. The objectives of the CDA (CSD) and Local Offices under him are as follows:-

- a) To assist the Canteen Stores authorities in improving the financial management of the Depots under them.
- b) To ensure that the financial and other resources placed at the disposal of the CSD are used properly.
- c) To ensure that the commercial accounts of the CSD are prepared correctly, are complete in all respects and are submitted on due dates

## 4. Clients/Customer for the Organization: Canteen Stores Department

### 5. Our aim is to complete the following tasks:

Sl. No	Services	Service Performance Standards /	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
1.	<p><b>Provision of Funds to C.S.D:</b> For the CSD organization as a whole, funds are being made available by the CDA (CSD) by NEFT on a weekly basis.</p>	<p>Within 4 working days of receipt of requisition, subject to submission of expenditure details of previous advance.</p>	<p>Officer in Charge Accounts section &amp; D Section.</p>		<p>For the CSD organization as a whole, funds will be made available by the CDA (CSD) by NEFT, the proceeds of which will be credited to the Imprest Account of CSD operated with Punjab National Bank/State Bank of India. For this purpose, GM CSD will project to the CDA (CSD), the entire requirement of his organization (including depots) on a month to month basis within the budgetary allocation. The Imprest will be recoupable normally on a weekly basis, with reference to the requisition for recoupment at the request of GM CSD.</p> <p>For this purpose CDA (CSD) will maintain relevant registers and other documents in the same manner as for payment of Cash Requisition in a Controller's office. This job will be organized like a miniature Miscellaneous and Disbursement section in a Regional Controller's office and consistent with the commercial nature of CSD. The general principles and rules of audit as laid down in Chapter 2 of Defense Audit Code will be followed.</p>	<p>Requisition, Budgetary allotment, Expenditure details of previous advance..</p>	NA
2.	<p><b>Compilation of Accounts</b> The receipt and payment accounts of the CSD are compiled to appropriate code heads for inclusion the monthly financial compilation.</p>	<p>Within 10 days of receipt of the account.</p>	<p>Officer in Charge Accounts section.</p>		<p>Canteen Stores Department will prepare a monthly statement of Receipt and Payment on a form approved by CGDA and forwards the same to CDA (CSD) according to the prescribed schedule. On receipt of this account, CDA (CSD) will compile accounts to respective heads of account at the same time watching the expenditure against budgetary allocations.</p>	<p>Receipt and Payment account</p>	NA

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3.	<p><b>Internal audit and Local audit of Store Accounts</b></p> <p>The store accounts, personal claims, pay bills, service books, office contingencies and all other payment vouchers of Canteen Stores Depot and its depots are post audited by this office.</p>	On Yearly, half yearly quarterly or Monthly basis depending on the type of audit.	Officer in Charge, Post Audit Group, IA section, O&M cell and all Local Audit officers.		CDA (CSD) will conduct internal audit on the accounts of the Head Office of the CSD. He will also be responsible for local audit of depot accounts to be carried out by Local Audit Officers as per manuals prescribed.	Documents required will vary based nature of claim/payment.	NA
4.	<p><b>Financial Advice</b></p> <p>Concurrence is accorded in respect of those proposals where financial powers are exercised by General Manager (CSD) under his delegated powers.</p>	As per existing orders on the subject.	Officer in Charge, IFA section.		<p>Vide Govt. of India, Ministry of Defence letter No.2850/DFA (Q)/95 dated 29th May 1998, the Internal Financial Adviser System has been introduced in Canteen Stores Department. The CDA (CSD) or his representative will function as Internal Financial Adviser and will render advice to General Manager CSD on financial matters falling within the competence of the Board of Administration as per their delegated financial powers.</p> <p>CDA (CSD) or his representative will also participate in the Provisioning Committee for placement of orders on suppliers and attend meetings of the Price Negotiation Committee and Price Revision Committee in the capacity of Internal Financial Adviser based on the data /recommendations indicated in Provisional Review of General Orders.</p>	Proposal with all the relevant documents and orders related to the proposal.	NA

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5.	<p><b>Administration</b> It covers general administration and related works. Major areas of work includes confirmation, promotion, resignation, grant of MACP, maintenance of APAR, issue of Part II Office Order, Transfer/Posting, discipline, Confidential Reports Pension Claims, issue of NOC and rendition of various reports to HQrs office. To deal with various personal matters including welfare in r/o Officers and staff of CDA(CSD) i.e kinds of leave, maintenance of service book and personal files, medical facilities etc. It is also responsible for duty allowances &amp; office security and care of office buildings, furniture, type writers &amp; other machines, diarisation &amp; proper distribution of different types of letters. Further it is also responsible for preparation of pay bills, issue of advances and office contingency and miscellaneous expenditure. Custody, disbursement and accounting of cash, preparation of budget.</p>	According to the type of work and generally completed within 30 days.	Officer in Charge Admin section.		The works are of different types. Accordingly, the procedures dealing with them are different and vary in number.	On receipt of completed claims in all respect, same are submitted to competent authority and after getting approval/sanction, necessary payments are issued in favor of claimants through cash/cheque/electronic money transfer to their accounts.	NA

## 6. Complaint Redressal Systems

Any complaint in respect to delivery of services provided by this office may be registered with following officers:

(1) During office hour (Monday to Friday) except holidays:

Shri J.D.Shetty, Sr.AO  
O/o the CDA & IFA (CSD)  
Adelphi 119, M.K.Road  
Church gate Mumbai-20  
Ph: 022-66382973

(2) Beyond office hours:

Shri Vinit Misra,  
Asst Accounts Officer  
O/o the CDA & IFA (CSD)  
Adelphi 119, M.K.Road  
Churchgate Mumbai-20

### Nodal officer for Citizen Charter

Shri J.D.Shetty, Sr.AO  
O/o the CDA & IFA (CSD)  
Adelphi 119, M.K.Road  
Churchgate Mumbai-20  
Ph: 022-66382973

## 7. Details of Key officers

Sl.No.	Name of the Officer	Contact No.	Matters relating to
1	Smt Nirupama, IDAS CDA&IFA(CSD)	022-22016787	Over all In charge
<u>1</u>	Smt.Rashmi Shinganapurkar, Sr,AO	022-22073290	AN/AN-Pay/Pay Tech/Hindi/NPS/EDP
<u>2</u>	Shri M.B.Govekar, Sr. AO	022-66382973	IFA/D/Accounts/O&M
<u>3</u>	Shri J.D. Shetty, Sr.AO	022-66382973	IA/PA-I & II/Record
<u>1</u>	Shri Anil V. Umesh, Sr.AO	011-25699321	LAO(CSD), Delhi
<u>2</u>	Shri Randhir Singh Jasrotia, Sr.AO	01923-221048	LAO(CSD),Jammu
<u>3</u>	Shri Bimal Rajbongshi, Sr.AO	0361-3644926	LAO(CSD), Narangi
<u>4</u>	Md. Khaja Mohiuddin, Sr.AO	044-24322401	LAO (CSD), Chennai
<u>5</u>	Shri Dhananjay P.Ogale, Sr. AO	022-23736625	LAO (CSD), Mumbai.