

**OFFICE OF THE PRINCIPAL CONTROLLER OF DEFENCE ACCOUNTS, BANGALORE**  
# 107, Lower Agram road, Agram post, Bangalore -560 007  
Phone No. 08025545101, 08025549746 Fax No.08025543810

No.O&M/5008/O&M Activities/2017-18

Dated 21<sup>st</sup> August 2017.

To

The Office in-charge,  
All Sections in Main Office.  
(LOCAL)

OA cell.

Sub:- Formulation of Citizen's Charter.

Ref:- HQrs letter No.AN/III/3012/Citizen Charter dated 28.06.2017.

HQrs vide letter cited above has instructed all Controllers to formulate Citizen's Charter and upload the same in their official website. It is, therefore, requested to forward Citizen's Charter in the prescribed format to this section for uploading in PCDA, Bangalore website and sending confirmation to HQrs. The report may be submitted to this section latest by 28.08.2017. Any guidance/reference if required, Citizen's Charter available in website of HQrs Office and PCDA (P) Allahabad may be referred.

SECTION :

Sl. No.	Nature of services	Service delivery Standards, Quality		Time frame	Name and Contact number of the dealing officer
		Processes involved	Documents required		

Accord top priority please.

GO (O&M) has seen.

  
Sr. Accounts Officer (O&M)