

Citizens' Charter		
Public Accounts Department		
Sr No	Type of Services	Normal Time Required
1	Delivery of receipted challans tendered with cash	20 minutes (Depending upon volume and cash tendered)
2	Delivery of receipted challans tendered with cheques issued by Government departments maintaining accounts with Reserve Bank India	On the same day
3	Delivery of receipted challan tendered with local cheques drawn on other banks	After 4 clear working days
4	Delivery of receipted challans tendered with outstation cheques	One week (for the four Metros) 15 days for other centre
5	Submission of scrolls to Government departments	Next working day
6	Submission of monthly statements to Government departments	On second working day of the following month
7	Cash withdrawal by the Government cheques	20 Minutes (Depending upon volume of withdrawal)
8	Receipt of debit/credit scrolls from agency banks and reimbursement of claims/settlement	Day to day basis

January 15, 2009

**Nodal Officers for
Complaints Redressal at Regional Offices**

<i>Name of the Office</i>	<i>Name of the Nodal Officer and Designation</i>	<i>Phone No</i>
Ahmedabad	Deepak Chikhale, AGM	079-27542216
Bengalore	P. M. Hegde, AGM	080-22211202
Belapur (Navi Mumbai)	Jatadhari Mishra, DGM	022-2756 0229
Bhopal	Suchitra Sukumaran, AGM	0755-2764851
Bhubaneswar	S. Usha Rani, Manager	0674-2390071
Chandigarh	Anita Kalra, AGM	0172-2784213
Chennai	K. Santhakumar, AGM	044-25387207
Guwahati	P.C. Mishra, Manager	0361-2517543
Hyderabad	K. Mohan Rao, AGM	040-23230299
Jaipur	R. K. Singh, AGM	0141-2562060
Kanpur	Vijay Kumar Nayak, DGM	0512-2311240
Kolkata	S. Gngopadhyay, AGM	033-22314422
Mumbai	D. N. Vidwans, Manager	022-22676534
Nagpur	Rajender Kumar, Manager	0712-2544799
New Delhi	Rajat Raj, Manager	011-23318753
Patna	Dayanand Jha, AM	0612-2321291
Thiruvananthapuram	A. K. Mohankumar, Manager	0471-2328690