

No. M-114/6/2024/CGA/ CF. No 17509/3407

O/o Controller General of Accounts

Ministry of Finance

Department of Expenditure

(Oversight and Monitoring Cell)

Mahalekha Niyantak Bhawan

GPO Complex, E-Block, INA, New Delhi

Dated: 23.10.2025

OFFICE MEMORANDUM

Sub: - Ensuring efficiency in bill payments and timely processing of pension cases -reg.

The undersigned is directed to say that the efficiency and timely disposal of bills and pension cases is one of the core responsibilities of all the Ministries/Departments/Offices under CGA Organisation. Any delay in such matters not only affects the efficiency and accountability of this organisation but also hampers the service delivery which undermines the credibility of the financial management system.

2. All Pr. CCA/CCAs/CAs(Independent) are, therefore, requested to keep a close watch on the functioning of PAOs under their control and issue necessary instructions/advisories from time to time to ensure strict compliance with the extant rules/instructions while passing bills and processing pension cases. Further, emphasis should be on the following points:

- All bills, particularly pension cases and related payments, must be disposed of within the prescribed timelines.
- Piecemeal objections should not be raised. Any objection, if unavoidable, must be specific, justified and strictly based on relevant rules and regulations.
- PAOs must act as facilitators by guiding and advising departmental offices for smooth processing of claims.
- A standardized checklist should be circulated by each Pr.CCA/CCA/CA(Independent) to Departmental Authorities to prevent unnecessary or avoidable return of bills/pension cases.
- Delays which cannot be justified under rules are to be strictly avoided and accountability may be ensured in cases of lapse.
- Pensionary benefits must be recorded in service book at each stage (Issue, Payment, Recovery).
- Pensionary benefits should be released only to the concerned Pensioner/Family Pensioner.

3. The above guidelines will help to strengthen the efficiency and accountability of all the Ministries/Departments/Offices under CGA Organisation. This may please be ensured by all the Pr.CCA/CCA/CA(Independent) that these standing instructions must be compiled by all the concerned.

4. This issues with the approval of Controller General of Accounts.


Sr. Accounts Officer

Oversight and Monitoring Cell (OMC)

To,

Pr.CCAs/CCAs/CAs(I/c)/Jt.CGA(Admn.), O/o CGA

Copy to-

1. Sr.PPS to CGA
2. PS to all Addl. CGAs
3. CC (Pension)
4. Director (INGAF)
5. Sr.AO (ITD) for uploading the same on the website of O/o CGA.