

CITIZENS CHARTER OF THE OFFICES UNDER THE DIRECTORATE OF ACCOUNTS AND TREASURIES

INFORMATION ABOUT PENSION AT THE TREASURY, PASSING OF THE BILLS,
SUPPLY OF STAMPS & LOTTERY TICKETS / PRIZE MONEY ETC.

INTRODUCTION:-

Directorate of Accounts and Treasuries, Mumbai has an administrative control over Pay and Accounts Office, Mumbai / District Treasury Offices / Sub-Treasury Offices. These Offices do not directly interact with the people in their day to day business, but they pass their bills submitted through various departments under the State Government as per the Maharashtra Treasury rules and Government's appropriate orders, the Payment of Pension to the Pensioners on the due date, supply and payment of Stamps and Lottery tickets are done by Treasuries / Sub-Treasuries and Pay and Account Office, Mumbai.

In order to get the bills passed from treasury and the payment of pension to the pensioners on due dates the concerned Drawing and Disbursing Officers and the pensioners should follow the following instruction to avoid delay.

(A) TO GET BILLS PASSED IN TIME:-

- (1) Types of Bills :Pay Bills/ Supplementary Pay bills, Travelling Allowance bills, Contingency bills, Medical reimbursement bills, Provisional Pension, gratuity, Grant in Aid, Group Insurance Scheme bills, Revenue refund bills, Loans/Provident Fund Advance/Scholarship Bills / Interest Bearing /Non Interest bearing Bills / Deposit Refund /Miscellaneous bills / Deposit linked Insurance Scheme Bills / Miscellenious Bills.
- (2) General Instructions to be followed by the Drawing and Disbursing :
 - (1) Use of appropriate forms for bills.
 - (2) Avoid overwriting / scratching. If done it should be attested. Officers (DDO's) while preparing the bills
 - (3) Give the exact budget provision in the bill.

- (4) Whereever required attach the Sanction order of authority with the bill.
- (5) Requisite Annexures and Certificates should be attached to the bill.
- (6) Bills should be signed by D.D.O. / Controlling Officer wherever required.
- (7) Give correct D.D.O. Code.
- (8) Where the bills are submitted for the first time the authorisation from the Accountant General, Government Order and the specimen signature of DDO should be made available to the treasury.
- (9) Where the Payment is to be received by a Messenger on behalf of the DDO, the name, designation and the signature of the messenger should be attested by the DDO. Besides this letter of authority should be given in format.

(3) Different types of Bills : In the year,1986 a booklet describing how to prepare and submit Bills at Treasury was distributed to all the Government Offices. At present this booklet is being updated and will be distributed by the Government to all the DDO's. This booklet contains information regarding the type of forms to prepare bills, precautions to be taken while preparing Bills, and the important points to be checked in the Bill by the Treasury. All the Drawing and Disbursing Officers should use this booklet regularly.

- (4) Time-table for the :
- (1) For Bills pertaining to GPF, Telephone, Passing of Bills in the Electricity etc. special arrangement is made on Treasury. the counter in the Treasury. If a request is made by the Head of the Office in writing the urgent bills are passed on the same day or next day.
 - (2) Monthly Pay bills if submitted 7 days prior to the due date in Pay and Account Office and 4 days prior to the due date in Treasuries, are passed before the due date.
 - (3) All other bills are passed Approximately within 3 days from the submission in the Treasury. Bills like Arrears Bills which require detailed scrutiny are passed within 4 to 7 days of submission.
- (5) Process to be followed : If there is any complaint about the Bill the DDO should first contact the concerned Treasury Officer or Additional Treasury Officer. If the complaint is not resolved he should contact the Regional Deputy Director, Accounts and Treasuries. If still the complaint is not attended, he should contact the Director, Accounts and Treasuries, Mumbai.

Detailed addresses and Telephone Numbers of Director of Accounts & Treasuries / Regional Deputy Directors / Treasury Officer are as follows.

LIST OF ADDRESSES OF DIRECTORATE OF ACCOUNTS AND TREASURIES
& IT'S SUBORDINATE OFFICES

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| 1. Director, Directorate of Accounts & Treasuries, M.S., Mumbai. | Barracks No. 15 & 16, Plot No.176, Free Press Journal Marg, Mumbai-21
Phone No. 202 5226. |
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REGIONAL DEPUTY DIRECTORS, ACCOUNTS & TREASURIES.

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| 2. Deputy Director of Accounts & Treasuries, Pune Region, Pune. | Lekha Kosh Bhavan, Near Collector Office, Pune-411 001.
Phone No. 020-624959 |
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| 3. Deputy Director of Accounts & Treasuries, Aurangabad Region, Aurangabad. | Lekha Kosh Bhavan, Near Collector Office, Aurangabad-431 001.
Phone No. 0240-331874. |
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| 4. Deputy Director of Accounts & Treasuries, Nashik Region, Nashik. | Lekha Kosh Bhavan, Near Collector Office, Nashik-422 001.
Phone No. 0253-581379. |
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| 5. Deputy Director of Accounts & Treasuries, Nagpur Region, Amravati. | Near Collector Office, Amravati-444 601.
Phone No.0721-662137. |
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| 6. Deputy Director of Accounts & Treasuries, Nagpur Region, Nagpur. | Lekha Kosh Bhavan, Near Collector Office, Nagpur-440 001.
Phone No. 0712-523023. |
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| 7. Deputy Director of Accounts & Treasuries, Konkan Region, Konkan Bhavan. | Konkan Bhavan, 5th Floor, New Mumbai-400 614.
Phone No. 757 2582. |
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TREASURY OFFICES.

8. Treasury Officer, Thane.	District Treasury Office, Near Collector Office, Thane-400 601. Phone NO. 534 11 62.
9. Treasury Officer, Raigad.	District Treasury Office, Near Collector Office, Raigad (Alibag)- 402 201. Phone No. 02141 - 22092.
10. Treasury Officer, Sindhudurg.	District Treasury Office, Near Collector Officer, Oras, Sindhudurg-416 220. Phone No. 02362 - 28841.
11. Treasury Officer, Ratnagiri.	District Treasury Office, Near Collector Office, Ratnagiri-415 612. Phone No. 02352 - 22334.
12. Treasury Officer, Pune.	District Treasury Office, Lekha Kosh Bhavan, Near Collector Office, Pune-411 001. Phone No. 020-621214.
13. Treasury Officer, Satara.	District Treasury Office, Rajwada Building, Satara-415 001. Phone No. 02162 -34944.
14. Treasury Officer, Sangli.	District Treasury Office, Near Collector Office, Sangli-416 416. Phone No.0233 - 377633.
15. Treasury Officer, Solapur.	District Treasury Office, Near Collector Office, Solapur-413 001. Phone No. 0217 - 722136.
16. Treasury Officer, Kolhapur.	District Treasury Office, Near Collector Office, Kolhapur-416 001. Phone No. 0231 - 527027.

17. Treasury Officer, Aurangabad.	District Treasury Office, Lekha Kosh Bhavan, Near Collector Office, Aurangabad-431 001. Phone No. 0240 - 332169.
18. Treasury Officer, Parbhani.	District Treasury Office, Near Collector Office, Parbhani-431 401. Phone No. 02452 - 23253
19. Treasury Officer, Beed.	District Treasury Office, Near. Collector Office, Beed-431 122. Phone No. 02442 - 22270.
20. Treasury Officer, Nanded.	District Treasury Office, Near Collector Office, Nanded-431 601. Phone No.02464 - 35217.
21. Treasury Officer,Osmanabad.	District Treasury Office. Near Collector Office,Osmanabad-413 501 Phone No.02472 - 22232.
22. Treasury Officer, Jalna.	District Treasury Office, Kacheri Road, Old Jalna, Jalna-413 512. Phone No. 02482 - 34720.
23. Treasury Officer, Latur.	District Treasury Office, Near Collector Office, Latur-413 512. Phone No. 02382 - 45196.
24. Treasury Officer, Hingoli.	District Treasury Office, Near Collector Office, Hingoli-431 519. Phone No. 02456 - 21902 / 22002.
25. Treasury Officer, Nagpur.	District Treasury Office, Near Collector Office, Nagpur-440 001. Phone No. 0712 - 531977 / 626998.
26. Treasury Officer, Wardha.	District Treasury Office, Near Collector Office, Wardha-442 001. Phone No. 07152 - 43267.

27. Treasury Officer, Bhandara.	District Treasury Office, Near Collector Office, Bhandara-441 904. Phone No. 07184 - 52435.
28. Treasury Officer, Chandrapur.	District Treasury Office, Near Collector Office, Chandrapur-442401 Phone No. 07172 - 22738.
29. Treasury Officer, Gadchiroli.	District Treasury Office, Gadchiroli-442 605. Phone No. 07132 - 22331.
30. Treasury Officer, Gondia.	District Treasury Office, Gondia-441614.
31. Treasury Officer, Amravati.	District Treasury Office, Near Collector Office, Amravati-444 601. Phone No. 0721 - 662243.
32. Treasury Officer, Akola.	District Treasury Office, Akola-444 001. Phone No. 0724 - 435254.
33. Treasury Officer, Buldhana.	District Treasury Office, Near Collector Office, Buldhana-443 001. Phone No. 07262 - 42416.
34. Treasury Officer Yeotmal.	District Treasury Office, Near Collector Office, Yeotmal-445 401. Phone No. 07232 - 42495.
35. Treasury Officer, Washim.	District Treasury Office, Near Collector Office, Washim-444 505. Phone No. 07252 - 32439.
36. Treasury Officer, Nashik.	District Treasury Office, Lekha Kosh Bhavan, Near Collector Office, Nashik-422 001. Phone No. 0253 - 572296.

37. Treasury Officer, Dhule.	District Treasury Office, Near Collector Office, Dhule-424 001. Phone No. 02562 - 37996.
38. Treasury Officer, Jalgaon.	District Treasury Office, Near Collector Office, Jalgaon-425 001. Phone No. 0257 - 229710.
39. Treasury Officer, Ahmednagar.	District Treasury Officer, Near Collector Office, Ahmednagar-414 001. Phone No. 0241 - 345445.
40. Treasury Officer, Nandurbar.	District Treasury Office, Hath Darwaza Locality, Near Tehsil Office, Nandurbar-425 414. Phone No. 02564 - 22008.

PAYMENT OF PENSION

- 1) When the payment of Pension from the Treasury

:After a Government Servant retires his Pension Papers are sent to the Office of the begins Accountant General, Mumbai / Nagpur by the Head of Office. After receiving Pension Payment Order from Accountant General and identification of the Pensioner, Treasury Office begins the Payment of Pension to the Pensioner.
- 2) Revision in Pension and : Payment of rise in Dearness Allowance

As per the Government orders for general rise in Pension and Dearness Allowance, the Payment is made to the pensioner without the authority from the Accountant General. But where on the instruction of the Head of the Office the revised Payment of the Pension is to be made from retrospective effect, the Payment is made only after revised authorisation from the Accountant General.
- 3) Provisional Pension / DCRG

:After a Government Servant retires and Final DCRG (Death cum before his final Pension / DCRG Retirement Gratuity) is finalised by the Accountant General, Provisional Pension and DCRG are Sactioned by the Head of Office. The Bill in this regard when Submitted in appropriate Form with proper sanction order is passed by the Treasury Office. Final DCRG is drawn by the head of the office on the basis of an authority received from the Accountant General.
- 4) Payment of Commutation of Pension

:On receiving authority of Commutation of Pension from the office of Account General, the payment of commutation of Pension is made by the Treasury to the Pensioner when the Pensioner isgns the simple receipt in the treasury.

- 5) The Points a Pensioner has to Comply at the time of the first Pension Payment :In order to start the First Pension Payment the Pensioner has to comply the following points:-
 (1) The Authorisation from Accountant General Sanctioning the Pension.
 (2) A letter / Certificate from the Head of the Office stating sanction the of the Provisional Pension.
 (3) If the Pension is to be received from Bank then option in Form No. 31A
 (4) Saving Bank Passbook of the Pensioner in single name.
 (5) In the case of Family Pensioner, a Certificate that he/she is not remarried.
- 6) Monthly Payment of Pension :On the identification of the Pensioner, first the arrears amount due on the Pension is paid by the Treasury. And from the month of Identification the monthly pension is credited to the Bank selected by the Pensioner.
- 7) When the Monthly Pension Payment is suspended by the treasury and when this Suspended Pension is restarted ? :Every year on 1st November, the Pensioner has to Submit life Certificate to the Treasury directly or through his Bank. If the life Certificate is not received by the Treasury before 15th December then the Pension of the following months of the concerned pensioner is suspended from January until the Life Certificate is received. As and when the Life Certificate is received the arrears of the Pension are paid to the Pensioner and Pension is restarted.
- 8) Process to Start Family Pension. :On the death of the Government Servant or the Pensioner his / her, widow / widower / heir is eligible for Family Pension on the authorisation from the Accountant General. The Family Pensioner has to apply in appropriate Form alongwith the copy of

Death Certificate of the Pensioner to the Treasury Office. If the Family Pension is to be received through Bank then an application in Form 31A with option and Saving Bank Passbook of the Family Pensioner in his Single name has to be submitted to the Treasury.

On Submission of the above mentioned documents Family Pension Payment is started through the selected Bank.

- 9) Life Time Pension Arrears Payment :For the Payment of the Life Time Pension arrears the heir of the deceased Pensioner should submit the Death Certificate, Succession certificate, the indemnity Bond (Form No. 15) to the Treasury Officer. After submission of these documents Life time arrears of Pension are immediately paid. If the deceased Pensioner had made a nomination in Form No. 42, then the nominated person will receive life Time Pension arrears on the submission of the Death Certificate and Indemnity bond in Form No. 15.
- 10) Restoration of Commuted Portion of Pension :After 15 years from the Commutation of Pension the Commuted portion of Pension is due to the Pensioner and is restored. The Pensioner has to apply in appropriate Form to the Treasury. After receiving this Form the treasury immediately restores the basic pension.

SUPPLY AND DISTRIBUTION OF STAMPS.

- 1) Facilities From the :
Department

People have to purchase Judicial and Non Judicial stamps for payment of License Fees, Registration of documents and to File Court Cases, etc. Licensed Agents are nominated by the Collector for the sale of stamps at District and Tehsil level.

The Agent purchases stamps by paying the amount in cash in case of non-Banking Sub-Treasury and paying the amount with challan in Bank incase of Banking Sub-Treasury / Treasury. The Agent later submits the challan with his requisition to the treasury where the details are again checked as per the Scroll and Stamps are issued by the Treasury / Sub-Treasury to the agent. The Agent can sell these stamps to the general public within the limit prescribed by the Government.

Stamps over and above the prescribed limit can be obtained by paying the amount in cash in Non-Banking Sub-Treasuries and by challan in the Bank in case of Banking Sub-Treasuries / Treasuries. The stamps are issued by the Treasury / Sub-Treasury after verification of the credit from Bank's scroll.

Supply of special adhesive stamps is made only from the Treasury office.
- 2) To whom the application is to be made ?

:People can Purchase stamps upto the prescribed limit from stamp vendor. If the requirement is higher than the limit prescribed by the Government, application should be made to District Treasury officer at District level and to Sub-Treasury Officer at Taluka level for supply of stamps along with challan / cash as the case may be.

- 3) In how many days the supply will be made from the date of application ? : Supply of Stamps to the Stamp Vendors / General Public is made after he pays the amount in Bank / in case of Non-Banking Sub-Treasuries by cash along with the details of the stamps required to the Treasury Officer / Sub-Treasury Officer. The amount deposited is verified from the Bank scroll and then the stamps are supplied on the same day or the following day.
- 4) Whom to complain if the process is not completed in the prescribed time limit ? :Complaint should be made to the District Treasury Officer concerned.

SUPPLY, DISTRIBUTION AND PAYMENT OF LOTTERY TICKETS

- 1) Facilities from the Department :The stock of Lottery Tickets to be sold to General Public is available in the treasury office. The Lottery Tickets from this stock are distributed to the Licensed Lottery Agents. The Agents sell these Lottery tickets to the General Public from the tickets so procured from the Treasury Office.
- In the case of prizes below Rs. 5,000/- the tickets should be submitted along with the application in MSL Form No.5 at the Treasury / Sub-Treasury. The Payment is made from Treasury / Sub-Treasury after verifying the ticket number with the authorised copy of the draw result.
- If the prize money is more than Rs. 5,000/- the claim in the prescribed form along with the prize winning ticket is required to be submitted to the Director of Lotteries.
- 2) To whom the application should be made and in how many days the process is completed :After the Lottery Agent Pays the amount of the Lottery Tickets in cash in case of Non-Banking Sub-Treasury and into the concerned Bank in case of Treasury / Banking Sub-Treasury, the tickets are issued after verifying the challan with Bank ledger on the same day or the following day.
- The Payment of Prize bearing Lottery Tickets is made after receiving the ticket with application in MSL FORM NO. 5 and verifying the number from the result received from the Directorate of Lotteries. The Payment is made through Bank in case of Banking Sub-Treasury / Treasury and directly in the case of Non-Banking Sub-Treasury.

- 3) In How many :In the case of issue of Lottery tickets the process is days the completed on that day itself or latest by the following day. Process is In the case of Payment of Prize Money, the Prize completed Money is paid immediately on receipt of the authorised from the date result copy from the Directorate of Lotteries. of application ?
- 4) Whom to complain if the process is not completed in the prescribed time limit ? :Complaint should be made to the District Treasury Officer concerned.