



कार्यालयरक्षालेखाप्रधाननियंत्रक
सं. 107, लोअरअग्रमरोड, अग्रमपोस्ट, बेंगलूर- 560 007
Office of the Principal Controller of Defence Accounts
No. 107, Lower Agram Road, Agram Post, Bangalore – 560 007
फोननं./Phone No. - 29710474/75 फैक्सनं. /Fax No. - 29710132/33



(मेल के माध्यम से/Through mail)

No.IA/1427/MPR/Corr

Dt:19/05/2023

To
The Officer-in-charge
All sub offices under PCDA Bangalore
All section of Main Office(Local)

Sub: **Key Performance Indicators (KPIs) Report**

Ref : HQrs letter No. Coord/13002/KPIs/2023 dt 20/03/2023 & This office letter of even No. dated 10/04/2023.

During the analysis of Key Performance Indicators (KPIs) Report introduced wef April 23. Many anomalies have been observed, either a wrong or incomplete report was rendered at the belated stage which resulted in delayed submission of the report to the HQrs office which has been viewed very seriously by the Competent Authority. The following points may be adhered to while preparing the report:

- i) Letters, bills, claims, complaints should be cleared within stipulated time.
- ii) KPI percentage has to be calculated as per calculation sheet annexed in HQrs letter.
- iii) Reason for the letters/ bills processed after stipulated time may be justified. .
- iv) Annex D should invariably be forwarded to this office with a copy to ORs section. (for PAOs only)
- v) Rent and allied charges bills should be prepared within 07 days by all the AAO BSO/ AO GE offices.

2. To avoid forwarding two separate reports i.e. MPR and KPI, **format of the KPI report** is attached herewith for better clarity.

3. Furthermore, it is requested that KPI report from the month of 05/2023, in the new format, duly completed in all respects may invariably be forwarded to this office by the last working day of the month for consolidation and onward submission to HQrs office within stipulated time.

Please accord "Top Priority"

Sd/-
Jt CDA (IA)

Encl : As above

प्रतिलिपि/ Copy to :

ईडीपी (स्थानीय)/EDP (Local)

: For uploading the circular on PCDA website.

Sr. Accounts Officer (IA)

KPI Report

POSITION OF LETTERS AND BILLS AS ON

Sl No	Office of the PCDA/CDA	Ordinary letters					SPL Letters					Non- DAD Third Party Bills (Suppliers/Cont/Misc/Works Bills)					Non DAD Bills(Personal Claims- TA/DA/LTC, Medical, GP Fund & AFPPF/DSOP)																			
		OB	R	D	CB	OD	cleared within 30 days	KPI % <30days	OB	R	D	CB	OD	cleared within 15 days	KPI % <15days	OB	R	D	CB	OD	Bills passed within 07 days	KPI % <7days	OB	R	D	CB	OD	Bills passed within 15 days	KPI % <15days							
1	PCDA Bangalore																																			

DAD Bills (Personal Claims - TA/DA/LTC, Medical & GP Fund)						Grievance (CPGRAM & NON CPGRAM)						Appeal against Grievance					
OB	R	D	CB	OD	cleared within 15 days	KPI % <15days	OB	R	D	CB	OD	cleared within 30 days	KPI % <30days	%age			

GeM Bills						MSMEs/CPSEs Bills						CG Ref letters									
OB	R	D	CB	OD	cleared within 07 days	%age	OB	R	D	CB	OD	cleared within 07 days	%age	OB	R	D	CB	OD	cleared within 30 days	%age	

%age				%age				%age			
Avg No of days taken to prpare Rent Bill	Aud.Obj to MFAI	PAOs performance as per annexure "D"	GeM Proc(DAD)	DAD Projs	RBI Recon with RBI Pmt	SBI CMP BookAmt	SnS Imp A/c				