



### **MESSAGE**

It is a matter of great pride and happiness for me to have assumed the appointment as the CGDA.

As I look back, I realize that the Department has kept pace with the changing environment and has evolved over the years. Several existing systems have been revamped and many innovative systems have been launched to cater to the diverse needs of our clients. Yet, daunting challenges remain. As a department, we must of course learn from the past, but we must remain focussed on the future.

Given the long history of the Department we continue to have certain old systems in place; systems that were developed at certain points of time in history, based on the solutions available in the environment then. With the emergence and mercurial development of Banking, IT and Communication solutions, we need to examine the continued relevance of the Imprest, Cash Assignment and Suspense Account systems. We are aware how with the introduction of the Monthly Pay System for the JCOs/ORs and the direct benefit transfer of Salaries to the bank accounts of the personnel by the PAOs, resulted in the withering away of the Imprest and stopped the growth of suspense account, resulting in real time expenditure reporting and enhanced client satisfaction. Similar action has been initiated and will be taken forward in the case of Pension Payment also.

Our core functions are IFA, Payment, Accounting and Audit. The IFA and Payment segments of our functions can together yield big data over a period of time, that can facilitate more effective audit and financial advice. We need to work towards this end. Similarly, the Payment and Accounting functions are intrinsically linked, whether the payment relates to pay, pensions, stores, works etc. Whenever the Defence Accounts Department pays, real time expenditure booking and reporting is ensured; otherwise

suspense heads get invoked and the inherent lag in the system handicaps the Department in fulfilling its Accounting mandate of real time expenditure reporting. Further it also affects client grievance addressal. We need to work towards this end also and take the systems to the next level, in keeping with the challenges of the modern era and the expectations of the government and the client.

The year 2016 has seen a series of Synergy Conferences with the Service Headquarters. The focussed conferences on the Pay & Allowances for JCOs/ORs and Officers of Indian Army was in fact a spin-off of the DAD-Army Synergy Conference 2016. We need to take the spirit of synergy to the working level echelons as well, through a system of enhanced feedback and communication with beneficiary organisations.

As a team, let us endeavour to put even more concerted efforts to see our Department achieve greater heights. During my tenure in office, I will spare no effort in intensifying the reforms and in fanning the flames of change. I am sure that with the assistance and support of the DAD fraternity we will be able to make new contributions towards providing efficient and quality services by improving the ways and means of delivering value added services to our valued customers and client organisations. I urge all officers and staff to work with commitment and zeal and rise to the challenges.

Dated: 14.03.2017

  
(Veena Prasad)  
CGDA