

Channel of Submission and Level of Final Disposal Cases of O/o CGCA

Administration & Co-ordination Wing

SL. NO.	Item of Work	Channel of Submission	No. of Stages	Level of Final Disposal
1	Pay Fixation Related Matter	AAO→ Dy. CGCA→ Jt. CGCA	3	Jt. CGCA
2	Children Education Allowance	AAO→ Dy. CGCA→ Jt. CGCA	3	Jt. CGCA
3	Mobile Handset Reimbursement	AAO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
4	Handbag Reimbursement	AAO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
5	Newspaper Reimbursement	AAO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
6	Telephone/Broadband charge Reimbursement	AAO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
7	Approval of RE/BE and other Budget related matter	AAO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
8	Honorarium	AAO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
9	GPF Withdrawal / Advance	AAO/ Dy. CGCA→ Jt. CGCA→ Addl. CGCA→ CGCA	4	Jt. CGCA/Addl. CGCA/ CGCA
10	LTC – Leave Encashment Payment	AAO/ Dy. CGCA→ Jt. CGCA→ Addl. CGCA→ CGCA	4	Jt. CGCA/Addl. CGCA/ CGCA
11	LTC Claims	AAO/Dy. CGCA→ Jt. CGCA→ Addl. CGCA→ CGCA	4	Jt. CGCA/Addl. CGCA/ CGCA
12	TA/CTG Claims	AAO→ Dy. CGCA→ Jt. CGCA	3	Jt. CGCA
13	BNPL Bill Payment Approval	AAO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
14	Quarterly report of Pay and Allowances	AAO→ Dy. CGCA	2	Dy. CGCA
15	<u>GeM Reports</u>			
a	Monthly GeM Reports collect from field units and send to DoT HQ	Sr. AO/ Dy. CGCA → Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
16	<u>Tender</u>			
a	Approval of tenders/contracts	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
b	Monthly bill payment for approved tenders	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA

17	Stock Maintain and procurement through GeM			
a	Procurement of Stationery items	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
b	Procurement of Sanatory items	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
c	Procurement of IT items ie. Photocopy machine, Printer, Computer and other misc. items	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
d	Procurement of Cartridges	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
18	General administration works			
a	Drawan of Temp. Advances for office events	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
b	Settlement of Temp. Advances	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
c	Drawn of Permanent advance/Imprest for office events	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
d	Settlement of Permanent advance/Imprest	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
e	Organize the office events ie. Sports Events, Retirement functions, Hindi Pakhwada, Swachhta Abhiya, HoCs Meetings etc.	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
f	Making of stamps for officer's/Office and make payment to vendors	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
g	Making of Letter heads and Visiting cards of office officers and make payment to vendor	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
h	Making the Officers name board and Name Plate and make the payment to vendor	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
19	Repair and maintenance of office building (MTNL Building, Minto Road & Sampann Building) & office equipment's			
a	Put up file for Approval for repair of buildings	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
b	Put up file for Approval for repair of office equipment's	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA

20	Appointment & transfer			
a	Appointment of Group C	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
b	MACP of Group C	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
c	Transfer of Group C	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
d	Forwarding Transfer applications of IP&TAFS Group B	AAO/Dy. CGCA → Jt. CGCA → Addl.CGCA → CGCA	4	CGCA
e	Forwarding Transfer applications of IP&TAFS Group A	AAO/Dy. CGCA → Jt. CGCA → Addl.CGCA → CGCA	4	CGCA
21	Officiating Promotion			
a	Officiating Promotion to LDC/Steno/JA	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
b	Officiating Promotion to JTS/STS/JAG	AAO→ Dy. CGCA → Jt. CGCA→ Addl. CGCA	4	Addl. CGCA
22	Regular Promotion			
	Promotion of Group B(NG) & Group C	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
23	Confirmation in service			
	Group B(NG) & Group C	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
24	Matters of Conduct Rules			
a	NOC for obtaining Passport			
(i)	Group C	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
(ii)	Group B & Group A upto Dy.CGCA	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
(iii))	SAG	AAO→ Dy. CGCA → Jt. CGCA→Addl.CGCA	4	Addl. CGCA
(iv)	HAG+	AAO/Dy. CGCA → Jt. CGCA→Addl.CGCA →CGCA	4	CGCA
b	NOC for going abroad			
	Group C, B &A	No Powers in CGCA. To be dealt in DoT Hqrs	-	-
25	Deputation			
	Deputation of Group C	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA
26	Tour Programs			
	Tour Program within India up to JAG	AAO→ Dy. CGCA → Jt. CGCA	3	Jt. CGCA

(i)	Tour Program within India of SAG	AAO→ Dy. CGCA → Jt. CGCA→ Addl. CGCA	4	Addl. CGCA
(ii)	Tour Program within India of HAG+	AAO/Dy. CGCA → Jt. CGCA→ Addl. CGCA→ CGCA	4	CGCA
27	Recruitment			
a	Through SSC CGLE	AAO → Dy. CGCA → Jt. CGCA	3	Jt. CGCA
b	Through SSC CHSLE	AAO → Dy. CGCA → Jt. CGCA	3	Jt. CGCA
c	Through SSC Stenographer Gr. II	AAO → Dy. CGCA → Jt. CGCA	3	Jt. CGCA
d	Through SSC MTS	AAO → Dy. CGCA → Jt. CGCA	3	Jt. CGCA
28	Transfer/ Posting/ Attachment			
a	Transfer of Group 'C' officials	AAO → Dy. CGCA → Jt. CGCA	3	Jt. CGCA
b	Attachment of Group C officials	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
29	Departmental Examinations			
a	LDQE from MTS to LDC	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
b	LDCE from LDC to JA	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
c	AAO LDCE	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
30	Appointment on Compassionate Ground	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
31	Policy Framing			
a	Framing of Local Officiating Order of MTS/LDC/JA	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
32	Mission Recruitment (Rozgar Mela)	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
33	Redistribution of Group 'C' and Group 'B' (Non- Gazetted)	AAO/Dy. CGCA →Jt. CGCA→ Addl. CGCA →CGCA	4	CGCA
34	Reports			
a	Hindi quarterly Report	Sr.AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
b	Monthly report on FR 56J, Inputs on DO letter, LIMBS certificate	Sr.AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
c	Quarterly progressive report, preventive vigilance report	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA

d	Quarterly Report on RTI	Sr. AO→Dy. CGCA	2	Dy. CGCA
e	Half Yearly report on Ex-serviceman (ESM)	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
f	Yearly report on SC/ST/OBC	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
g	Annual Report inputs submitted to DoT HQ	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
h	Reports other than a to g sought by DoT HQ	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
35	PG Portal & Appeals			
a	CPGRAMS grievance	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
b	CPGRAMS Appeal	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
36	RTI & Appeal			
a	RTI received on Portal and manual	Sr. AO/CPIO	1	Sr. AO/CPIO
b	RTI Appeal received on Portal	Sr. AO→Dy. CGCA/Appellate Authority	2	Dy. CGCA/ Appellate Authority
37	Medical Bill	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
38	Asset Management			
a	Committee formation for vetting of proposal of the concerned circle	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
b	Observations of Committee if any, to be sought from concerned circle	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
c	Administrative Approval on the proposal of the concerned circle	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
39	Vigilance Awareness Week			
a	Circulation of orders for vigilance awareness week	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
b	Committee constitution for organizing the events	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
c	Compliance report submission to DoT HQ	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
40	Swachhhta Pakhwada			
a	Compiled reports of all field units submitted to DoT HQ	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA

41	Disciplinary Cases			
a	Initiation of enquiry, appointment of IO/PO and issue of charge sheet in case of officials of CGCA office	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
b	Appeals received from official's of O/o CGCA	Sr. AO→Dy. CGCA→Jt. CGCA→Addl. CGCA	4	Addl. CGCA
42	Solar Rooftop	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
43	Induction Trainings of Gr. C/Gr. B (Non-Gazetted) in NCA-F	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
44	Trainings/Workshops of Gr. B and Gr. A officers	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
45	Misc. Grievances	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
46	Release of Payment on adhoc basis of service telecom facilities provided to officers/officials of DoT	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
47	Legal Cases			
a	Administrative vetting done by CGCA office	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
b	Forwarding of case for legal vetting by DoT HQ	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
c	Forwarding of orders received from DoT HQ to field unit	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
48	Sexual Harassment Matters (committee constitution etc.)	Sr. AO/Dy. CGCA→Jt. CGCA→Addl. CGCA→CGCA	4	CGCA
49	DoT/F&C Audit: Submission of compiled reply of TAMs	Sr. AO→Dy. CGCA→Jt. CGCA	3	Jt. CGCA

Internal Audit & Social Media Wing

SL. NO.	Item of Work	Channel of Submission	No. of Stages	Level of Final Disposal
1	Preparation of Audit Plan.			
	Annual Audit Plan	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA

	Special Audit Plan	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA
	System Audit Plan	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA
	Alteration of Audit Plan	ACGCA/ ACAO & other officers below→Dy. CGCA→Jt. CGCA→Add. CGCA	4	CGCA
2	Audit Team.			
	Constitution/Substitution of Audit Team.	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA	3	Jt. CGCA
	Alteration of constituted audit team	Dy.CGCA. →Jt. CGCA→Addl CGCA	3	Addl. CGCA
3	Approval of IA report			
	DoT HQ/ DG(T)/ C-DoT/ NCA-F/ NCA-T/ TEC/ USOF HQ/ Special Audit	Dy. CGCA& other officers below→Jt. CGCA→Add. CGCA→ CGCA	4	CGCA
	Other units headed by HAG and above officers	ACGCA/ ACAO & other officers below→Dy. CGCA→Jt. CGCA→ Add. CGCA	4	Add. CGCA
	Field units headed up to SAG	ACGCA/ ACAO & other officers below→Dy. CGCA→Jt. CGCA	3	Jt. CGCA
4	Forwarding of IA			
	Forwarding of IA reports to CVO	ACGCA/ ACAO →Dy. CGCA→Jt. CGCA	3	Jt.CGCA
5	Admittance of IA paras/Closure of IA			
	DoT HQ/ DG(T)/ C-DoT/ NCA-F/ NCA-T/ TEC/ USOF HQ/ Special Audit	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA
	Other Units	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA→ Add. CGCA.	4	Add. CGCA
6	On the spot settlement of IA objections	ACGCA/ ACAO & other officers below→Dy. CGCA	2	Dy CGCA.
7	Review of IA report of field units on random basis.	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA	3	Jt. CGCA

8	IA matters related to zonal review meetings	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA	3	Jt. CGCA
9	Revision of IA Manual			
	Nomination of members of revision committee.	Dy. CGCA & other officers below→Jt. CGCA→Add. CGCA→ CGCA.	4	CGCA
	Approval of recommendation of revision committee.	Dy. CGCA & other officers below→Jt. CGCA→Add. CGCA→ CGCA.	4	CGCA
	Releasing of final redesign/revised IA manual	Jt. CGCA & other officers below→Add. CGCA→CGCA→Member(F)	4	Member(F) / Secretary (T)
10	Ad-hoc Committee			
	Matters related to Ad-hoc audit committee for settlement of F&C Paras.	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA	3	Jt. CGCA
11	Quarterly/Half-yearly reports.			
	Review of Quarterly reports (Annexure - D)	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA→Add. CGCA	4	Add. CGCA
	Review of Half-yearly reports	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA→Add. CGCA	4	Add. CGCA
	Quarterly review reports of units conducted by O/o CGCA and submissions to DoT Hq	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA
12	Training			
	Coordination with NICF for training and introduction of performance audit	Sr.A.O.→ Dy. CGCA →Jt. CGCA	3	Jt. CGCA
	Coordination with other professional bodies for training.	ACGCA/ ACAO & other officers below→Dy. CGCA→ Jt. CGCA→Add. CGCA	4	Add. CGCA
	Introduction of performance audit	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA
	Introduction of risk-based audit	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA
	Introduction of concurrent audit	Dy. CGCA & other officers below→Jt. CGCA→ Add. CGCA→ CGCA	4	CGCA

13	Staff matters			
	Forwarding of personal claims of all	AAO	1	AAO
	Forwarding of transfer/posting request	Dy. CGCA→Jt. CGCA	2	Jt. CGCA
	Forwarding of permission/request for appearing in various Exams. Up to Dy. CGCA	Dy. CGCA →Jt.CGCA	2	Jt. CGCA
	Forwarding of application of NOC for going abroad up to Dy CGCA	Dy. CGCA→Jt. CGCA	2	Jt. CGCA
14	RTI			
	(i) Applications	AO/Sr.AO & other officers below→CPIO	2	Sr.AO& CPIO
	(ii) Appeals	ACGCA/ ACAO & other officers below→FAA	2	Dy CGCA & FAA
15	Framing of Distribution of Works of IA section up to Sr AO/AO Level	Dy. CGCA→ Jt. CGCA	2	Jt. CGCA

Revenue & Budget Wing

SL. NO.	Item of Work	Channel of Submission	No. of Stages	Level of Final Disposal
1	Acceptance of bank Guarantees from AS wing			
a	Collection of Bank guarantees from AS entering and maintenance of bank Guarantees	AAO→ Sr. AO→ACAO	3	ACAO
b	Word to Word Verification of bank Guarantees	AAO→ Sr. AO→ACAO	3	ACAO
c	Issuance of Letter to Banks in respect of confirmation of genuineness of bank Guarantees.	AAO→ Sr. AO→ACAO	3	ACAO
d	Monthly Review of Date of expiry of bank Guarantees	AAO/AO→SrAO/ACAO→Asst/D Y. CGCA→Jt. CGCA	4	Jt.CGCA

e	Physical Verification/ Inspection of bank Guarantees by third Party	AAO/AO→Sr. AO/ACAO→DY CGCA→Jt. CGCA	4	Jt. CGCA
f	Issuance of Invocation Notice to Bank after approval of CGCA	AAO→ Sr. AO→ACAO	3	ACAO
2	Release of PBGs and FBGs			
a	O/o CGCA is coordinating with LFA, DGT, WPC, WPF wing and concerned AS/CS/DS wing for no dues certificate before issuing orders for release of Bank Guarantees	AAO/AO→ACAO→Asst/DY. CGCA→Jt. CGCA	4	Jt. CGCA
b	Approval for release of bank Guarantees	AAO/AO→Asst/DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl. CGCA
c	Rationalization of Bank Guarantees	AAO/AO→Asst/DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl. CGCA
d	Half Yearly Review of Bank Guarantees	AAO/AO→SrAO/ACAO→DY CGCA→Jt. CGCA	4	Jt. CGCA
e	Policy issues regarding Bank Guarantees and Clarifications of Bank Guarantees of Centralized Licenses	Asst/DY CGCA→Jt. CGCA→Addl. CGCA→ CGCA	4	CGCA
f	Data required in respect of Bank Guarantees by LFP wing Compilation of Data from all CCAs for further submission to DoT HQ	AAO/AO→SrAO/ACAO→Asst/Dy. CGCA→ Jt. CGCA	4	Jt. CGCA
3	Preparation of data in respect of zonal meeting/ review meeting	AAO/AO→SrAO/ACAO→DY. CGCA→Jt. CGCA	4	Jt. CGCA
4	License Agreements received from AS: entering in SARAS	AAO→ AO	2	AO
5	Entering of New Bank Guarantees in SARAS of Centralized Licenses	AAO	1	AAO
6	Scrutiny of Bank Guarantees in SARAS	AAO/AO→ SrAO/ACAO	2	ACAO
7	Verification/ Genuineness of Bank Guarantees in SARAS	AAO→AO	2	AO
8	Issue Notice to bank by Level 1 & Level 2	AAO→ Sr.AO/ACAO →Dy.CGCA	3	Dy. CGCA
9	Approval of Bank Guarantee in SARAS	AAO→ Sr.AO/ACAO →Dy.CGCA	3	Dy. CGCA
10	Release of Bank Guarantee in SARAS	AAO/AO→Asst/DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl.CGCA

11	Acceptance of Bank Guarantees from AS/CS/DS wing- Decentralized Licenses			
a	Collection of Bank guarantees from AS/CS and forwarding the same to concerned CCAs	AAO/AO→ Sr.AO/ACAO	2	ACAO
b	Confirmation letters of Bank Guarantees received from LFP wing. O/o CGCA is forwarding the same to concerned CCAs	AAO→ Sr.AO/ ACAO	2	ACAO
12	Release of PBGs and FBGs- Decentralized Licenses			
a	O/o CGCA is coordinating with CCAs, DGT/LSA, WPC wing and concerned AS/CS/DS wing for no dues certificate before issuing orders for release of Bank Guarantees	AAO→AO→SrAO/ACAO→ Dy. CGCA	4	Dy. CGCA
b	Approval for release of bank Guarantees	AAO/AO→Asst/DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl.CGCA
13	SARAS NDC Modules			
a	Initiating process for NDC in SARAS PORTAL	AAO → Sr.AO/ACAO	2	ACAO
b	Uploading of NDC receipt from CCA in SARAS	AAO → Sr.AO/ACAO	2	ACAO
c	On receipt of all Dues/NDC Issue of Notice to licensee & CCA	AAO/AO→Sr. AO/ACAO→DY CGCA→Jt. CGCA	4	Jt. CGCA
14	Monitoring In respect of Bank Guarantees			
a	Monthly statement in respect of Rationalization of Decentralized BGs	AAO/AO→SrAO/ACAO→DY CGCA→Jt. CGCA	4	Jt CGCA
b	Monthly statement in respect of release of Pure ISP	AAO/AO→SrAO/ACAO→Asst/DY CGCA→Jt. CGCA	4	Jt. CGCA
15	List of Expired Licenses/Letter of Termination/Cancellation/Surrender of licenses received from AS/CS/DS Wings of DoT HQ	AAO → Sr.AO/ACAO	2	ACAO
16	Preparation of different LF related report as per instruction of DoT time to time	AAO/AO→Asst/DY CGCA→Jt. CGCA/→Addl. CGCA	4	Addl. CGCA
17	Staff related Matter			

a	Submission of monthly indent of section	AAO→Sr.AO/ACAO→ Dy. CGCA	3	Dy. CGCA
b	Submission of absentee statement for DEO of the section	AAO→SrAO/ACAO→ Dy. CGCA	3	Dy. CGCA
c	Submission of leave files of the Officials through e-HRMS/File	AAO→SrAO/ACAO→ Dy. CGCA	3	Dy. CGCA
d	Forwarding of GPF application/TA Bill/LTC application/Charge report etc. of the Officials/ Officers	AAO→SrAO/ACAO→ Dy. CGCA	3	Dy. CGCA
e	Medical Bills of the Officials/Officers	AAO→SrAO/ACAO→ Dy. CGCA	3	Dy. CGCA
f	Newspaper reimbursement Bills of the Officers	AAO→SrAO/ACAO→ Dy. CGCA	3	Dy. CGCA
18	Preparation of Data of Zonal Meeting related to Decentralized licenses	AAO/AO/SrAO/ACAO→DY CGCA→Jt. CGCA/Sr. Jt. CGCA→Addl. CGCA	4	Addl. CGCA
19	RTI			
a	Daily monitoring of RTI Portal	AAO→AO→SrAO/ACAO & CPIO	4	ACAO & CPIO
b	Quarterly report on RTI (to be sent to BA&IT section of CGCA)	AAO→AO→SrAO/ACAO→ CPIO	4	ACAO & CPIO
C	Disposal of RTI Appeal	Sr.AO→ACAO→ Dy. CGCA & Appellate Authority	3	Dy. CGCA & Appellate Authority
20	Files related to different LF related issues for non-compliance of license agreement clauses- Action Taken Report	AAO/AO→ACAO→DY CGCA→Jt. CGCA	4	Jt. CGCA
21	PG portal			
a	Monitoring of PG Portal	AAO→AO→ SrAO/ACAO	3	ACAO
b	Appeals in respect of PG	Sr AO/ACAO→DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl. CGCA
22	SUC			
a	CAG Audit reports, Special Audit reports, Outstanding dues in r/o TSPs, outstanding dues in respect of TSPs that undergone insolvency and any other reports sought by LFA/LFP/WPF wings of DoT HQ	Sr.AO/ACAO→DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl.CGCA
23	e-SWR analysis and file submission (27 files pertaining to respective CCAs)			

a	Number of Decentralized licenses	Sr.AO/Asst/DY CGCA→Jt. CGCA→Addl. CGCA→ CGCA	4	CGCA
b	Review of Bank Guarantees			
c	Status of Bank Guarantees			
d	LF assessment			
e	Age-wise analysis of LF assessment			
f	RLO Report			
g	SUC assessment report in respect of TSPs			
h	Revenue collection of Centralized licenses			
i	Revenue collection of Decentralized licenses			
j	GSM/CDMA/BWA/Comm. VSAT collection			
24	SARAS			
a	Preparation of SOPs of Modules Pertaining to LF grievances and BG modules	Asst/DY CGCA→Jt. CGCA→Addl. CGCA→ CGCA	4	CGCA
b	Updating of KYL for all licensees	AAO/AO→SrAO/ACAO→Dy. CGCA→Jt. CGCA	4	Jt. CGCA
25	Clarifications			
a	Clarifications sought from CCAs in respect of BG, LF, SUC and any Other forwarded to LFP/WPF/various license issuing wings of DoT HQ	AAO/AO→DY CGCA→Jt. CGCA/Sr. Jt. CGCA→Addl. CGCA	4	Addl. CGCA
26	Appeals			
a	Forwarding Appeals in which clarification required from DoT HQ	AAO/AO→DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl.CGCA
b	Disposal of appeal after receipt of clarification from DoT HQ	Sr.AO/Asst/DY CGCA→Jt. CGCA/Sr. Jt. CGCA→Addl. CGCA→ CGCA	4	CGCA
27	Replies to Parliamentary Question	Asst/DY CGCA→Jt. CGCA→Addl. CGCA→ CGCA	4	CGCA
28	Financial implication			

a	Decentralized licensees undergone insolvency	AAO/AO→DY CGCA→Jt. CGCA→Addl. CGCA	4	Addl. CGCA
29	Compendium			
a	Preparation of Compendium/Annual work Report	Asst./DY CGCA→Jt. CGCA→Addl. CGCA→ CGCA	4	CGCA
30	Review of Budget and Expenditure	ACAO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA

Pension & IT Wing

1	SAMPANN vendor related works	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
2	SAMPANN - Toll Free Help Line (MTNL)	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
3	SAMPANN LC/DLC Matters	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
4	SAMPANN Pensioners Grievances	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
5	SAMPANN - Roll Out (Migration)	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
6	SAMPANN - RTI Cases & Union Matters	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
7	SAMPANN- PG Portal/Parliament Matters	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
8	SAMPANN - User Acceptance Test (UAT)	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
9	SAMPANN - Correspondance with CCA Offices (Issues)	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
10	Requisition for engagement of Outsourced Staff for SAMPANN	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
11	Staff Matters	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
12	Correspondences with NIC	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
13	SAMPANN - Correspondance with TRAI, DLT & SMS - Reg.	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
14	SAMPANN - Correspondance with DoT HQ	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA

15	SAMPANN - Security/System Audit	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
16	SAMPANN - Post Migration activities to be undertaken by All CCA Offices	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
17	SAMPANN - Mobile SMS Seva	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
18	SAMPANN- TECH MATTERS	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
19	Sampann 2.0 related Matters	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
20	SAMPANN- Tender related matters	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
21	BSNL/MTNL VRS-2019 - reg	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
22	SAMPANN- Adoption by Other Departments	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
23	SAMPANN- Financial Matters	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
24	Weekly Reports - LC/DLC/Account updation/Supplementary Bill Processing	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
25	SAMPANN - Security Protocols	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
26	SAMPANN - Leave Matters	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
27	SAMPANN - Miscellaneous Correspondance	AAO/AO → Asstt. CGCA/Dy CGCA → Jt CGCA	3	Jt CGCA
28	SAMPANN - Correspondence with Other Departments	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
29	SAMPANN- Settlement and Payment of Pension, Pensionary Benefits and GPF- reg	AAO/AO/Dy CGCA → Jt CGCA → Addl CGCA → CGCA	4	CGCA
30	Monthly Report to be forwarded to DoT HQ	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA
31	Quarterly Report to be forwarded to DoT HQ	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA
32	Zero Pendency Report	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA
33	Pension/GPF Grievance cases	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA

34	Pension/GPF Grievance cases(VIP case, MoC cases,Grievances addressed to Member(F)/Sec(T)/CGCA)	AAO/AO → Dy CGCA → Jt CGCA→Addl.CGCA/CGCA (in cases where explicit order to put up is mentioned)	4	Addl.CGCA/CGCA
35	Information sought by DoT HQ on Pension related matters	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA
36	RTI information	AAO/AO → ACAO(BA-IT)&CPIO	2	ACAO & CPIO
37	RTI Appeal	AAO/AO → Dy CGCA (BA&IT)& FAA	2	Dy. CGCA & FAA
38	Monthly review of SWR	Dy CGCA and below level officers→ Jt CGCA → Addl CGCA → CGCA	4	CGCA
39	Information to be given to Admin Section	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA
40	Internal (conducted by DoT HQ) and External (conducted by F&C) Audit Reports	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA
41	E-Sankalan portal-Security Audit	Dy CGCA and below level officers→ Jt CGCA → Addl CGCA → CGCA	4	CGCA
42	CGCA Website- Security Audit	Dy CGCA and below level officers→ Jt CGCA → Addl CGCA → CGCA	4	CGCA
43	Requisition for engagement of Outsourced IT Staff for O/o CGCA	Dy CGCA and below level officers→ Jt CGCA → Addl CGCA → CGCA	4	CGCA
44	Monthly Progress Report of IT outsourcing staffs	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA
45	Leave matters-outsourced IT staffs	AAO/AO → ACAO → Dy CGCA	3	Dy CGCA
46	Misc IT works	AAO→ ACAO → Dy CGCA → Jt CGCA	4	Jt CGCA