



OFFICE OF THE PR ACCOUNTANT
GENERAL (A&E), PUNJAB, SECTOR-
17 E,
CHANDIGARH - 160017.
No. Admn. I/CAG Cir/22-23/ 938-947
Dated:- 14.06.2022

To

1. Sr. Accounts Officer
I/c TM-II
2. Sr. Accounts Officer
I/c PPCB
3. Sr. Accounts Officer (Admn)
UT Sub Office

Subject: *Scheme for CAGs Awards for innovation and excellence in Public Auditing and Accounting*

I am to enclose herewith Hq s letter no. 271/9-PPG/2022 dated 01.06.2022 on the subject cited above . You are requested to furnish data of your wing for the Financial years 2019-2020,2020-2021 and 2021-2022 as per the attachments enclosed, if wants to participate in the above scheme.

This may please given top priority.

Encl:As above

Sd/-

Sr. Accounts Officer (Admn-I)

Copy of the above is forwarded to the following for similar necessary action:-

1. Sr. Accounts officer, CRT-I &II, Welfare
2. Sr. Accounts officer, CLC
3. Sr. Accounts officer, Admn-II, Hind cell, Admn-III,
4. Sr. Accounts officer, Works Admn
5. DAG(Admn) Cell
6. Pay And Accounts Officer
7. IT Support Cell

Encl: As above

Sr. Accounts Officer (Admn-I) 14/06/2022

Annexure IA
Common framework for assessment of administrative functions

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
1	Whether all the 28 mandatory quarterly, half yearly and yearly returns were sent to HQs office within due dates prescribed as per HQs circular no. 17-staff (J.C.M.)/2020 dated 27.5.2020?	Scoring to be based on the extent of compliance <ol style="list-style-type: none"> i. If all 28 prescribed returns were sent within due date-5 marks ii. If more than 25 prescribed returns were sent within due date -4 marks iii. If more than 22 prescribed returns were sent within due date -3 marks iv. If more than 18 prescribed returns were sent within due date -2 marks v. If more than 10 prescribed returns were sent within due date - 1 mark vi. If less than or equal to only 9 prescribed returns were sent within due date -ZERO marks 	For every quarterly/half yearly returns combined score for the year may be calculated as per scoring indicated.	5	
2	Whether 56-J reviews are done on time as prescribed in DoPT OM No. 25013/03/2019-Estt.A-IV of 28 th August 2020?	Scoring based on time taken for the activity: <ul style="list-style-type: none"> • Well before the due date for all the eligible cases - 5 marks • With delay of 1 to 10 days - 4 marks • With delay of 11 to 15 days- 3 marks • With delay of 16 to 30 days-2 marks • With delays of 31 to 90 days -1 mark • Not met at all and the reviews are pending beyond 90 days -ZERO Marks 	Review is expected to be done well before the employees meet certain age and service length criteria as prescribed in the DoPT OM of 28 th August 2020. The delay will be counted in days at the end of a quarter in which the review was due.	5	
3	Whether offer of appointment for the new dossiers for appointments to Gr B & C was issued within 5 calendar days of	Scoring based on time taken for the activity: <ul style="list-style-type: none"> • All 3 criteria met -5 marks • First and Third criteria met but second 		5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
	<p>receipt of the dossier?</p> <p>Whether dossiers, where the candidates refused to join or did not join within due date (including extension given by HQ office) were promptly returned within a week of deadline being over?</p> <p>Whether confirmation/ termination/ Extension of probationer was done in a timely manner.</p>	<p>was met with a delay- 4 marks</p> <ul style="list-style-type: none"> • First criteria was met with delay but the Third was met in time- 3 marks • All the criteria were met, but with the delay -2 marks • First and Third criteria was met with a delay and second was not met at all -1 mark • First and third criteria was met with delay but second criteria was not met and candidate was allowed to join beyond the extension period allowed- ZERO Marks 			
4	<p>Whether the intra office transfer and posting criteria are pre-decided/formulated by the office?</p> <p>Whether the Intra Office Transfer and Posting Board (IOTPB) is formed in the office? (<i>For cadre controlling office, Inter Office Transfer and Posting Board should also be formed to satisfy this criteria</i>)</p> <p>Whether the IOTPB met as per pre- decided criteria or as per requirement in absence of criteria?</p>	<p>Scoring based on criteria met:</p> <ul style="list-style-type: none"> • All three criteria met—5 marks • First and second criteria is met but the third criteria is partially met with a deviation—4 marks • First criteria is not met but the second and third criteria is met—3 marks • First criteria is met but the second and third criteria are not met—2 marks • All the criteria are not met and yearly intra office transfers are done by administration with approval of HoD- 1 mark • All criteria are not met and transfers are done without the approval of HoD- ZERO Marks 		5	
5	<p>Whether DPC and MACP proceedings for Gr B & C Staff are conducted before the due date so that promotions are done on time?</p>	<p>Scoring to be based on extent of compliance</p> <ul style="list-style-type: none"> • Full compliance - 5 marks • 1-2 deviations - 4 marks • 3-5 deviations - 3 marks 	<p>Deviation here means number of employees who got their benefit after due date.</p>	5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
		<ul style="list-style-type: none"> 6-8 deviations - 2 marks 9-10 deviations - 1 marks More than 10 deviations - ZERO Marks 		5	
6	<p>Whether Meeting of Departmental Screening Committee (DSC) was held twice or more to consider the applications for appointment on compassionate grounds and the office gave compassionate appointment to the number of deserving applicants equal to the vacancies available therein?</p> <p>Whether the field office has forwarded the remaining applications to Headquarter office if they are otherwise found FIT by DSC and those are willing for consideration against the vacancies available in the other field offices? (Circular no.14 (letter no.52/Staff Hakdari Niyam/AR/02-2021 dated 20.04.2021) and OM F.No.43019/9/2019-Estt. (D) dated 23rd August 2021)</p>	<p>Scoring to be based on extent of compliance</p> <ul style="list-style-type: none"> Fully Complied or no application is pending in the office- 5 marks DSC constituted and met but remaining applications of Fit and willing candidates were not circulated in absence of vacancies—4 marks DSC constituted, meetings held on time, but the applications were not decided upon due to lacunas in the verification process or any other reason- 3 marks DSC was not constituted due to lack of vacancy, but the applications were pending - 2 marks DSC constituted but did not meet in time as prescribed—1 mark Applications are pending and neither the DSC was constituted, nor the applications were considered despite there being vacancy in the office - zero marks 		5	
7	<p>Whether sexual harassment committee has been constituted in the office?</p> <p>Whether no sexual harassment complaint is pending for more than 3 months from the date of receipt?</p>	<p>Scoring to be based on extent of compliance</p> <ul style="list-style-type: none"> If answer to all the four questions is yes - 5 marks If answer to only first three question is yes- 4 marks If answer to only first two questions is yes—3 marks If answer to only second question is 		5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
	<p>Whether information about the committee is put in prominent place in the office premises as well as office website?</p> <p>Whether committee regularly met every quarter as per mandate?</p>	<p>yes—2 marks</p> <ul style="list-style-type: none"> If answer to only one of the question (except second) is yes - 1 mark If answer to all the four questions is no- zero marks 			
8	<p>Whether all the relevant papers (title, lease document, blueprint map) for the estate are in possession of the Estate Officer? (Para 2.1, 2.2 & 2.3 of MSO (Estate) 2021)</p>	<p>Scoring to be based on the availability</p> <ol style="list-style-type: none"> If all the papers of both office & colony available -5 marks If only the title related papers of both colony and office available -4 marks If all the papers for only of one of them available--3 marks If only maps of both these available --2 marks If only maps of one of these available—1 mark None of the papers available - ZERO marks 	<p>The parameter will take into account papers for all the estate buildings/land under the estate officer.</p> <p>After assessing the availability of papers for each of the buildings/land separately the combined score will be calculated.</p> <p>In case any office only has office and/or colony under its jurisdiction sub criterion (i), (ii), (iv) and (vi) will apply</p>	5	
9	<p>Whether Estate Management Committee (EMC) was constituted at the station and meetings were being conducted on time?</p> <p>Whether the 'Annual Estate Plan' has been considered and approved by the Estate Management Committee before submission to the Estate Manager?</p> <p>Whether the priority list of works was sent to HQ in time?</p> <p>Whether progress reports are being sent to HQ on time? (Para 1.2 & 1.3 of MSO (Estate) 2021)</p>	<p>Scoring based on 5 activities to be carried out by the office in respect of EMC and Works: -</p> <ul style="list-style-type: none"> All five activities conducted - 5 Marks Only four activities conducted - 4 Marks Only three activities conducted - 3 Marks Only two activities conducted - 2 Marks Only one activity conducted - 1 Mark None of the activity conducted-ZERO 	<p>This parameter will take into account of various activities viz.:</p> <ul style="list-style-type: none"> Constitution of EMC Meeting conducted on time Annual estate plan approved by EMC Priority List sent on time to the HQ Monthly Progress Report of Works sent to Hqrs. 	5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
10	Whether Allotment of residential quarters are being done as per <i>Allotment of Govt. Residences (IA&AD) Rules, 2021?</i>	Scoring to be based on extent of compliance <ul style="list-style-type: none"> • Full compliance ---5 marks • One Deviation---4 marks • Two Deviation ---3 marks • Three Deviation --2 marks • Four Deviation ---1 mark • More than 4 deviations—ZERO Marks 	Deviations here means number of houses allotted without complying with 'Allotment of Govt. Residences (IA&AD) Rules,) 2021.This does not include exceptions done as per rules.	5	
11	<p>Whether the disaster management committee is constituted and meets as per mandate?</p> <p>Whether the evacuation plan for all the buildings for all officials including <i>Divyang</i> is in place and displayed at the proper prominent places?</p> <p>Whether regular drills are carried out to educate the staff. <i>(Chapter 3 of MSO(Estate) 2021)</i></p>	Scoring based on extent of compliance <ul style="list-style-type: none"> • All five parameters complied with - 5 marks • Committee constituted but meetings not held on time, evacuation plan available and displayed and regular drills conducted - 4 marks • Committee constituted, meetings held on time, evacuation in place but not displayed prominently and regular drills not conducted - 3 marks • Committee constituted, meetings held on time but evacuation plan not finalised and regular drills not conducted - 2 marks • Committee constituted, meetings not held on time, evacuation plan not in place and regular drills not conducted - 1 mark 	<p>This parameter will take into account of various activities viz.:</p> <ul style="list-style-type: none"> • Constitution of DMC • Meeting of DMC as prescribed • Evacuation Plan in place • Evacuation plans displayed at proper/prominent places • Regular drills being conducted 	5	
12	Whether sorting and weeding out of records is being done regularly by all sections? <i>(Para 12.4 & 12.5 of MSO (Administrative) Vol.1)</i>	Scoring to be based on extent of timeliness of the compliance <ul style="list-style-type: none"> • Once in a quarter by all sections—5 marks • Once in a quarter by more than 50% sections-4 marks • Once in six months by all sections—3 marks 		5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
		<ul style="list-style-type: none"> Once in six months by more than 50% of sections—2 marks Once in a year by all sections—1 mark 			
13	Whether e-Office is being implemented effectively?	<p>Scoring based on percentage of file processed in e-office out of total file processed in office</p> <ul style="list-style-type: none"> Above 80 % ---- 5 marks Above 70 to 80 % ---4 marks Above 60 to 70%---- 3 marks Above 50 to 60% ---- 2 marks Above 40 to 50 %---- 1 marks 40% and below---- 0 marks 	Considering the nature of files being processed specially those related to confidential matters, Old IR settlement etc., highest marks are being restricted for 80% achievement. This can be reviewed after a year when all the old IR Files are on OIOS.	5	
14	What is the extent of availability of modular furniture (MF) in the office including for records?	<p>Scoring to be done based on extent of availability:</p> <ul style="list-style-type: none"> All sections including record sections have MF—3 marks More than 75% of Sections have MF---- 2 marks More than 50% of sections have MF— 1 Mark Less than 50% section with MF—ZERO MARK 		3	
15	Whether office has started/completed the digitization of the Admin records?	<p>Scoring to be done based on extent of completion:</p> <ul style="list-style-type: none"> All records digitized—3 marks More than 50% records digitized-2 marks Digitization Process started in office— 1 mark 		3	
16	Whether Review of expenditure report for every month is being uploaded in iBEMS on or before 2 nd of the following month after due reconciliation with the Pay and Accounts office?	<p>Scoring based on compliance to set timeline</p> <ul style="list-style-type: none"> On time- 5 marks With delay up to 2 working days- 4 marks With delay of more than 2 and up to 5 	Total 12 report (Monthly) are furnished to the HQ's office during a financial year. The parameter will take into the accountability of timeliness in submitting the said report.	5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
	(Hqrs. office letter no.111/FMD/Res-Bes/123-2021 dated 20 th April 2022)	<p>working days- 3 marks</p> <ul style="list-style-type: none"> • With delay of more than 5 and up to 7 working days- 2 marks • With delay of more than 7 and up to 10 working days- 1 marks • With delay of more than 10 working days- Zero mark 	<p>Illustration- If field office gets 5 marks on submitting the report on time on 4 occasions during the financial year, 4 marks with delay up to 2 working days on 3 occasion, 3 marks with delay of more than 2 up to 5 working days on 2 occasion and 2 marks with delay of more than 5 up to 7 working days on 2 occasion and 1 mark with delay of more than 7 up to 10 working days on 1 occasion, then the following calculation would be made-</p> $(5 \times 4) + (4 \times 3) + (3 \times 2) + (2 \times 2) + (1 \times 1) + /12$ $= 43/12 = 3.58 = 3.6$ <p>The Office would thus get a score of 3.6 for this parameter.</p>		
17	<p>Timeliness of submission of DCC Bills-Is there is pendency of AC-DCC bills?</p> <p><i>DCC bills are to be submitted within 15 days of drawal of the AC bill (Rule 323 (2) of GFR 2017)</i></p>	<p>Scoring based on the number of DCC bills submitted and the time (compliance to set timeline) taken to submit those DCC bills</p> <ul style="list-style-type: none"> • If DCC bills are submitted on time -5 marks • With delay of 5 days—4 marks • With delay of 10 days- 3 marks • With delay of more than 10 up to 30 days-2 marks • With delays of more than 30 days -1 mark • Not submitted at all—ZERO Marks 	<p>The parameter will take into the timeliness in submitting DCC bills in order that there is accountability for government money withdrawn.</p> <p>Illustration: If the field office gets 5 marks on 60 DCC bills submitted on time, 4 marks for 40 DCC bills submitted with delay of 5 days, 3 marks for 30 DCC bills submitted with delay of 10 days, 2 marks for 10 DCC bills submitted with delay of 11 to 30 days, 1 mark for 5 DCC bills submitted with delay of more</p>	5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
			<p>than 30 days, the following calculation can be made: $(5 \times 60) + (4 \times 40) + (3 \times 30) + (2 \times 10) + (1 \times 5) / 145 = 300 + 160 + 90 + 20 + 5 / 145 = 575 / 145 = 3.9 = 4.0$ The Office would thus get a score of 4.0 on this parameter.</p>		
18	Whether any substantial amount of saving was surrendered after the due date prescribed by the budget section? (generally after 28 th of February)	<p>Scoring based on compliance to set timeline :</p> <ul style="list-style-type: none"> • Surrendered within prescribed time line -5 marks • Surrendered with delay of 5 working days—4 marks • Surrendered with delay of 10 working days- 3 marks • Surrendered with delay of more than 10 up to 20 working days-2 marks • Surrendered with delay of more than 20 working days- 1 mark • Surrenders not done at all resulting in savings —ZERO Marks 	<p>Definition of substantial amount here would be dependent upon the provision under the particular head of expenditure.</p> <ul style="list-style-type: none"> • In case of Salary, TA— Amount exceeding Rs. 20,000 or 1% of allotment whichever is less • In case of Medical, Other Advances etc.-Amount exceeding Rs. 10,000 or 1% of allotment whichever is less • In case of OE -Amount exceeding 5000 or 1% of allotment whichever is less • In case of Minor works- Amount exceeding 1% of allotment • In case of “Capital Section”- Amount exceeding 1% of allotment <p>Total score to be calculated after taking into account individual scores for each head mentioned above.</p>	5	
19	Whether office has projected requirement on realistic basis in flash figures ?	Scoring based on % age of amount utilised against demand of funds projected in Flash figures under the		5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
		head "Salaries" <ul style="list-style-type: none"> Utilization as per flash figures - 5 marks Utilisation up to 99.5 % of flash figures - 3 marks Excess utilisation beyond flash figures up to 0.5% - 2 marks Utilisation up to 99.00 % of flash figures - 1 mark Utilisation less than 99.00 % of flash figures and Excess demand beyond flash figures more than 0.5% - Zero marks 			
20	Whether monitoring of REs and BEs of Loans and Advances to Government Servants and the actual expenditure happening against these figures is done every month? <i>(114-Budget/Loans & Advances/26-2018 dt:25.03.2019)</i>	Scoring to be done based on compliance to set timeline: <ul style="list-style-type: none"> If Monthly Statement of Expenditure on Loans and Advances is submitted by 5th of the following month- 3 marks If submitted from 6th to 15th of the following month- 2 marks If submitted between 16th to end of the following month- 1 mark If submitted after the end of the following month- ZERO marks 		3	
21	Whether annual report of "Updation and Maintenance of Service Books" up to last date of April for previous financial year are being sent to HQ? <i>(HQ letter No. 436/41-11/INSP/ACT-14/2020 Dated 20/10/2020)</i>	Scoring based on time taken for the activity <ul style="list-style-type: none"> On time--- 5 marks With delay of 10 working days--- 4 marks With delay of 15 working days--- 3 marks With delay of 20 working days---- 2 marks With delay of more than 20 working days --- 1 marks 	Scoring based on time taken for the activity.	5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
		<ul style="list-style-type: none"> With delay more than 30 working days - 0 marks 			
22	Whether Medical advance is granted to the concerned CGHS beneficiary within stipulated period of 10 days?	<p>Scoring based on timeliness</p> <ul style="list-style-type: none"> Within 10 days from the date of request of advance receipt in the section-3 Marks More than 10 up to 15 working days-2 Marks More than 15 up to 25 working days-1 Marks More than 25 working days without any valid reason -Zero mark 	<p>Illustration- Suppose 30 medical advance was granted in a financial year. 10 medical advances were given on time, 10 medical advances were granted in more than 10 and up to 15 working days and 10 medical advance was sanctioned in more than 15 up to 25 working days then calculation would be as under- $(10 \times 3) + (10 \times 2) + 10 \times 1 / 30 = (30 + 20 + 10) / 30 = 60 / 30 = 2$ Then office would get 2 marks for this parameter</p>	3	
23	Whether court cases, including contempt cases, are dealt with promptly?	<p>Scoring based on the timing of furnishing reply w.r.t date of listing of the case in Courts</p> <ul style="list-style-type: none"> Cases where replies are finalised at least two weeks before the date of first hearing—5 marks Cases where replies are finalised at least a week before/within a week of first hearing—4 marks Cases where replies are finalised a week after the first hearing and before the second hearing—3 marks Cases where replies are finalised two weeks after the first hearing and before the second hearing—2 marks Cases where replies are finalised a week before the second hearing-1 mark 	<p>Finalisation of Reply means- furnishing of para-wise reply approved by the HoD to the Standing legal counsel for preparation of reply to be placed before the Court on the date of its hearing.</p> <p><u>Illustration:</u></p> <p>If replies to 50 cases are finalised two weeks before first hearing, replies to 20 cases are finalised one week before first hearing/ within a week of first hearing, replies to 20 cases are finalised one week after the first hearing and before the second hearing, replies to 25 cases are finalised two weeks after the first hearing</p>	5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
		<ul style="list-style-type: none"> Cases where replies are finalised after second hearing- Zero mark 	and before second hearing, replies to 10 cases are finalised a week before the second hearing ----the Office will get a score of $(50 \times 5) + (20 \times 4) + (20 \times 3) + (25 \times 2) + (10 \times 1) / 125 = 3.6$		
24	Whether the procurement of Goods and Services is being done through GeM? If yes, the quantum of procurement in terms of percentage of procurement through GeM <i>(Rule 149 of GFR 2017 as amended vide OM No. F.1/26/2018-PPD, of GoI, MoF dated 02.04.2019)</i>	<ul style="list-style-type: none"> Up to 100%- 5 marks Up to 80%- 4 marks Up to 60%- 3 marks Up to 40%- 2 mark Up to 20%- 1 mark 0%-0 mark 	The scoring will be based on the value of procurement of goods/ services through GeM, out of the total value of procurement during the financial year.	5	
25	Whether GeM availability Report and past transaction summary (GeMAR&PTS) is generated on GeM for procurement outside GeM? <i>(Rule 149 of GFR 2017 as amended vide OM No. F.6/14/2020-PPD, of GoI, MoF dated 27.08.2020)</i>	<ul style="list-style-type: none"> In all cases-5 Marks Up to 80 % procurement cases-3 marks Up to 70 % procurement cases-2 marks Below 70 %- 0 mark 	Scoring based on compliance of rule covering total instances of procurement during the year.	5	
26	Whether facilities: i. Recreational Club ii. Gym iii. Creche iv. Medical kit/ room are functional in office? <i>(CCS RSA Rules 1993)</i> <i>(Women and child development ministry OM CRE - 23/1/2018 -</i>	<ul style="list-style-type: none"> If all 04 facilities are functional - 5 marks If any of 03 facilities are functional - 4 marks If any of 02 facilities are functional - 2 marks If any of the facilities functional - 1 marks If none of the facilities available -ZERO marks 	Scoring based on the number of facilities functional in the office.	5	

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
	Creche - p - 2 dt. 02-11-2018 for establishment and operation of Creche vide National Minimum Guidelines Under Maternity Benefit Act-2017)				
27	Whether verification of forms (pension papers) received from retiree are done before 04 months of retirement and being sent to PAO through "Bhavishya Portal".	Scoring based on time taken for the activity <ul style="list-style-type: none"> • On time- 5 marks • With delay of 10 working days - 4 marks • With delay of 20 working days - 3 marks • With delay of 25 working days - 2 marks • With delay of 30 working days - 1 mark • With delay of more than 30 working days - 0 mark 	<p>The parameters will take into account the timelines in processing retirement cases.</p> <p>Illustration: If the field office gets 5 marks on 20 retirement cases processed, 4 marks for 12 retirement cases processed with delay of 10 working days, 3 marks for 10 retirement cases processed with delay of 20 working days, 2 marks for 5 retirement cases processed with delay of 25 working days, 1 mark for 2 retirement cases processed with delay of 30 working days and 0 marks for 1 retirement case processed with delay of more than 30 working days, the following calculation can be made:</p> $(5 \times 20) + (4 \times 12) + (3 \times 10) + (2 \times 5) + (1 \times 2) + (0 \times 1) / 50 =$ $(100 + 48 + 30 + 10 + 2 + 0) / 50 = 190 / 50 = 3.8$ <p>The office would be getting a score of 3.8 on this parameter.</p>	5	
TOTAL SCORE				127	

Annexure IB

Common framework for assessment of redressal of public grievances (Administrative and Technical)

Sl. No	Parameter	Quantitative Assessment Score	Remarks	Maximum score for the parameter	Score Awarded
1	Whether complaints made to the CAG are addressed promptly?	<p>Scoring is based on the time taken for disposal of the complaint case.</p> <ul style="list-style-type: none"> Cases where verification is completed within 1 month of receipt of the complaint —4 marks Cases where verification is completed within 2 months of receipt of the complaint —3 marks Cases where verification is completed within 3 months of receipt of the complaint —2 marks Cases where verification is completed beyond 3 months of receipt of the complaint —zero marks 	<p>The parameters will take into account the timelines in processing complaint cases.</p> <p>Illustration: If the field office gets 4 marks on 20 complaint cases processed within 1 month, 3 marks for 15 complaint cases processed within 2 months, 2 marks for 10 complaint cases processed within 3 months, 0 marks for 5 complaint cases processed beyond 3 months, the following calculation can be made:</p> $(4 \times 20) + (3 \times 15) + (2 \times 10) + (0 \times 5) / 50 =$ $(80 + 45 + 20 + 0) / 50 = 2.9$ <p>The office would be getting a score of 2.9 on this parameter.</p>	4	
TOTAL SCORE				4	
TOTAL SCORE (Annexure IA plus IB)				131	
NORMALISED SCORE				100	