



कार्यालय महालेखाकार (लेखा परीक्षा ),दिल्ली  
OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), DELHI  
इंद्रप्रस्थ स्टेट,नई दिल्ली- 110002  
INDRAPRASTHA ESTATE, NEW DELHI-110002

## Employees' Charter for Processing of Claims and Advances

### Objective

To provide employees with a minimum level of assurance and defined timelines for the processing and settlement of their claims/advances, while ensuring transparency, accountability, and timely service delivery.

### Scope

This Charter applies to all employees submitting claims/advances relating to: Medical Claims & Advances, Travelling Allowance (TA) Claims, Leave Travel Concession (LTC) Claims, Leave Encashment, Advances (LTC Advance, TA Advance, GPF Advance/Withdrawal, etc.).

### Minimum Service Assurance & Timelines

Type of Claim/Advance	Timeline for Settlement (Working Days)	Remarks / Conditions
Medical Claims	25	Employee must submit within 6 months from treatment/discharge date with all required documents.
Medical Advance	10	Subject to approval by competent authority.
Travelling Allowance (TA) Claims	25	Claims must be submitted within 60 days of completion of journey.
Leave Encashment / Advances (LTC Advance, TA Advance, GPF Advance/Withdrawal)	15	Subject to prior sanction from Establishment.
LTC Claims	25	Claims must be submitted within 3 months (if no advance) or 1 month (if advance taken).

### **Deficiency / Incomplete Claims**

If any deficiency is found in the claim, the employee will be intimated during process of claims through e-mail/letter/phone. Employees will be given 5 working days to respond with the required documents. If no reply is received within the prescribed time, the claim will be processed as per documents submitted with the claim or forfeit as per prevailing rule.

### **In-Charge Arrangement**

In case the dealing officer is on leave, the case will automatically be assigned to the designated In-Charge Officer, ensuring no delay in processing.

### **Monitoring & Accountability**

Sr. AO (Bill) will monitor pendency of claims and submit weekly diary and Monthly Arrear Report. Delay beyond the assured timelines, without justifiable reasons, will be reviewed at supervisory level/AAO level.

### **Disclaimer**

The above timelines are subject to the availability of internet, smooth functioning of software systems (PFMS/iBEMS), and completeness of documents submitted by the employee.