

CITIZENS CHARTER FOR DEPARTMENT OF TREASURIES

1. Our Mission

We dedicate ourselves to provide better and speedy services to the transacting Public, Pensioners, Depositors and to other Departments on behalf of Government.

2. Our Commitment

- 2.1 We are committed to integrity, courtesy and transparency in our efforts to achieve the above stated mission. We will be polite and courteous to every individual and on our own initiative explain to the public their rights and entitlements.
- 2.2 We consistently simplify our departmental and office procedures and we also maintain fiscal discipline and minimize our costs of administration.
- 2.3 We promise to give publicity of all timely changes and procedures made by Government to various deposit schemes opened to the transacting public and also to Government departments which do monetary transaction for their departments.
- 2.4 We have apart from the Directorate, District Treasuries, Sub Treasuries, Stamp Depots and One Man Treasuries to cater to the need of transacting Public, Pensioners and other Government departments. We have set up enquiry counters in all District Treasuries and Sub Treasuries to respond quickly to the enquiries and complaints from our transacting Public, Pensioners, Depositors and Treasury personnel.
- 2.5 In case of any complaint or request is not properly handled or considered, you are welcome to approach the head of office or officer specially designated for the purpose.

3. Our Main Functions

1. Receipts of Government money.
2. Custody of Government money.

3. Transfer of Government money standing in Government account from place to place.
4. Payment of money from Government account.
5. Acting as a banker in respect of funds of local bodies and similarly placed institutions who keep their funds with Treasury.
6. Maintenance of initial accounts, rendering of accounts to the Accountant General and other specified offices.
7. Conducting Savings Bank Transactions and maintenance of accounts relating to Treasury Savings Bank.
8. Payment of pension relating to Civil (State & Central), Military, Freedom Fighters and other States.
9. Issue of non postal stamps.
10. Issue of opium to licensees.
11. Issue of Local Fund Government cheque books and pass books.
12. Payment of interest on Government Promissory Notes.
13. Issue of Treasury Bill Books to the Departmental officers.
14. Maintenance of officer wise accounts relating to the Family Benefit Scheme.
15. Issue of Banderols.
16. Keeping of election materials in safe custody at the time of election and also the question papers cum answer sheets relating to various entrance examinations.
17. Keeping valuables of various Government departments and Courts in safe custody as per rule.

4. Our Role

1. As a primary Auditor.
2. As an agent of Legislature.
3. As an Accountant.
4. As a tool of Budgetary Control.
5. As Compiler and Statistician.
6. As a Depository.

7. As a Vendor.
8. As a licensing authority for motor vehicle.
9. As a Banker.
10. As a medium for inter departmental adjustment.

5. Charter for District Treasury Offices

- 5.1 We endeavour to settle any complaint or disputes of the transacting public, pensioners, vendors, depositors and departments arising in Sub Treasuries/Stamp Depots within the time limit as soon as we get your written or oral communication. We also promptly write back to you intimating the report.
- 5.2 During the periodical and surprise inspections conducted at the Sub Treasuries, we also give importance to find how our services through Sub Treasuries can be made more beneficial to the transacting public, pensioners and depositors.
- 5.3 We are also confident that we will be able to provide better services to all, as the ongoing computerisation process at the treasuries are completed by the end of this financial year.

6. Charter for Sub Treasury Offices.

- 6.1 There are 165 Sub Treasuries of which 5 Sub Treasuries are exclusively opened for pension and SB transactions. This helps the pensioners to receive pensions more conveniently and the treasury personnel are able to provide more attention to pensioners.
- 6.2 The online computerisation of all the treasuries are going on fastly and 120/187 treasuries including (22 District Treasuries) have so far been computerised as on 24-1-2004. With the completion of the computerisation of the remaining treasuries, we will be able to render better services to all quickly.
- 6.3 The general motto of one man treasuries working in various panchayaths is to render the services to the pensioners belonging to a panchayath and thereby to an extent put an end to the practice of sending pension by money order as far as possible and also to avoid undue hardship to pensioners.

7. Treasury Savings Bank Scheme

As a part of mobilisation of deposits in Government Account, a scheme was implemented namely "*Treasury Savings Bank Scheme*". The Treasury Banking

System is approved by the Government of Kerala and does not contravene the Banking Regulation Act. The different categories of this scheme are:

7.1 *Treasury Savings Bank (TSB)*

This scheme is opened to all general public and Government employees by a minimum running balance of Rs. 500. The annual interest rate is 5.5% (w.e.f. 17-8-2001).

7.2 *Treasury Public Accounts (TPA)*

This scheme is intended to Public/Private sector undertakings, Co-operative sectors, Autonomous bodies, Corporations etc. This has an annual interest of 5.5% with effect from 17-8-2001. However, the deposits having public nature made through Government departments are also accepted under TPA. But no interest is allowed on such deposits.

7.3 *Treasury Security Accounts (TSA)*

The scheme has an annual interest rate of 5.5% (w.e.f. 17-8-2001). This facility of account is exclusively opened to the contractors, money lending firms and chitty foremen, who undertake Government work/run chitties/conduct business under Kerala Money Lending Act to deposit their security amount through an Administrator of a Government Department often known as pledgee. This account is not open to general public.

7.4 *Pensioners Treasury Savings Bank (PTSB)*

This scheme has an annual interest rate of 5.5% (w.e.f. 17-8-2001) and is intended for the pensioners with a minimum running balance of Rs. 100. The very intention of introducing such an account is to facilitate the pensioners to draw their pension through PTSB subject to their requirements. A good number of pensioners have opted this scheme and this has paved way for minimising the expenditure towards money order commission.

7.5 *Treasury Fixed Deposits (TFD)*

The Treasury has a dominant role in balancing the Ways and Means position of the State Government by means of deposit mobilisation

through Term Deposit Certificates. The minimum term of the deposits is for 180 days. The rate of interest on Treasury Fixed Deposits are comparatively higher than that of commercial banks.

The rate of interest on various Term Deposit Certificates w.e.f. 1-9-2003 are shown below as per G. O. (P) 445/2003/Fin dated 21-8-2003.

180 days and above but below 1 year ..	6%
1 year and above but below 3 years ..	7.5%
3 years and above ..	8.5%

8. Grievance Redressal Cell

In all treasuries in the State as well as in the Directorate, Grievance Redressal Cell is opened for speedy settlement of the complaints received from the transacting public as well as the pensioners.

9. Womens Complaint Committee

Complaint Committee headed by a woman and comprising women members has been constituted in all District Treasuries and in the Directorate with a view to prevent sexual harassment towards women employees.

(Sd.)

Director of Treasuries.
