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No.: PP-17/2/2020-PAP  
Government of India  
Ministry of Communications  
Department of Posts  
(P.A.P. Section)  
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Dak Bhawan, Sansad Marg,  
New Delhi-110001.  
Date: 28.07.2025.

**Office Memorandum**

**Subject: Payment of all claims related to allowances within one month of receipt of such claims— Regarding.**


It has been observed repeatedly that personal claims submitted by officers/officials/GDS—such as those related to Travelling Allowance (TA), Children Education Allowance (CEA), Combined Duty Allowance and other admissible allowances—are not being settled in a timely manner. This delay is causing undue inconvenience to the employees/GDS concerned. Further, recently, CBI has flagged the Vigilance Division of this Department about some incidents of **time-barred claims of TA and Combined Duty Allowance** that were processed and sanctioned in violation of the extant rules and guidelines allegedly in return for illegal gratification.

2. In this respect, it is informed that as per DoE OM No. 19030/1/2017-E.IV dated 13.03.2018, the time limit for submission of claims for TA on Tour/Transfer/Training is sixty days from the date of completion of the journey. Likewise, as per DoE OM No. 19030/1/2017-E.IV dated 15.06.2021, the time limit for submission of claims for TA on Retirement is 180 days (six months) from the date of completion of the journey. Although, there is no time limit prescribed for submission of the claims for combined duty allowance to GDS, the process is defined in this office OM No. 17-115/2001-GDS dated 21.10.2002.

3. It is, therefore, impressed upon all concerned that the above-mentioned instructions issued by the Nodal Ministry must be strictly complied with while processing and sanctioning TA claims. Other personal claims (such as CEA, and similar allowances) should also be processed and disbursed **within one month** of receipt, subject to the availability of funds.

4. In cases where delay occurs in payment due to non-availability of funds, the claimant must be **duly informed** of the status of their claim. Time-barred claims should be dealt with in accordance with the instructions issued by the Nodal Ministry or this Directorate from time to time.

This issues with the approval of the Competent Authority.

  
28.7.2025

(Sapna)  
Assistant Director General (PE-II)  
L.O ADG(PAP)

To,

1. Director (Vigilance Division) w.r.t. vigilance letter no. Misc/Inv/2024(I)-INV dated 14.07.2025.
2. All Chief Postmasters General / Postmasters General.
3. Chief General Manager, BD Directorate / Parcel Directorate / PLI Directorate.
4. Director, RAKNPA / GM, CEPT / Directors of All PTCs.
5. Addl. Director General, Army Postal Service, R.K.Puram, New Delhi.
6. All General Managers (Finance) / Directors Postal Accounts / DAP.
7. GM, CEPT for uploading the order on the India Post web site.
8. Guard File.