

WRITE UP ON IVRS – “DAFFODIL”

Interactive **V**oice **R**esponse **S**ystem (IVRS) DAFFODIL “**D**efence **A**rmey **O**fficers **D**ynamic **I**nteractive **L**ink” has been developed for prompt and updated responses to various queries regarding Pay & Allowances of Army Officers. Under IVRS System the following facilities are being provided to Army Officers.

- i. IVRS will be bilingual i.e in Hindi & English.
- ii. Officer will login through landline/mobile numbers.
- iii. T-Pin will be generated to access the IVRS.

The following information can be accessed by the Army Officers through IVRS.

- i. Details about salary i.e. Basic Pay, DA, NPA/Technical Allowance, Transport Allowance, Gross Pay, remittance/closing balance.
- ii. Adjustment of DO Part II orders.
- iii. DSOP Fund details.
- iv. Details of Ledger Wing claims (last three claims).
- v. Details of Outstanding TA/DA advances.
- vi. Details of last LTC claim.
- vii. PAN No. whether received or not.
- viii. Facility to register Mobile No. for SMS alerts.
- ix. Information on Pension Documents.

Contact Nos.

1800 233 2593 (toll free)

020-26407000 (PRI)

MAIN MENU

- ❖ Language- i. Hindi & ii. English
- ❖ CDA Account No. to be entered
- ❖ Date of Birth to be entered
- ❖ Last five digit of salary bank a/c no. to be entered
- ❖ System will generate T-Pin
Officer has to enter T-Pin

NEXT MENU (Option 0 to 9)

Option 1 : For Salary

The following will be intimated

Basic Pay

Dearness Allowance

NPA

Technical Allowance

Transport Allowance

Gross Salary

Remittance/Closing Debit or Credit
Balance

Option 2 : For DO Part II Orders

Officer has to enter:

Four Digit DO Part II Order No.

Date as DDMMYYYY

The following will be intimated

DO Part II order received / Not received

Option 3 : For DSOP Fund

Officer has to enter 1:

For DSOP Fund balance

Officer has to enter 2:

For Rate of DSOP Fund Subscription

Officer has to enter 3:

For last DSOP Fund Withdrawal

Option 4: For Ledger Wing Claim

Details of Last three claims will be intimated
i.e. Type of claim and its status as under

Under Process OR

Passed for Amount..... on
(date) OR

Rejected

Option 5: For details of outstanding TA/DA Advances

Advance of Rs..... Drawn on
..... (date) is outstanding

Option 6:For details of last LTC Claim

LTC under TR 177 (A/B/C) Amounting
Rs..... Credited on (Date)

OR

Rejected

Option 7 : For PAN No.

PAN NO. Available /

Not Available

Please forward the copy of PAN No. to
SAO, LWSS (Audit)

Option 8 : For registration of Mobile No

Officer has to enter 1:

To register Mobile Number

Officer has to enter Mobile Number

Officer has to enter Date of Commission

On successful

System will read Mobile Number

Officer has to Press 1 for confirmation

Officer has to Press 2 to retry

Option 9 : For information on Pension documents for superannuating officers

Officer has to enter 1:

For Status of LPC-cum-Data Sheet

Forwarded to PCDA (P) Allahabad under
Batch No..... Dated

Not forwarded

Officer has to enter 2:

To know the details of Pension
documents received

All documents received/not
received/..... Documents not received

Option 0 : TO GO BACK