

CONTROLLER AND ACCOUNTANT GENERAL'S DEPARTMENT (CAGD)

UPDATE OF THE MECHANIZED PAYROLL

Do you have a complaint related to any of the following on the payroll?

COMPLAINT	WHERE TO CONTACT FOR SOLUTION
Overpayment loan recovery	Controller and Accountant General's Department
Update of social security number	Ministry/Department/Agency
Wrongful deduction of social security on arrears	Controller and Accountant General's Department
Change of grade step	Ministry/Department/Agency
Suspension of salary	Ministry/Department/Agency
Update of bank account number	Ministry/Department/Agency
Posting and transfer	Ministry/Department/Agency
Delay in processing promotion	Ministry/Department/Agency
Salary blocked	Ministry/Department/Agency
Salary paid to wrong bank	Ministry/Department/Agency
Incorrect basic salary	Ministry/Department/Agency
Non-payment of salary arrears	Ministry/Department/Agency/ Controller and Accountant General's Department
Wrongful deduction of hire purchase	CAGD/Hire Purchase Company
Incremental jump not effected	Ministry/Department/Agency
Under-payment of salary	Ministry/Department/Agency/ Controller and Accountant General's Department
Wrong scale placement	Ministry/Department/Agency
Tax on arrears	Controller and Accountant General's Department

You may also refer to the "Payroll Procedure Manual" published by CAGD

WEBSITE: www.cagd.gov.gh

E-MAIL: info@cagd.gov.gh

SIGNED
CONTROLLER AND ACCOUNTANT-GENERAL