

**(F) CITIZEN'S CHARTER**

**Recognizing**

- The right of the pensioners
- To receive prompt settlement of their pensionary benefits and
- Provident fund balance dues

**Conscious of**

Our responsibility as scrutinizing and authorizing authority

**In Evidence**

Of our commitment to provide and maintain the highest quality of service

**We Resolve**

- To authorize pensionary benefits and provident fund dues within two months of receipt of the cases complete in all respects
- To address the concerned authorities, in respect of deficiencies and defects, within one month; and, to keep the beneficiaries informed of such action.
- To acknowledge receipt of all complaint cases within one week.
- To furnish final replies to complaints relating to retirement benefits within two months of their receipt
- To furnish final replies to correspondence relating to discrepancies in general provident fund accounts within three months of receipt

**We Further Resolve**

- To suitably disseminate knowledge and information on the procedures and processes to all 'stake holders'
- Given on this .....(day).....(date, month and year) in .....(station)

**Accountant General (A&E)**

Instances of non-fulfillment of any of these resolves may be brought to the attention of the Sr. Deputy Accountant General/Deputy Accountant General concerned for redressal within a month.

<b>For Pension</b>	<b>For GPF</b>
Shri XYZ	Smt. ABC