

G. Quarterly Report on "Citizen's Charter":

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-I, UP, ALLAHABAD

Quarterly Report ending 31.3.2017 on Citizen's Charter

GPF

SL.NO.	ITEM	
1	Opening Balance of GPF Final Payment cases	29
2	No. of Final Payment cases received in complete shape during the quarter	1937
3	Total No. of Final Payment cases authorized	1966
4	No. of final payment cases not received in complete shape during the quarter	NIL
5	No. of cases out of above where feedback sent for the department within a month	NIL
6	No. of Final Payment cases out of 3 above which were finalized within two months of receipts of the cases in the office	1966
7	Closing balance of GPF Final Payment cases	NIL
8	No. of cases out of 7 above which are less than 2 months old	-
9a	No. of complaint cases (GPF related cases) received	136
9b	Number of cases where final reply was sent to the complaints within two months	136
10	Number of cases where complaints were received about non fulfillment of pledges	--
10A	Number of cases out of 10 above where final reply was sent within a month	--

Pension Co-Ordination

Received 01-01-2017 to 31-03-2017

Reference:- Headquarter's Circular No8, Letter No. 663 AC-II/207-2003 Vol-II
date 29.12.2003

Monthly/Quarterly Report on "Citizens" Charter for the month/quarter
ending.(Revised format vide H.Q. letter No. 449-AGH/203-2004 Vol-II
dated 11.08.2004)

	Pension	
1	Opening Balance	Nil
2	Number of pension cases received in complete shape during the month/quarter	15
3	Total No. pension cases authorised	14
4	Number of pension cases not received in complete shape during the month/quarter	03
5	No. of case out of 4 which feedback sent for the department within a month	03
6	No. of case out of 3 which were finalised within 2 months of receipt of the cases in the office	14
7	Closing Balance of the pension cases	01
8	No. of cases out of 7 which are less than 2 months old.	-----
9	No. of complaint cases received.	122
9(a)	No. of cases where acknowledgement was sent within a week.	----
9(b)	No. of cases where final reply was sent to complaints within 2 months	122
10	No. of cases where complaints were received about non fulfillment of pledges	-----
10(a)	No. of cases out of 10 above where final reply sent within a month	-----

Special Seal Authority Cases

1. Opening Balance-----Nil
2. Receipt of cases in complete shape----319
3. Total-----319
4. Cases authorized -----318
5. Cases not received in complete shape-Nil
6. Feedback sent for the department----Nil
7. Finalized-----318
8. Closing Balance-----01


Accounts Officer/Pension