

Citizens' Charter

Office of the Accountant General (A & E) U.P. Allahabad

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 except pension revision cases.
- 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 correspondence relating to discrepancies in general provident fund accounts within three months of receipt.
- To suitably disseminate knowledge and information on the procedures and processes to all 'stake holders'.

We Further Resolve

S.Ahlladini Panda

Accountant General (Accounts) - I

Monika Verma

Accountant General (Accounts) – II

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

For Pension

For G.P.F.

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