

# Citizens' Charter

## Office of the Accountant General (A & E)-II 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

**Dr. Surendra Kumar**  
**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

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### For G.P.F.

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