

# 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

**ABHISHEK SINGH**  
**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**

**Mr. Raj Kumar**

Ph. (0532) 2622783

**For G.P.F.**

**Ms. Sahil Sangwan**

(0532) 2420872