

CITIZEN'S CHARTER

1. Recognizing

The right of the Pensioners / retired Government Servants. To receive prompt settlement of their pensionary benefits and Provident Fund balances dues

2. Conscious of

Our rules and responsibilities in discharge of duties and providing services to stakeholders/beneficiaries.

3. Hosting of the Annual Finance and Appropriation Accounts on the official website

SN	Our Services	How we measure our performance	Our Timelines
1	Dissemination of the Finance and Appropriation Accounts of the State on the website of the AG	Average time taken from the date of tabling of Accounts and reports in the State Legislature to the date of uploading the same on the website of the AG	On the same day from the date of tabling in State Legislature

4. Pensionary Benefits

SN	Our Services	How we measure our performance	Our Timelines
1	Issue of Pension Payment Orders	Average time taken for issue of Pension Payment Order, from the date of receipt of pension papers along with service books from the respective Drawing and Disbursing Office (DDO)	30 working days from the date of receipt of pension papers complete in all respects
2	Finalization of revision of pension cases	Average time taken for finalization of pension revision cases, from the date of receipt of pension papers along with service books from the respective DDO	30 working days from the date of receipt of pension papers complete in all respects in respect of individual pensioners.
	2 Where revision of pension due to Pay Commission recommendations, etc., are received in large numbers simultaneously, some timelines may get extended.		
3	Re-authorisation of Pension Payment Orders in cases requiring changes in details (name of family pensioner, etc.)	Average time taken for revision of Pension Payment Orders, from the date of receipt of application from the respective DDO	15 working days from the date of receipt of application complete in all respects
4	Request for additional information/ documents, if application is incomplete	Average time taken to scrutinise application on its receipt	5 working days from the date of receipt of application
5	Attending to Complaints	Online registration of complaints can be done through Online Grievance Redressal System of respective AG offices. Offline registration of complaints can be done through Grievance Redressal cells in AG offices and through posts.	30 working days from the date of receipt of the complaint (both online and offline)

5. Provident Fund Dues

SN	Our Services	How we measure our performance	Our Timelines
1	Issue of orders for final withdrawal	Average time taken for issue of orders for final withdrawal, from the date of receipt of application from the respective DDO	20 working days from the date of receipt of application complete in all respects
2	Issue of annual statements to the GPF subscribers	Providing GPF statements to the subscriber/Drawing and Disbursing Officer by accessing in the office website	31 July following the end of the financial year, on receipt of complete information/schedule from State Accounts rendering units
3	Request for additional information/documents, if application is incomplete	Average time taken to scrutinise application on its receipt	5 working days from the date of receipt of application
4	Attending to Complaints	The regular and constant monitoring of online/offline complaints.	30 working days from the date of receipt of the complaint (both online and offline)

6. Gazetted Entitlement Functions

SN	Our Services	How we measure our performance	Our Timelines
1	Issue of Pay Slips	Ensuring timeliness	20 working days from the date of receipt of application
2	Issue of history of Service Sheets	Ensuring timeliness	30 working days from the date of receipt of application
3	Request for additional information/documents, if application is complete	Ensuring timeliness	5 working days from the date of receipt of application
4	Attending to Complaints	Ensuring timeliness	30 working days from the date of receipt of application

Mechanism of Grievance Redressal through online

Beneficiaries can submit the grievance in the link available at agaeuttarakhand@caq.gov.in

In any case of non-receipt of response or unsatisfactory response, matter to be brought into the notice of the Sr. Deputy Accountant General (Admin) office of the Accountant General (A&E) Uttarakhand. Phone No: (0135) 2970864 Email- joshik@caq.gov.in

Sd/-

Sr.DAG/Admn-I