

Citizen's Charter

Recognizing

The rights 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
- To address the concerned authorities in respect of deficiencies and defects within one month and to keep the beneficiaries informed of such actions
- To acknowledge receipt of all complaint cases within one week
- To furnish final replies to complaints relating to retirement benefits within two months of their receipt.
- To furnish final replies to correspondence relating to discrepancies in General Provident Fund Accounts within three months of receipt.

We Further Resolve

To suitably disseminate knowledge and information on the procedures and processes to all 'stake holders'

Given on this Thursday, 1st May, 2003 in Thiruvananthapuram

V.Ravindran

Accountant General (A&E)

Instances of non fulfillment of any of these resolves may be brought to the attention of the Sr.Dy.Accountant General/ Dy.Accountant General concerned for redressal within one month.

For Pension

Shri K Vijayakumaran

Sr. Deputy Accountant General (Pension)

For GPF

Elizabeth Cherian

Deputy Accountant General (Funds)