

**OFFICE OF THE ACCOUNTANT GENERAL (A & E) :: ASSAM ::
BELTOLA :: GUWAHATI – 781 029.**

**QUARTERLY REPORT ON 'CITIZEN CHARTER' FOR THE QUARTER ENDING
31ST DECEMBER '2019.**

PENSION		
1	Opening Balance	1841
2	No. of pension cases received in complete shape during the quarter	2658
3	Total no. of pension cases authorized	2461
4	No. of pension cases not received in complete shape during the quarter	212
5	No. of cases out of 4 & 1 which feedback sent for the department within a month	220
6	No. of cases out of 3 which were finalized within 2 months of receipt of the cases in the Office	1617
7	Closing Balance of pension cases	1788
8	No. of cases out of 7 which are less than 2 months old	1788

G. P.F.		
9	Opening Balance of GPF final payment cases	1402
10	No. of final payment cases received in complete shape during the quarter	3405
11	Total no. of final payment cases authorized	3493
12	No. of final payment cases not received in complete shape during the quarter	362
13	No. of cases out of 12 above where feedback sent for the department within a month	286
14	No. of final payment cases out of 11 above which were finalized within two months of receipt of the cases in the office	3014
15	Closing Balance of GPF final payment cases	1314
16	No. of cases out of 15 above which are less than 2 months old	1238
17	No. of complaint cases (GPF and Pension related cases) received	03
18(a)	No. of cases where acknowledgement was sent within a week	NIL
18(b)	No. of cases where final reply was sent to the Complainant within two months	03
19	No. of cases where complaints were received about non-fulfillment of pledges	NIL
20	No. of cases out of 19 above where final reply was sent within a month	NIL


Sr. Accounts Officer