

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

**QUARTERLY REPORT ON 'CITIZEN CHARTER' FOR THE QUARTER ENDING  
31<sup>ST</sup> MARCH '2020.**

<b>PENSION</b>		
<b>1</b>	<b>Opening Balance</b>	<b>1788</b>
2	No. of pension cases received in complete shape during the quarter	2501
<b>3</b>	<b>Total no. of pension cases authorized</b>	<b>2359</b>
4	No. of pension cases not received in complete shape during the quarter	205
5	No. of cases out of 4 & 1 which feedback sent for the department within a month	187
6	No. of cases out of 3 which were finalized within 2 months of receipt of the cases in the Office	1706
<b>7</b>	<b>Closing Balance of pension cases</b>	<b>1727</b>
8	No. of cases out of 7 which are less than 2 months old	1421

<b>G. P.F.</b>		
<b>9</b>	<b>Opening Balance of GPF final payment cases</b>	<b>1314</b>
10	No. of final payment cases received in complete shape during the quarter	5090
<b>11</b>	<b>Total no. of final payment cases authorized</b>	<b>4015</b>
12	No. of final payment cases not received in complete shape during the quarter	610
13	No. of cases out of 12 above where feedback sent for the department within a month	515
14	No. of final payment cases out of 11 above which were finalized within two months of receipt of the cases in the office	3789
<b>15</b>	<b>Closing Balance of GPF final payment cases</b>	<b>2389</b>
16	No. of cases out of 15 above which are less than 2 months old	440
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