

Citizens' Charter
Office of the Principal Accountant General (A&E)
361, Anna Salai, Teynampet, Chennai 600018

Vision



(Our vision represents what we aspire to become)
Continue to provide independent and credible assurance on public resources and be a global leader in public sector auditing.

Mission



(Our mission enunciates our current role and describes what we are doing today)

Mandated by the Constitution of India, we promote accountability, transparency and good governance through high quality auditing and accounting and provide independent and timely assurance to the Legislature, the Public and the Executive, that public funds are being collected and used effectively and efficiently.

Core Values



(Our core values are the fundamental beliefs that guide our institution and our people)

Institutional Values: Maintaining professional standards, objective and balanced approach, independence and transparency.

People Values: Ethical behavior, integrity, professional competence, fairness and social awareness.

1. Placing of the Annual Finance and Appropriation Accounts on the website of the CAG

SN	Our Services	How we measure our performance	Our Timelines
1	Dissemination of the Finance and Appropriation Accounts of the States	Average time taken from the date of tabling of Accounts in the State Legislature, to the date of uploading the same on the website of the CAG	2 working days from the date of tabling in State Legislature

2. 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 days² from the date of receipt of pension papers complete in all respects in respect of individual pensioner
	<i>²Where revision of pension due to Pay Commission recommendations, etc., are received in large numbers simultaneously, some timelines may get extended.</i>		
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 scrutinize 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 the office. Offline registration of complaints can also be done through Pension Enquiry /Grievance redressal cell and through post.	30 working days from the date of receipt of the complaint (both online and offline)
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3. 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	Issuing GPF statements by 31 July of every year	31 July following the end of the financial year.
3	Request for additional information/ documents, if application is incomplete	Average time taken to scrutinize application on its receipt	5 working days from the date of receipt of application
4	Attending to Complaints	Online registration of complaints can be done through Online Grievance Redressal System of the office. Offline registration of complaints can also be done through Subscriber Grievance cell and through post.	30 working days from the date of receipt of the complaint (both online and offline)

Grievance Redressal: A link has been made available at <https://cag.gov.in/en/page-entitlement-grievance> in the CAG website to provide State-wise Grievance Redressal Mechanism for any type of entitlement related grievances. If not satisfied with the response or non-receipt of response, the pensioners/subscribers may contact the Deputy Accountant General (Funds/Pension) of the Accountant General's office Ms. PILLI VIJAYA, IA&AS, Deputy Accountant General, Telephone: 044-24324500.

Central Public Information Officer

Senior Deputy Accountant General/Deputy Accountant General in-charge of Administration in the office of Principal Accountant General/Accountant General functions as an independent Public Authority designated as PIO, and the Head of the office in this office in the rank of Principal Accountant General/Accountant General is designated as Appellate Authority under the RTI Act.

For further information/ clarifications contact:

Ms. SUBARANJANI S R IA&AS

SENIOR DEPUTY ACCOUNTANT GENERAL (ADMIN)

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