

G. Format for Quarterly Report on "Citizen's Charter":

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-I, UP, ALLAHABAD

Quarterly Report ending 30.09.2007 on Citizen's Charter

GPF

S.No.	ITEM	
1	Opening Balance of GPF Final Payment cases	165
2	No. of Final Payment cases received in complete shape during the quarter	1465
3	Total No. of Final Payment cases authorized	1465
4	No. of final payment cases not received in complete shape during the quarter	42
5	No. of cases out of above where feedback sent for the department within a month	42
6	No. of Final Payment cases out of 3 above which were finalized within two months of receipts of the cases in the office	1465
7	Closing balance of GPF Final Payment cases	207
8	No. of cases out of 7 above which are less than 2 months old	--
9a	No. of complaint cases (GPF related cases) received	--
9b	Number of cases where final reply was sent to the complaints within two months	696
10	Number of cases where complaints were received about non fulfillment of pledges	--
10a	Number of cases out of 10 above where final reply was sent within a month	--

G. Format for Quarterly Report on "Citizen's Charter":

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II, UP, ALLAHABAD

Quarterly Report ending 30.09.2007 on Citizen's Charter

FUND

S.No.	ITEM	
1	Opening Balance of GPF Final Payment cases	08
2	No. of Final Payment cases received in complete shape during the quarter	1662
3	Total No. of Final Payment cases authorized	1622
4	No. of final payment cases not received in complete shape during the quarter	--
5	No. of cases out of above where feedback sent for the department within a month	--
6	No. of Final Payment cases out of 3 above which were finalized within two months of receipts of the cases in the office	1622
7	Closing balance of GPF Final Payment cases	48
8	No. of cases out of 7 above which are less than 2 months old	--
9a	No. of complaint cases (GPF related cases) received	6201
9b	Number of cases where final reply was sent to the complaints within two months	5586
10	Number of cases where complaints were received about non fulfillment of pledges	--
10a	Number of cases out of 10 above where final reply was sent within a month	--

H. Format for Quarterly Report on "Citizen's Charter"

OFFICE OF THE ACCOUNTANT GENERAL (A&E)-II, UP, ALLAHABAD

Quarterly Report ending 30.09.2007 on Citizen's Charter

PENSION

S.No.	ITEM	
1	Opening Balance	NIL
2	No. of Pension cases received in complete shape during the quarter	79
3	Total No. of Pension cases authorised	79
4	No. of Pension cases not received in complete shape during the quarter	42
5	No. of cases out of above where feedback sent for the department within a month	42
6	No. of Final Payment cases out of 3 above which were finalized within two months of receipts of the cases in the office	79
7	Closing balance of Pension cases	NIL
8	No. of cases out of 7 above which are less than 2 months old	--
9	No. of complaint cases received.	1720
9a	No. of cases where acknowledgement was sent within a week	05
9b	Number of cases where final reply was sent to the complaints within two months	1720
10	Number of cases where complaints were received about non fulfillment of pledges	--
10a	Number of cases out of 10 above where final reply was sent within a month	--

Special Seal Authority Cases

Sl. No.	ITEM	
1	Opening Balance	NIL
1a	Total Receipt	652
2	Receipt of cases in complete shape	652
3	Cases authorised	650
4	Cases not received in complete shape	NIL
5	Feed back sent for the Department	NIL
6	Finalized	650
7	Closing Balance	02