

Citizen's Charter

Recognizing

*The right 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 action.*
-  *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 day 11th November 2005 in Kohima.

Sr. Dy. Accountant General (A, E & VLC)