

## Citizens' Charter

Office of the Comptroller and Auditor General of India  
9, Deen Dayal Upadhyaya Marg, New Delhi-110124

### 1. 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)   | <b>30 working days</b> from the date of receipt of pension papers |
| 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   | <b>90 working days</b> from the date of receipt of pension papers |
| 3  | Revision 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   | <b>30 working days</b> from the date of receipt of application    |
| 4  | Attending to Complaints   | Online registration of complaints can be done through Online Grievance Redress System of respective AG offices. Offline registration of complaints can be done through Grievance redressal cells in AG offices and through post. | <b>30 working days</b> from the date of receipt of the complaint  |

Grievance Redressal: (Details to be provided by GA Wing)

## 2. 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   | <b>30 working days</b> from the date of receipt of application                      |
| 2  | Issue of annual statements to the GPF subscribers | Issuing GPF statements by 31 July of every year  | Statements are despatched by <b>31 July</b> following the end of the financial year |
| 3  | Attending to Complaints                           | Online registration of complaints can be done through Online Grievance Redress System of respective AG offices. Offline registration of complaints can be done through Grievance redressal cells in AG offices and through post. | <b>30 working days</b> from the date of receipt of the complaint                    |

Grievance Redressal: (Details to be provided by GA Wing)

## 3. Gazetted Entitlement Functions

| SN | Our Services                       | How we measure our performance   | Our Timelines  |
|----|------------------------------------|--|--|
| 1  | Issue of Pay Slips                 | Average time taken for issue of Pay Slips from the date of receipt of application from the respective DDO  | <b>30 working days</b> from the date of receipt of application   |
| 2  | Issue of history of Service Sheets | Average time taken for issue of History of Service Sheet from the date of receipt of application from the respective DDO   | <b>30 working days</b> from the date of receipt of Application   |
| 3  | Attending to Complaints            | Online registration of complaints can be done through Online Grievance Redress System of respective AG offices. Offline registration of complaints can be done through Grievance redressal cells in AG offices and through post. | <b>30 working days</b> from the date of receipt of the complaint |

Grievance Redressal: (Details to be provided by GA Wing)

#### 4. Placing of the Annual Finance and Appropriation Accounts and the Audit Reports of the CAG 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 and Audit reports of the CAG through the website of the CAG | Average time taken from the date of tabling of Accounts and Reports in the Parliament and/or the State Legislature as the case may be, to the date of uploading the same in the website of the CAG | <b>1 working day</b> from the date of tabling |

#### 5. Supplementary Audit of Accounts of Government Companies

| SN | Our Services                         | How we measure our performance  | Our Timelines                   |
|----|--------------------------------------|---|---------------------------------|
| 1  | Empanelment of Chartered Accountants | Average time taken to upload provisional panel on CAG website, from the last date for submission of online applications by Firms/LLPs | Second week of April every year |

Grievance Redressal: (Details to be provided by Commercial Wing)

#### 6. Performance Report of the Indian Audit and Accounts Department

| SN | Our Services   | How we measure our performance  | Our Timelines  |
|----|--|---|--|
| 1  | Performance Report of the Indian Audit & Accounts Department | A performance report giving an overview of the functioning and significant activities of the department is published every year for the benefit of our stakeholders, including legislators, executives, academia, and members of the public | <b>6-9 months</b> from the close of a financial year |

#### If service is not rendered as per the timelines:

1. Inform/write to Ms. Vidhu Sood, Principal Director (SMU), Office of the C&AG, New Delhi; Phone: 23236827 (O); Mobile: .....
2. Send email to Strategic Management Unit of the Office of the C&AG, New Delhi at [sao1smu@cag.gov.in](mailto:sao1smu@cag.gov.in)