

FREQUENTLY ASKED QUESTIONS

1	What is the function of Accountant General (A&E), Orissa, Bhubaneswar?
A	The Accountant General (A&E) a branch under the Comptroller and Auditor General of India, deals with maintenance of Accounts of the State Govt (including GPF Accounts and LTA); authorisation of retirement benefits such as the Pension and GPF Final payments
2	How the State Govt account is maintained?
A	Different departments receive sanctions and budget provisions from the Finance Department and incur expenditure under different heads of accounts by an authorised officer named as Drawing and Disbursing officer. Vouchers of such expenditure are received by the Accountant general (A&E)'s office through district Treasuries for maintaining the accounts.
3	How pension payments are authorised to the retired Govt servants?
A	The pension is sanctioned by a designated officer of a department after receipt of application by the retiring Govt servant well in advance and check of entitlements. Such sanction along with a copy of the pension application submitted by the retiring Govt servant is communicated to the Accountant General (A&E) for further checking of entitlements as per the Orissa Civil service (Pension) Rules 1992 and who authorises the pension, Gratuity and Commuted value of the pension to the Treasury officer where the retired Govt servant desired to take payment. The Pension Sanctioning authority is also intimated of the fact of authorisation of pension.
4.	How a pensioner receives his authority of pension and others?
A	The Pension, Gratuity and commuted value of pension authorisation intimation will be sent to the pensioner through post to the address mentioned by him in the pension application,
5	How a pensioner will get his copy of authority if he leaves the place mentioned in the application before receiving the copy of the authority or during the postal transit of the authority?
A	The Pensioner can address a letter to the Accountant General giving his change of address for sending the authority.
6	How much time it takes to get the pension authorised?
A	If the service particulars are correctly and properly stated in the pension papers and the service book is up-to-date, the authorisation of pension will be done within one month of receipt of the sanction from the Pension Sanctioning authority.
7.	What about the Gratuity and Commuted value of pension authorisation?
A	The Gratuity is authorised along with the pension if the Pension Sanctioning authority certifies that no Govt dues are out standing against the retiring Govt official as well as no long terms advances such as HBA and MCA appear against the name of the retiring Govt servant in the books of records of Accountant General. If any long term advance is outstanding then the account will be reconciled and Gratuity authority is issued thereafter. So the retiring official if he is interested to get his gratuity released early, should be alert to see his account is clear before getting the Gratuity. The release of Commutation depends upon the submission of application.
8	Shall a pensioner have to come to AG's office for drawing his first pension or final GPF?
A	No. The pensioner should approach the Concerned Treasury officer mentioned in the pension intimation letter for drawing first pension and to the Drawing and disbursing officer for Final GPF.

9	To whom I shall place my grievances for redressal in respect of pension in AG's office?
A	A grievance redressal cell is functioning in the ground floor of the office where the retired Govt servant can submit his grievances relating to the pending pension matters OR GPF matters in the office of the A.G.
10	Is any number is allotted to the pensioner as in the case of GPF.
A	A Pension payment order is allotted to the pensioners at the time authorising the pension. The number mentioned therein will be used for all future correspondences.
11	What will happen if my pension payment order or GPF authority is lost at any stage or at any level after despatch from AG's office?
A	You may take up the matter with your Drawing and disbursing officer if it is GPF or with the Treasury officer if it is related to Pension, DCRG or Commuted value of Pension.
12	How can I know the balance standing in my GPF account?
A	GPF account slip for the previous financial year is issued by the Accountant General in the month of July, through which you can know the balance as on March of the last financial year.
13	What is the rate of interest on GPF subscriptions?
A	The interest rate announced by the Govt of India each year is adopted by the State Govt. The interest rate for the year 2009-10 is 8% p.a.
14	How the calculation of interest is carried out?
A	Interest is calculated from the succeeding month of recovery and is added up at the end of the financial year for the whole year.
15	What is to be done if I notice some missing credits in my GPF account?
A	You may represent your case through the Drawing disbursing officer giving full information about the missing credit such as month of credit, name of the Treasury, TV number, and duplicate copy of the bill along with schedule to enable the Accountant General's office to locate and adjust your missing credit.
16	Will Accountant General sanction my part-final with drawal or non-refundable advance from the General Provident Fund Account?
A	No, except accounting and authorisation of final payment after retirement, other cases are dealt by the Drawing and disbursing officer.
17	Up to which date the interest is allowed in final payment cases?
A	The interest is allowed till the month preceding the date of signing the authority by the Accounts officer of the Accountant General's office if it is signed before 15th of the month and if it is later, the interest is allowed till the last of the month.
18	Is the balance shown in the GPF account slip and that of final payment is same?
A	No, the balance shown in the GPF account slip is provisional and is subject to adjustment of missing credits/debits and excess allowed or less allowed in the accounts.
19	In what way the subscriber is responsible for any excess/short in the accounts maintained by the Accountant General?
A	In the accounting creeping of errors cannot be ruled out. The subscriber has the duty under Rule 36(2) of Orissa General Provident Fund Rules to point out any excess/shortages found by him in the account slip within three months of receipt of the same. This will help to avoid discontentment at the time of Final payment stage.

20	Will any body intimate my balance over telephone?
A	Yes, for the benefit of the subscribers an IVRS is functioning in the office of the Accountant General for intimating the balance available in the account of a GPF subscriber. Telephone Numbers are 2394434, 2394437, 2394640, 2394438, 2391431.
21	What is the arrangement to know about authorisation of pension and GPF?
A	Intimations to the retired Govt employees about their authorisation of retirement benefits are sent direct to them. The disposal is also hoisted in the website www.agori.cag.gov.in or www.agorissa.nic.in which can be viewed by the retired Govt officers/officials.
22	AG has pointed out missing credits of my HBA and MCA loan accounts. How can I get the missing credits cleared?
A	See reply to question 15 above.
23	Who are the PIO and Appellate authorities under RTI Act 2005 in the office of the Accountant General?
A	Appellate authority: Accountant General (A&E), Orissa, Bhubaneswar P.I.O : Sr. Deputy Accountant General(Admn)
24	In whose favour the information fee under RTI is to be drawn?
A	Accounts Officer(Cash), O/o The Accountant General(Accounts & Entitlement), Orissa, Bhubaneswar.