



सत्यमेव जयते

Citizens'/Clients' Charter

Of

Department of Pension and Pensioners' Welfare,

Ministry of Personnel, Public Grievances and
Pensions

2017-18

Address : 3rd Floor, Lok Nayak Bhavan,
Khan Market, New
Delhi -110003

Website ID : persmin.nic.in/pension

Next Review : June, 2018

Vision	A life of dignity and respect for Central Government Pensioners.
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Mission	<ul style="list-style-type: none"> • Formulation of pension policy • Timely and smooth payment of pension and other retirement benefits to Central Government employees. • Simplification of rules/ guidelines and procedures and their dissemination • Facilitating prompt redressal of the pension related grievances • Promoting the welfare of pensioners
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Stakeholders	<ul style="list-style-type: none"> • Central Pension Accounting Office; • Banks; • Identified Pensioners Association; • Central Public Grievance Officers;
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Business Location	3 rd Floor, Lok Nayak Bhavan, Khan Market, New Delhi-110 003
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Functions & Activities

Functions	Activities
Main functions	<ul style="list-style-type: none"> • Formulation of Pension Policy • Issue of Guidelines/Instructions clarifying the Pension Rules • Rendering advice/clarification on references received from various Ministries/departments concerning interpretation of various rules such as CCS (Pension) Rules, CCS (Commutation of Pension) Rules, etc. • Issue of instructions regarding Fixed Medical Allowance to pensioners residing in non-CGHS areas.
SCOVA (Standing Committee of Voluntary Agencies)	Convening SCOVA meeting for getting suggestions and feedback from representatives of the pensioners.

SANKALP	An initiative taken by the Department which aims to prepare the retired government servants to channelize their experience & skills towards meaningful interaction in the society It also facilitates the Organizations working in these areas to select appropriate skill and expertise from the available pool of volunteers.
ANUBHAV	To provide a platform to the retiring central government employees to share their experiences of working with the government, showcasing any commendable work done by them during their service and to give suggestions for improvement in governance.
CPENGRAMS	Centralized Pension Grievance Registration and Monitoring System.
BHAVISHYA	An online pension sanction and payment tracking system for all offices of Central Government Ministries/ Departments except Railways, Defence, Post and Telecommunications.

Main Services/ Transactions

S. No	Services/ Transaction	Responsible Person (Designation/ contact details)	Process	Document required	Fee
1	Issuance of orders relating to grant of Dearness Relief to pensioners from time to time	Smt. Sujasha Choudhary, Director(P) e-mail: sujashachoudhary.ed u@nic.in Tele:24635979 Fax: 24644637	After receipt of Cabinet approval from Ministry of Finance regarding additional installment of DA for serving employees, approval of C&AG has to be obtained and final Dearness Relief (DR) orders are issued with the approval of Secretary.	Cabinet approval for release of additional installment of Dearness Allowance (DA).	NA

			Convey the decision within the prescribed days.	Approval of C&AG	
2	Redressal of grievances by forwarding of grievances received in the Department through CPENGRAM and monitoring thereof	Shri Sanjay Wadhawan, Deputy Secretary Email: sanjaywadhawan27@nic.in Tele:011-2465 5523	Check the website for on line grievances and assess the grievances received.	Grievance received online or in manual form	
			Acknowledgement of the receipt of grievance	----do---	
			Forward to the concerned Ministries/ Departments.	Subject allocation between Ministries / Departments and list of Nodal officer of concerned Ministries/ Departments.	
			Monitor grievances periodically	Status report of various Ministries / Departments as generated by the software.	

3.	Dissemination of information relating to Pension Policy and Rules through Website / Pensioners' Portal	Shri Harjit Singh, Director (PP), E-mail: harjit.singh59@nic.in Tele:011-24624752	Update the portal as per the time limit prescribed in the Charter.	Copies of circulars/OMs on Pension Policy and Rules.
		Ms. Seema Gupta, Director(PW) E-mail: seema.gupta75@gov.in Tele:011-24624802		

S. No	Services/ Transaction	Service/ Performance Standards/ unit	Source Indicators	Data Source
1.	Dissemination of information relating to pension Policy and Rules through website/Pension Portal	30 Working Days	Time taken to upload the information.	Web records and orders issued
2.	Issuances of orders relating to grant of Dearness Relief to pensioners from time to time.	15 Working Days	Time taken to issue the orders after the orders of M/o Finance	Ministry of Finance instructions of Dearness Allowance
3.	Facilitating redressal of grievances by forwarding of grievances received in the Department through CPENGRAMS and monitoring thereof.	40 Working Days (Forwarding within 5 days and reviewing ever y month)	Time taken to forward and frequency of monitoring.	i) Records available in various reports being generated in CPENGRAMS. ii) Feedback report generated by the applicant.

Service Standards

Grievance Redress

Website url to lodge grievances: <http://pgportal.gov.in/>

Name of the officer and contact details:

Shri Sanjay Wadhawan, Deputy Secretary
3rd floor, Lok Nayak Bhawan, Khan Market,
New Delhi-110003
Email: sanjay.wadhawan27@nic.in Tele:011-24655523

List of Stakeholders/ Clients

S. No	Stakeholders/ Client
1	User Government of India Ministries / Departments
2	Pensioners / Family Pensioners
3	Pensioners Associations
4	Banks / Treasuries / Post Offices
5	Serving Employees

Responsibility Centers and Subordinate Organizations

S. No	Responsibility Centers and Subordinate Organizations	Address/Contact Details
1	Nil	NA

Indicative Expectations from Service

S. No	Indicative Expectations from Service Recipients
1	Continuous feedback on quality of service rendered.
2	Approach first the concerned administrative Ministry/ Department/ fields formation for redress of grievances

3	Provide a clear statement of grievances, along with details of officers already approached for redressal, with documents.
4	Appreciate/understand that some grievances which involve intra and/or inter departmental consultations may take more time
5	<p>Use of Pensioners' Portal on regular basis particularly use of CPENGRAMS for filling on-line grievances where full information such as</p> <ul style="list-style-type: none"> (a). Name (b). Full Address (c) Office from which retired (name of the office may be indicated in full) (d) Post held at the time of Retirement (and the scale of pay) (e) If Pension has been sanctioned, quantum may be specified <ul style="list-style-type: none"> I. The particulars of the Accounts Officer who issued the PPO. II The particulars of Pension Disbursing Authority and III. PPO No./or a photocopy of the PPO