

F.No.41/80/06-P&PW(C)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Pension and Pensioners' Welfare

...
3rd Floor, Lok Nayak Bhavan,
Khan Market, New Delhi- 110 003

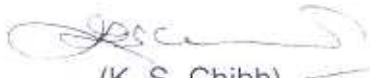
Dated: 28 March, 2008

OFFICE MEMORANDUM

Subject: - Citizens' Charter of the Department of Pension and Pensioners' Welfare

...
The undersigned is directed to say that the Department of Pension and Pensioners' Welfare has formulated a Citizens' Charter which, inter alia, outlines its vision, mission, activities, policy framework, pensioners' grievance redressal mechanism, etc. A copy of the Citizen's Charter is enclosed for wider circulation.

Hindi version will follow.


(K. S. Chibb)
Deputy Secretary to the Government of India
Tele:24635979

To

1. All Ministries/Departments of the Government of India (as per standard list).
2. Pensioners' Associations and others (As per list attached).

Copy to: -

1. Department of Administrative Reforms & Public Grievances (with 5 copies) (Shri P.S. Chauhan, Under Secretary), 5th Floor, Sardar Patel Bhavan, Sansad Marg, New Delhi-110001 w.r.to. their O.M. No.F.12012/27/2005-PG(CC), dated 21st February, 2007.

2. Shri Deepak Bandhyopadhyay, (Consultant for Sevottam), General Manager, Sysman Consultants, 232 Tagore Park, Delhi-110 009

3. NIC (Shri C.K. Viz, Technical Director), 3rd Floor, Lok Nayak Bhavan, New Delhi for uploading on this Department's web site.


(K. S. Chibb)
Deputy Secretary to the Government of India
Tele:24635979

DEPARTMENT OF PENSION AND PENSIONERS' WELFARE

CITIZENS' CHARTER

Our vision

To safeguard the interest of Pensioners in the Central Sector, Department of Pension & Pensioners' Welfare (DOP&PW) formulates, interprets and amends the pension policy and streamlines the pensioners' grievance redress mechanism.

Our Mission

DOP&PW which was set up in 1985 as a part of the Ministry of Personnel, Public Grievances and Pensions, being the nodal agency in the Central Government, functions for formulation of pension policy, redressal of grievances on retirement benefits, and rendering service for the welfare of pensioners.

Our Clients

DOP&PW interfaces with the Ministries/Departments of the Government of India, Central PSUs/Central autonomous bodies/other field formations of the Government of India.

DOP&PW receives the representations/grievances of pensioners/family pensioners in the Central Sector and take up these matters with the concerned Ministries/Departments.

Our activities

- * Formulation and implementation of policies covered under CCS (Pension) Rules, 1972.
- * Interpretation of various Rules viz. CCS (Pension) Rules, CCS (Commutation of Pension) Rules, CCS (Extraordinary Pension) Rules, GPF Rules and CPF Rules to remove doubts on receipt of references received from concerned Ministries/Departments.
- * Concurrence to proposal seeking relaxation of Rules which cause undue hardship in any particular case.
- * Issuance of orders relating to grant of Dearness Relief to pensioners from time to time.
- * Issuance of instructions governing payment of Fixed Medical Allowance (FMA) to pensioners residing in non CGHS areas.
- * Coordination with the Ministry of Health and Family Welfare (Department of Health) for medical assistance to pensioners on the basis of schemes administered by the Department of Health.
- * Convening meetings of SCOVA for getting suggestions and feedback from representatives of pensioners on their problems/suggestions.
- * Redressal of grievances by forwarding communications received in this regard to the concerned Ministries/Departments and monitoring thereof.
- * Dissemination of information relating to pensionary matters through website/pension portal.

Our Policy Framework

DOP&PW is responsible for administering following rules for central civil servants of Government of India:

- * Central Civil Services (Pension) Rules, 1972.
- * Central Civil Services (Commutation of Pension) Rules, 1981.
- * Central Civil Services (Extraordinary Pension) Rules.
- * General Provident Fund (Civil Services) Rules, 1960.
- * Contributory Provident Fund (India) Rules, 1962.

Various Pension schemes are administered by the Departments other than DOP&PW, as under:

S.No.	Scheme	Concerned administrative Ministry/Department
1.	New Defined Contribution Pension Scheme (New Pension Scheme)	Ministry of Finance, Department of Economic Affairs
2.	EPF / Employees Pension Scheme	Ministry of Labour /EPFO
3.	Pension for Freedom Fighters	Ministry of Home Affairs
4.	Old age pension for senior citizens	Ministry of Social Justice and Empowerment
5.	Pension Scheme for Railway employees	Ministry of Railways/ Railway Board
6.	Pension Scheme for Defence personnel other than civilians in Defence sector	Ministry of Defence
7.	Pension to Supreme Court Judges/High Court Judges	Ministry of Law and Justice
8.	Pension to Members of Parliament	Rajya Sabha Secretariat/ Lok Sabha Secretariat
9.	Pension to State Government employees	State Governments

Grievances redress Mechanism

The responsibility of redressal of pensioners'grievances lies on concerned administrative Ministries/Departments.

- * The grievances received by DOP&PW are taken up with concerned Ministries/Departments within 5 working days from the receipt, for redressal. The petitioner is informed simultaneously in respect of the action taken.
- * The references relating to policy matters, which do not require inter ministerial consultation, are settled by DOP&PW within one month. The references which require inter ministerial consultation may take more than one month for disposal.

Expectations from clients

Our clients are expected to:

- * Approach first the concerned administrative ministry/department/field formation for redress.
- * Provide a clear statement of grievance alongwith details of officers already approached for redress, with documents.
- * Appreciate/understand that some grievances which involve intra and/or inter departmental consultations may take time to be redressed.

Information and Facilitation

DOP&PW has Information and Facilitation Counter (IFC) located in front of Gate No.2 of Lok Nayak Bhawan, New Delhi-110003. Please contact Section Officer, Ph. No.011-24652985 (telefax).

Head of Department:

Secretary (Pension, ARPG)
Department of Pension and Pensioners Welfare
3rd Floor, Lok Nayak Bhawan,
Khan Market,
New Delhi-110003.
Telephone:24625540
Fax: 24632463

Contact Points:

Please contact the Nodal Officer:

Shri M.P. Singh,
Director (PP),
Department of Pension and Pensioners' Welfare,
3rd Floor, Lok Nayak Bhawan,
Khan Market,
New Delhi-110003
Tele:24624802
Email: mpsingh@nic.in

Our website:

<http://www.persmin.nic.in>