

“Department of Pension and Pensioners’ Welfare”
“CITIZENS’ CHARTER”

Our vision:

To ensure a life of security, dignity and respect for Central Government Pensioners.

Our Mission:

Formulation of pension policy; timely and smooth payment of pension and other retirement benefits; Constant review of rules/regulations and procedures; and facilitating prompt redressal of the grievances, thereby promoting the welfare of pensioners.

Stakeholders consulted:

User GOI Ministries/Departments including CGA, CPAO & CGDA, Pensioners/ Family Pensioners, Pensioners’ Associations, Banks/ Treasuries/ Post offices, Serving employees.

Our Functions/ Activities :

- Formulation of Pension Policy;
- Issue of Guidelines/Instructions clarifying the pension policy;
- Rendering advice/clarification on references received from various Ministries/Departments concerning interpretation of various rules such as CCS (Pension) Rules, CCS (Communication of Pension) Rules, etc.
- Consideration of proposals seeking relaxation in Pension Rules;
- Issue if instructions regarding Fixed Medical Allowance to pensioners residing in non-CGHS areas;
- Convening meeting of SCOVA(Standing Committee of Voluntary Agencies) for getting suggestions and feedback from representatives of the pensioners on their problems;
- Convening meetings of Staff Side of JCM (National Council) on Pension matters;
- Facilitating prompt redressal of pensioners’ grievances;
- Dissemination of information relating to pension matters through Website/Pensioners’ Portal/Mail/Brochure;
- Implementation of Mission Mode Project on pensions (Pensioners’ Portal/Web based)
- Striving for excellence in grievance redressal mechanism through SEVOTTAM model

Service Standards:

#	Main Services	Standards
1.	Response to references from Ministries/ Departments on relaxation of rules	Reply to be given within 30 days from the date of receipt of proposal
2	Response to references from Ministries/Departments on interpretation of rules	Reply to be given within 30 days from the date of receipt of proposal
3	Response to references from Ministries/ Departments on clarification of rules resulting in issues of instructions	Reply to be given within 70 days from the date of receipt of proposal
4	Examination of proposals from Ministries/Departments for exemption from rule of Immediate absorption	Reply to be given within 15 days from the date of receipt of proposal
5	Issuance of orders relating to grant of Dearness Relief to Pensioners from time to time	Within 30 days after issue of MOF's instructions of Dearness Allowance
6	Redressal of grievances by forwarding communications received in this regard to the concerned Ministries/ Departments and monitoring thereof	Forwarding to concerned Ministries/ Departments within 5 days from the date of receipt under intimation to petitioner
7	Dissemination of information relating to pensionary matters through Website/ Pension Portal	Website(http://www.persmin.in) updation every month
8.	Convening meetings of SCOVA for getting suggestions and feedback from representatives of pensioners on their problems/suggestions	One meeting to be held in a year
9.	Release of funds to Pensioners Associations	Within 3 months from the date of receipt of complete proposals alongwith utilization certificate (in prescribed format) for earlier grant-in-aid.
10	Organizing workshops/training on for capacity building in Ministries	4-5 workshops to be held in a year for capacity building of officials of users Ministries/Departments
11	The references relating to policy matters, (a) Which do not require inter-ministerial consultations (b) Which require inter-ministerial consultation	(a) Settled by D/o P & PW within one month (b) More than one month for disposal

Expectation from Service Recipients:

- Approach first the Concerned administrative ministry/department/field formation for redress of grievances
- Provide a clear statement of grievances, alongwith details of officers already approached for redressal, with documents
- Appreciate/understand that some grievances which involve intra and /or inter departmental consultations may take more time to be redressed
- Availability of status report and utilization certificate for previously released funds
- Use of Pensioners' Portal on regular basis particularly use of CPENGRAMS for filing on-line grievances

Grievance Redress Process :

Timeline for response:

Acknowledgement -

(i) Electronic- Instant (on registration)

(ii) Manual –within 5 days

Forwarding to Concerned authority-Within 5 days

Final Resolution – (i) 30 days in case no inter-ministerial consultation are required.

(ii) More than 30 days in case inter-ministerial consultation are required.

Grievance lodging process:

Email, Telephone, Website, Written complaint, In person, and D/o P & PW Helpdesk i.e.Information Facilitation Counter(IFC) located in front of Gate No.2, Lok Nayak Bhavan, Khan Market, New Delhi-110003.

Contact details:

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Head of Department:

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