



**CITIZEN'S /CLIENTS CHARTER**  
**For**  
**(Department of Pension and Pensioners' Welfare)**

**2016-17**

<b>Address</b>	<b>3<sup>rd</sup> Floor, Lok Nayak Bhavan Khan Market, New Delhi -110003</b>
<b>Website ID</b>	<b><a href="http://persmin.nic.in/pension">persmin.nic.in/pension</a></b>
<b>Next Review</b>	<b>December, 2016</b>

## Citizen's Charter Document for Department of Pension and Pensioners' Welfare

### Vision

Active and dignified life for pensioners.

### Mission

1. Formulation of pension policy
2. Timely and smooth payment of pension and other retirement benefits for Central Government employees.
3. Simplification of rules/ guidelines and procedures and their dissemination.
4. Facilitating prompt redressal of the pension related grievances.
5. Promoting the welfare of pensioners.

### Stakeholders

1. Central Public Grievance Officers;
2. Banks;
3. Central Pension Accounting Office;
4. Identified Pensioners Association.

### Business Location

3<sup>rd</sup> Floor, Lok Nayak Bhavan,  
Khan Market, New Delhi.

### Functions & Activities

1. Formulation of Pension Rules
2. Issue of Guidelines/Instructions clarifying the Pension Rules
3. 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.
4. Issue of instructions regarding Fixed Medical Allowance to pensioners residing in non-CGHS areas
5. Convening meeting of SCOVA (Standing Committee on Voluntary Agencies) for getting suggestions and feed back from representatives of the pensioners.

Citizen's/ Client character for Department of Pension and Pensioners' Welfare  
Main Services/ Transactions

S.No	Services/Transaction	Wgt	Responsible Person (Designation)	Email	Mobile (Phone)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issuance of orders relating to grant of Dearness Relief to pensioners from time to time	30	Smt Sujasha Choudhary, Director(P)	<a href="mailto:sujashachoudhary.edu@nic.in">sujashachoudhary.edu@nic.in</a>	24635979 24644637	After receipt of Cabinet approval from Ministry of Finance regarding additional instalment of DA for serving employees, approval of C & AG to be obtained before issuance of DR order.	Cabinet approval for release of additional instalment of DA	NA	NA	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	30	Ms. Seema Gupta, Director(PW)	<a href="mailto:seema.gupta75@gov.in">seema.gupta75@gov.in</a>	24624802	Check the website for online grievances and assess the grievances received.	Grievance received online or in manual form	NA	NA	NA
						Acknowledgement of the receipt of grievance	----do---	NA	NA	NA

						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	30	Shri Harjit Singh, Director(PP),  Ms. Seema Gupta, Director(PW)	<a href="mailto:harjit.singh59@nic.in">harjit.singh59@nic.in</a>  <a href="mailto:seema.gupta75@gov.in">seema.gupta75@gov.in</a>	24624752  24624802	Update the portal as per the time limit prescribed in the Charter.	Copies of circulars/ OMs on Pension Policy and Rules.	NA	NA	NA

4.	Information Centre at Lok Nayak Bhavan	10	Smt. Deepa Anand, US(D)	<a href="mailto:deepa.anand@nic.in">deepa.anand@nic.in</a>	24644636	Any pensioner seeking information or wanting to present any representation can do the same in hard copy or through email.	NA	NA	NA	NA
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## Citizen's/ Client charter for Department of Pension and Pensioners' Welfare

## Service Standards

S.No	Services/ Transaction	Weight	Source Indicators	Service Standard	Unit	Weight	Data Source
1	Dissemination of information relating to pension Policy and Rules through website/ Pension Portal	30.0	Time taken to upload the information.	30	Working Days	30.0	Web records and orders issued
2	Issuances of orders relating to grant of Dearness Relief to pensioner from time to time.	30.0	Time taken to issue the orders after the orders of M/o Finance	15	Working Days	30.0	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.	40.0	Time taken to forward and frequency of monitoring.	Forwarding within 5 days and reviewing every month	Working Days	40.00	i) Records available in various reports being generated in CPENGRAMS. ii) Feedback report generated by the applicant.

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Grievance Redress

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

S.No	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Ms. Seema Gupta, Director(PW).	24624802	<a href="mailto:seema.gupta75@gov.in">seema.gupta75@gov.in</a>	

Citizen's/ Client Charter for Department of Pension and Pensioners' Welfare

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



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Responsibility Centers and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Organizations	Landline Number	Email	Mobile Number	Address
1	Nil				

## Citizen's/ Client Charter for Department of Pension and Pensioners' Welfare

## 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 to be redressed.
5	Use of Pensioners' Portal on regular basis particularly use of CPENGRAMS for filling on-line grievances where full information such as 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 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.