



Launch of E-Book
on
Recent Initiatives
of the
Department of Pension & Pensioners' Welfare
by

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Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension & Pensioners' Welfare



DOP&PW

DEPARTMENT OF PENSION & PENSIONERS' WELFARE



Shri Narendra Modi
Hon'ble Prime Minister of India



DOP&PW

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VISION

To ensure a life of dignity for Central Government Pensioners

CONTENTS

1. Inauguration of Integrated Grievance Cell & Call Centre	1-2
2. All India Pension Adalat	3-4
3. Amendment of Rule 54	5
4. Anubhav Awards	6
5. 31st SCOVA	7
6. Ease of submitting Life Certificates by senior Pensioners	8
7. Promotion of Digital Life Certificate from Home	9
8. Doorstep Service for submission of Life Certificate	10
9. Ease of Living for Pensioners Abroad	11
10. Good Governance Day-Booklets Released	12
11. First Regional Pension Adalat at Jammu	13-14
12. Launch of “Do You Know” Twitter Series	15
13. Booklet on Family Pension	16
14. Instruction on National Pension System (NPS)	17
15. All India Pensioners’ Tele-Consultation on COVID 19	18
16. VC on Preventive Health Care through Yoga	19
17. Consolidated Instructions for Pension Disbursing Banks/Authorities	20
18. Real-time Monitoring Dashboard	21
19. News coverage on DoPPW Initiatives	22

JUNE 2019

Inauguration of Integrated Grievances Cell & Call Centre

(Within 100 Days)

Inauguration of Integrated Grievance Cell & Call Centre with Toll free number 1800-11-1960 for pensioners to register their grievance and enquire of the status of pending grievances. ■

June 20, 2019





The Call Centre has come as a huge relief to those elderly who live alone and are not digitally savvy. ■

Outcome : 5000 grievances have been registered through this mode till May 31, 2020

All India Pension Adalat (Within 100 Days)

All India Pension Adalat was organized from Dr. Ambedkar International Centre , New Delhi with more than 50 cities/ centres connected through live interactive video conferencing. ■

August 23, 2019





The concept of Pension Adalat entails on-the-spot resolution of the grievances. After giving advance notice, all the stakeholders are invited on a common platform along with the pensioners/family pensioners to give an on-the-spot resolution.

Outcome : In the Pension Adalat held on August 23, 2019 a total of 4000 grievances got resolved. ■

SEPTEMBER 2019

Amendment of **Rule 54** (Within 100 Days)

Amendment of Rule 54(3) of CCS Pension Rules 1972, to provide enhanced family pension to the families of Government servants in the unfortunate event of their death even before completing 7 years of service. ■

Outcome : Great step towards giving financial support to bereaved family in case of early death of the earning member.

September 20, 2019

सर्वोच्च न्यायालय, नया दिल्ली के लिए
मंत्रालय के सचिव, जनता कल्याण और पेंशन

नया नियम के अंतर्गत पेंशन नियम
DEPARTMENT OF
PENSION & PENSIONER'S WELFARE

Amended Rule 54

of the Central Civil Services (Pension) Rules, 1972

Effective from 1st October, 2019

- Government servant who dies early in his career, as his pay at the initial phase of service is much less, the family of a Government servant, who dies within seven years of joining service, will also be eligible for family pension at enhanced rate of 50% of last pay drawn, for a period of 10 years.
- Families of Government servants who died before completion of service of seven years within 10 years before 1st October, 2019, will also be eligible for family pension at enhanced rates with effect from 1st October, 2019.
- Benefits will extend to the families of all Government servants, including the personnel of CAPFs, in the unfortunate event of their death within 7 years of joining Government service.
- This will also benefit the families of NPS Employees.

drjtendras DrJitendraSingh

AUGUST 2019

Anubhav Award

The Anubhav Awards-2019 conferred on select pensioners for sharing their outstanding contribution w/r to their experiences while in government service. ■

August 23, 2019



SEPTEMBER 2019

31st SCOVA

31st SCOVA (Standing Committee of Voluntary Agencies) in which 14 Pensioners' Associations and representatives of various Ministries/Departments/Banks participated. ■

Outcome : Pensioners' Associations offered suggestions in order to improve the implementation of policies.

September 5, 2019



JULY 2019

Life Certificate for **Senior Pensioners**

Pensioners aged 80 years and above may now submit their Life Certificate w.e.f. October 1 every year instead of November 1. ■

Outcome : Additional time window given to senior pensioners to avoid their visit to bank for submission of life certificate during the general rush in the month of November .

July 18, 2019



Digital Life Certificate from Home

DLC (Digital Life Certificate) from Home campaign carried out with the help of Registered Pensioners' Associations in 24 different cities. ■

Outcome : 4100 DLCs collected by Pensioners' Associations from homes/hospitals.

October-December 2019



Doorstep Service for Life Certificate

Doorstep service for submission of life certificate started with the help of Pension Disbursing Banks. ■

Outcome : For ease of living, this facility extended to senior pensioners.

January 17, 2020

पेंशनर घर पर ही जमा कर सकेंगे जीवन प्रमाण पत्र

जम्मू। केंद्रीय राज्यमंत्री (स्वतंत्र प्रभार) डॉ. जितेंद्र सिंह ने घोषणा की है कि पेंशनरों को अब जीवन प्रमाण पत्र जमा करने की सुविधा उनके घर पर ही मुहैया कराई जाएगी।

इसके लिए पेंशन और पेंशनर्स वेलफेयर विभाग ने सर्कुलर जारी कर पेंशन वितरित करने वाले बैंकों से कहा है कि 24 अक्टूबर, एक नवंबर, 15



नवंबर और 25 नवंबर को प्रत्येक वर्ष में सभी पेंशनरों को एसएमएस और ई-मेल भेजें। पेंशनरों को याद दिलाया जाएगा कि 30 नवंबर को वार्षिक

विभाग की ओर से बैंकों को जारी किया गया सर्कुलर

लाइफ सर्टिफिकेट जमा करवाना है। हालांकि बैंक पेंशनरों को यह भी कह सकते हैं कि जो पेंशनर अपने घर पर ही लाइफ सर्टिफिकेट जमा करवाना चाहते हैं, वे 60 रुपये के शुल्क पर इस सेवा का लाभ उठा सकते हैं। सिंह

ने कहा कि नए प्रबंध के तहत बैंक शाखा की तरफ से अब पेंशनर को घर पर ही यह सेवा मुहैया करवाई जाएगी।

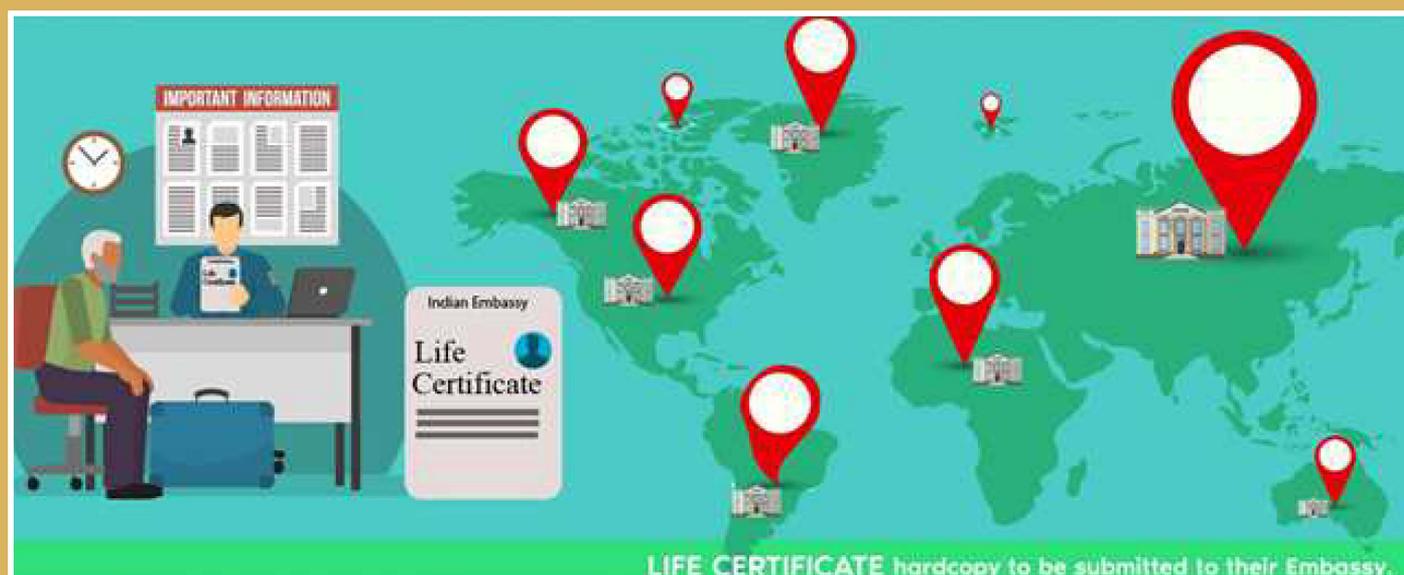
80 साल या इससे ज्यादा आयु के पेंशनरों के लिए प्रत्येक वर्ष एक अक्टूबर से संबंधित बैंक शाखाओं में खासतौर पर एक विंडो मुहैया करवाई जाएगी, जहां वे जीवन प्रमाण पत्र जमा करवा सकेंगे। ब्यूरो

FEBRUARY 2020

Ease of Living for Pensioners Abroad

For ease of living of pensioners abroad, the Indian Embassies/ Consulates/ High Commissions and International Banking Divisions of banks instructed to facilitate submission of life certificate/commencement of family pension. ■

February 20, 2020



DECEMBER 2019

Good Governance Day

On Good Governance Day, two publications released by DoPPW :-

- A Handbook for Retiring Central Government Employees
- Compendium on Pension Orders, 2018-19. ■

December 25, 2019

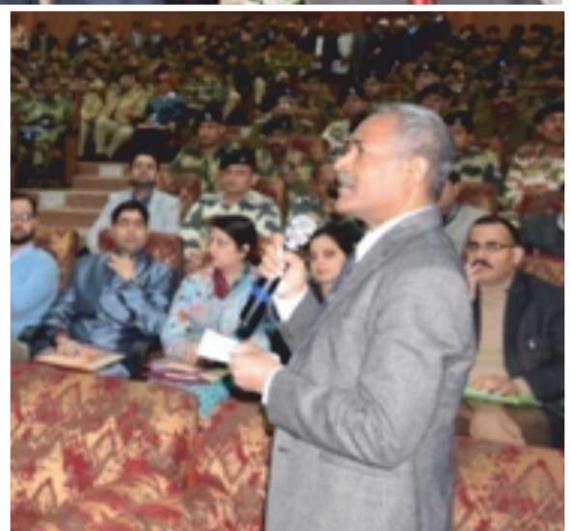


FEBRUARY 2020

First Regional Pension Adalat

February 29, 2020

The First Regional Pension Adalat and First National Pension System (NPS) Awareness and Grievance Redressal Workshop held at Jammu. ■



FEBRUARY 2020

For the first time, the Department took the initiative to take the Pension Adalat to the UTs/States beginning with Jammu. ■

Outcome : 342 cases pertaining to Central Government Pensioners of Jammu & contiguous areas were taken up and 290 cases were settled in the Adalat.

February 29, 2019



FEBRUARY 2020

“Do You Know” Twitter Series

February 29, 2020

“Do You Know” Twitter Series Launched for targeted Awareness of Pensioners on Pension Rules. ■

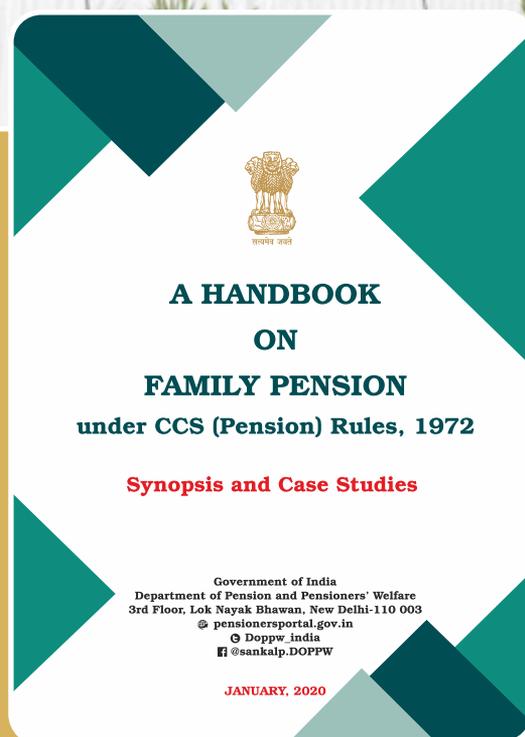


FEBRUARY 2020

Booklet on Family Pension

Release of booklet on Family Pension with interpretation of rules and case studies. ■

February 29, 2020



FEBRUARY 2020

Instruction on National Pension System (NPS)

A long-standing grievance of Government Employees whose joining was delayed beyond 31.12.2003 has been redressed and they can now opt to be covered under Central Civil Services (Pension) Rules 1972, instead of National Pension System. ■

Outcome : This will reduce a huge number of court cases.

February 17, 2020

Government Of India
Ministry of Personnel Public Grievances and Pensions
Department of Pension & Pensioners' Welfare

Shri Narendra Modi
(Hon'ble Prime Minister of India)

Dr. Jitendra Singh
Hon'ble Minister of State (Independent Charge) for the Ministry of Development of North Eastern Region.

The Central Government by this order has redressed a long standing grievance of a huge number of employees whose recruitment (including written examination, interview and declaration of result) had been finalised on or before 01.01.2004 (which was the cut-off date for employees to be covered under the old Pension scheme) but whose joining was delayed on account of administrative reasons and such delay was beyond the control of such Government servants.

www.pensionpotral.gov.in [sankalp.DOPPW](https://www.facebook.com/sankalp.DOPPW) [@Doppw_India](https://twitter.com/Doppw_India) 1800-11-1960

APRIL 2020

All India
Tele-Consultation on
COVID-19

The first ever web event organized on Covid-19 by DoPPW covering several pensioners across 20 cities for a tele-consultation with renowned pulmonologist Dr. Randeep Gulleria, Director AIIMS & Dr. Prasun Chatterjee, Associate Professor, Department of Geriatrics, AIIMS. ■

April 09, 2020



APRIL 2020

VC on Preventive Health Care

For preventive health care of Pensioners, a webinar on Yoga was organized, covering several Pensioners from 20 Indian cities in which a Yoga Expert demonstrated exercises to Pensioners to boost their immunity. ■

April 13, 2020

Outcome : Created awareness amongst pensioners on Yogic practices through which they could stay fit during the Pandemic .

MAY 2020 Consolidated

Instructions for Pension Disbursing Banks/Authorities

May 15, 2020

Consolidated instructions issued to banks which ensure ease of living for pensioners. ■



Government Of India
DEPARTMENT OF PENSION AND PENSIONERS' WELFARE

The pensioner is no longer required to visit bank in person for credit of his first pension. The undertaking with regard to recovery of overpayment from pensioner is forwarded to concerned bank CPPC through CPAO along with the PPO. Bank will not insist for the presence of pensioner in order to activate their pension account. (Consolidated instructions for Pension disbursing bank dated 15.5.2020)

@DOPPW_India

www.facebook.com/sankalp.DOPPW

www.pensionersportal.gov

Toll free No.-1800-11-1960



Government Of India
Department Of Pension and Pensioners' Welfare



“ All the Pension Disbursing Banks to send SMSs/Emails to all their pensioners on 24th October, 1st November, 15th November and 25th November every year reminding them to submit their Annual Life Certificates by 30th November. All Pension Disbursing Banks to make an exception list as on 1st December every year of those pensioners who fail to submit their Life Certificate and issue another SMS/Email to them for submitting the Life Certificate. The bank in addition will also ask such pensioners through SMS/Email as to whether they are interested in submission of Life Certificate through a chargeable door-step service, on a nominal charge not exceeding Rs. 60/- ”

(Consolidated instructions for Pension disbursing bank dated 15.5.2020)

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www.facebook.com/sankalp.DOPPW

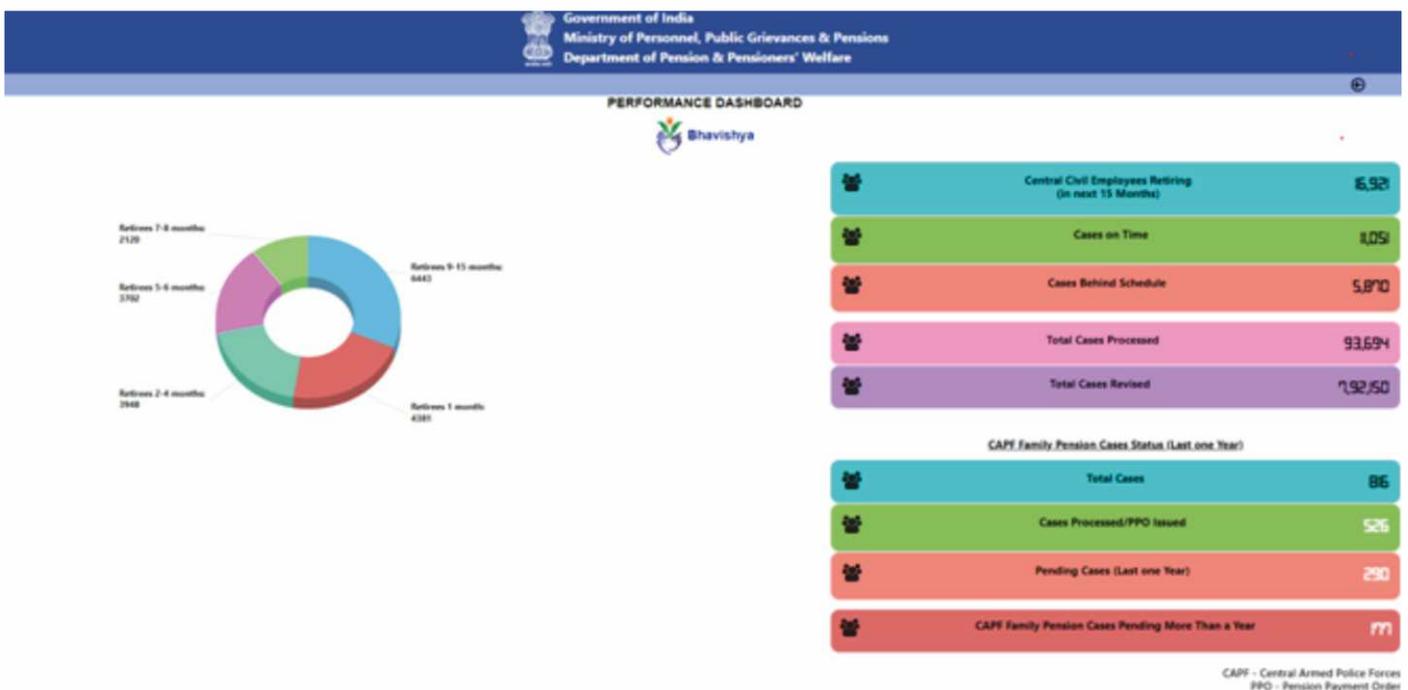
www.pensionersportal.gov

Toll free No.-1800-11-1960

Real-time Monitoring Dashboard

A Real-time Dashboard showing the date of death of the CAPF official and the date of start of Family Pension. ■

Outcome : Strict monitoring through dashboard brought down the number of pending family pension cases of CAPF martyrs.



News Coverage on DoPPW Initiatives

Newletters

08 The Statesman



In this photo, the news anchor... has been the subject of... of... of...

business

Covid-19: Minister conducts Webinar with pensioners to spread awareness

Department of Pension and Pensioners' Welfare (DoPPW) organised a webinar for awareness and related issues on Covid-19 under the guidance of Jitendra Singh, Minister of State (Independent Charge) Development of North Eastern Region (DoNER), MoS PMO, Personnel, Public Grievances, Pensions, Atomic Energy and Space as a measure to fight COVID-19. In the webinar, around 100 pensioners from 22 cities interacted with Dr. Randeep Guleria, director, AIIMS and Dr Prasad Chatterjee, Associate Professor Geriatric Medicine, AIIMS. These experts deliberated in detail on spread of Corona virus, present health scenario, Dos and Don'ts with precautionary measures and remedial course. During the Q&A sessions, many Pensioners from different parts



of the country raised their concerns which were elaborately addressed by Dr. Randeep Guleria and Dr Prasad Chatterjee. Dr Jitendra Singh, while addressing pensioners stated that mortality is higher in older population and morbidity is higher in younger people. However due to weaker immune system older people are more vulnerable to Covid 19. Good hygienic practices are important to fight against this pandemic. He urged pensioners to download Aarogya Setu app which provides relevant updated information on Covid-19 and also alert you if you come into contact of any

Top Physicians from AIIMS also shared their expert advice

Covid-19 positive person. He lauded doctors as Corona warriors for putting all efforts by stretching their limits in order to ensure safety of people. He assured pensioners that India's health sector is expanding itself to take up its responsibility and Government of India is taking all action to ensure safety of people as well as to maintain smooth supply of all essential things. The session ended with the vote of thanks by Shri Ruchi Mittal, DS/DoPPW, duly acknowledging valuable inputs from Dr Randeep Guleria, Director AIIMS and Dr Prasad Chatterjee, Associate Professor Geriatric Medicine.

Department of Pension and Pensioners' Welfare to promote Ease of Living



New Delhi: The Department of Pension and Pensioners' Welfare (DoPPW) has successfully taken steps in the recent past to make life easy for the pensioners. The Department runs a very effective online grievance portal 'CPENGRAMS' (Centralised Pension Grievance Redressal and Monitoring Mechanism) in which any Central government pensioner can register a complaint and the same is monitored by DoPPW till its final resolution and closure by the pension settling department/ ministry.

DoPPW started a toll-free call centre number 1800-11-1960 in June 2019 where pensioners grievances are lodged. The Department also counsels senior citizens on their Pension related problems on this number.

The Department also got a deep-dive/ root-cause analysis conducted by an independent third party. It was seen that some ministries/departments often closed grievances routinely without qualitative resolution. It therefore evolved a model of on-the-spot resolution of grievances called the Pension Adalat.

With respect to NPS (National Pension System), which falls within the jurisdiction of the Department of Financial Services, DoPPW decided to start awareness workshops for Central Govt employees. It, therefore, conducted its first awareness program at Jamnā in order to educate the subscribers about the provisions of NPS and at the same time educate the different departments on the dos and don'ts with respect to the system.

Keeping in view the representations/court cases filed by several Central Government officials covered under the NPS whose recruitment had been completed before 01.01.2004, but who for some reason, administrative or otherwise, could join service only on or after 01.01.2004, an option has been given vide circular issued on 17.02.2020 to join the old pension system, if they so desire by giving a one-time option up to 31.05.2020.

One of the most noteworthy initiatives taken up by the department was promotion of digital life certificate. Keeping in view the difficulty faced by those seniors who are settled abroad with their children after retirement, the department on 20.02.2020 brought out a circular on consolidated instructions on life certificate and commencement of family pension for those living abroad, vide which the Bank branches abroad as well as the Indian embassies/consulates high commissions have been instructed to facilitate submission of Life Certificate and commencement of family pension.

To provide comfort to pensioners aged 80 and above, Office Memorandum (OM) dated 18.02.2019 enables them to submit their Life Certificate w.e.f. October 1st every year instead of 1st November. A pilot was done in 2018 in 8 cities in which Pensioners' Associations were roped in to go door to door and in hospitals/ICUs with newly purchased iris devices to collect DLCs.

DoPPW also showed the sensitive side of the government in power with several reforms which touched human lives immensely. To enumerate a few:

Rule 54 of CCS (Pension) Rules was amended vide notification dated on 19.09.2019 to provide for payment of enhanced family pension (50% of last pay) to families of even those employees who die during service before completing service of 7 years. Earlier, the family of an employee who died during service before completing service of 7 years was not entitled to enhanced family pension.

A minimum qualifying service of 10 years is required for eligibility for pension under the CCS (Pension) Rules. Rule 38 of CCS (Pension) Rules amended to provide for Invalid Pension (50% of last pay) to those Government servants who retire due to bodily or mental infirmity even before completing qualifying service of 10 years. (Notification dated 4.1.2019 and OM dated 12.2.2019).

the pioneer

vivacity (usp) 11

Here are some of the initiatives taken by the Department of Pension & Pensioners' Welfare to promote ease of living amid Coronavirus crisis

The Department of Pension & Pensioners' Welfare has taken the following initiatives to promote ease of living amid COVID-19 crisis:
1. The Department of Pension & Pensioners' Welfare (DoPPW) has successfully taken steps in the recent past to make life easy for the pensioners. The Department runs a very effective online grievance portal 'CPENGRAMS' (Centralised Pension Grievance Redressal and Monitoring Mechanism) in which any Central government pensioner can register a complaint and the same is monitored by DoPPW till its final resolution and closure by the pension settling department/ ministry.
2. DoPPW started a toll-free call centre number 1800-11-1960 in June 2019 where pensioners grievances are lodged. The Department also counsels senior citizens on their Pension related problems on this number.
3. The Department also got a deep-dive/ root-cause analysis conducted by an independent third party. It was seen that some ministries/departments often closed grievances routinely without qualitative resolution. It therefore evolved a model of on-the-spot resolution of grievances called the Pension Adalat.
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सत्यमेव जयते

Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension & Pensioners' Welfare