

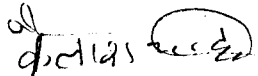
**No.7-5/2013-P&PW(Coord.)  
Government of India  
Ministry of Personnel, P.G. and Pensions  
Department of Pension and Pensioners Welfare**

**Lok Nayak Bhavan  
Khan Market, New Delhi  
Dated the 04.03.2013**

**OFFICE MEMORANDUM**

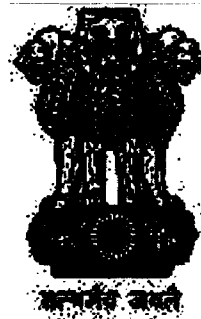
**Subject: Citizen's/Client's Charter**

All stakeholders are requested to forward their comments/observations on the Citizen's/Client's Charter of DoPPW drafted by the Department by 15/03/2013 only.

  
(Kailash Chander) 4/3/13

**Under Secretary to the Government of India  
Ph. 24644631**

**Technical Director  
NIC (to put cc on our website)**



## **CITIZEN'S /CLIENTS CHARTER**

**For**

**(Department of Pension and Pensioners' Welfare)**

**2012-13**

<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>Date of Issue</b>	<b>February, 2013</b>
<b>Next Review</b>	<b>January, 2014</b>

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

██████████  
To ensure a life of dignity and respect for Central Government pensioners.

- ██████████
1. Formulation of pension Rules, Smooth and timely payment of pension. and other retirement benefits for Central Government Employees.
  2. Constant review of rules/ regulations and procedures.
  3. Facilitating prompt redressal of the grievances and
  4. Promoting the welfare of pensioners.

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

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

- ██████████
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 on their problems.

## Main Services/ Transactions

S.No	Services/ Transaction	Weight	Responsible Person (Designation)	Email	Mobile (Phone)	Process	Document Required	Fees		
								Cate gory	Mode	Amount
1	Issuance of orders relating to grant of Dearness Relief to pensioners from time to time	30	Smt Sujasha Choudhary, DS, Under Secretary (G)	<a href="mailto:sujashachoudhary.edu@nic.in">sujashachoudhary.edu@nic.in</a>	24635979  24644637	After receipt of the DA orders from Ministry of Finance, submit the draft order for approval of the concerned officer/ authorities. Ministry of Finance and C&AG to be referred for approval.	DA Orders		NA	NA
						Convey the decision within the prescribed days.	The number of days prescribed			
2	Redressal of grievances by Forwarding of grievances received in the department through CPENGRAM and monitoring thereof	30	Smt. Tripti P.Ghosh, Director.	<a href="mailto:tripti.ghosh@nic.in">tripti.ghosh@nic.in</a>	24624802	Acknowledgement of the receipt of grievances	Citizen Charter of the Department		NA	NA
						Check the web for online grievances. Assessment of receipt	Various web records, physical papers.			

						Forward to the concerned Ministries/ Departments.	As per the Subject allocation between Ministries/ Departments			
						Monitor the grievance periodically	Reviewing of the grievances redressal with the Min./Deptt. Every three months			
3	Dissemination of information relating to pension Policy and Rules through Website/ Pension Portal	30	Smt. Tripti P.Ghosh, Director (PP)  Shri Harjit Singh, DS.(PW),	<a href="mailto:tripti.ghosh@nic.in">tripti.ghosh@nic.in</a>  <a href="mailto:harjit.singh59@nic.in">harjit.singh59@nic.in</a>	24624802  24624752 -	Update the portal as per the time limit prescribed in the Charter.	Documents effecting Pension Policies and Rules	NA	NA	NA

4.	Information Centre at Lok Nayak Bhavan		Sh. Kailash Chander, US	Kailash.chander12@nic. in	24644633						
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**Service Standards**

S.No	Services/ Transaction	Weight	Source Indicators	Service Standard	Unit	Weight	Data Source
1	Issuance of orders relating to grant of Dearness Relief to pensioners from time to time	35.0	Whether service standards met.	15	Days	5.00	Ministry of Finance instructions of Dearness Allowance
2	Facilitating Redressal of grievances by Forwarding of grievances received in the department through CPENGRAM and	35.0	Whether service standards met.	within 5 days forwarded and reviewing every 3 months	Days	10.00	Web records and receipts, CPENGRAMS, CPGRAMS
3	Dissemination of information relating to pension Policy and Rules through Website/ Pension Portal	30.0	Whether service standards met	30	Days	15.00	Web records and orders issued

Grievance Redress

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

S.No	Name of the Public Grievance Officer	Helpline	Email	Mobile
1	Smt. Tripti P.Ghosh	24624802	tripti.ghosh@nic.in	



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	Landline Number	Email	Mobile Number	Address
1	Nil				

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.