

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

3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
Khan Market, New Delhi-110003  
Telephone-24624802  
Website: - <http://www.persmin.nic.in>

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## **Citizen's Charter- Department of Pension and Pensioners Welfare**

### **Vision, Mission and Stakeholders**

<b>Vision:</b>
To ensure a life of security, dignity and respect for Central Government Pensioners.
<b>Mission:</b>
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.
<b>Stakeholders Consulted</b>
User GOI Ministries/Departments including CGA, CPAO & CGDA, Pensioners/Family Pensioners, Pensioners' Associations, Banks/Treasuries/Post offices, Serving employees.
<b>Next Charter Review Date: May, 2011.</b>

## Citizen's Charter- Department of Pension and Pensioners Welfare

### 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( <a href="http://www.persmin.in">http://www.persmin.in</a> ) 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

## **Citizen's Charter-Department of Pension and Pensioners Welfare**

### Expectation from Service Recipients

<b>Expectation from Service Recipients</b>
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

## **Citizen's Charter-Department of Pension and Pensioners Welfare**

### **Grievance Redress Process**

Department of Pension and Pensioners Welfare
Contact details
Smt. Tripti. P.Ghosh, Director(PP), Department of Pension & Pensioners' Welfare, Ministry of Personnel, Public Grievances and Pensions Address:- Room No. 320, Lok Nayak Bhavan, Khan Market, New Delhi-110003. Phone:- 011-2462 4802 Email:- tripti.ghosh@nic.in Website:- <a href="http://www.persmin.nic.in">http://www.persmin.nic.in</a>
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.
<b>Timeline for response:</b>
<ul style="list-style-type: none"><li>• Acknowledgement -<ul style="list-style-type: none"><li>(i) Electronic- Instant (on registration)</li><li>(ii) Manual –within 5 days</li></ul></li><li>• Forwarding to Concerned authority-Within 5 days</li><li>• 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.</li></ul>

# Citizen's Charter-Department of Pension and Pensioners Welfare

## Charter Evaluation Format

#	Service	Success Indicator(#)	Service Standard	Unit	Weight	Data Source	Excellent	Very Good	Good
							100%	90%	80%
<b>To be filled from output of step IV and timeline for Grievance Redress</b>							<b>Evaluation Criter</b>		
1.	Response to references from Ministries/ Departments on relaxation of rules	Time	Reply to be given within 30 days from the date of receipt of proposal	% Achv	5	Records	95% Within the prescribed limit	90%	80%
2.	Response to references from Ministries/ Departments on interpretation of rules	Time	Reply to be given within 30 days from the date of receipt of proposal	% Achv	15	Records	95% Within the prescribed limit	90%	80%
3.	Response to references from Ministries/ Departments on clarification of rules resulting in issues of instructions	Time	Reply to be given within 70 days from the date of receipt of proposal	% Achv	5	Records	95% Within the prescribed limit	90%	80%
4.	Examination of proposals from Ministries/ Departments for	Time	Reply to be given within 15 days from the date of receipt of proposal	% Achv	10	Records	95%	90%	80%

	exemption from rule of Immediate absorption								
5.	Issuance of orders relating to grant of Dearness Relief to Pensioners from time to time	Time	Within 30 days after issue of MOF's instructions of Dearness Allowance	% Achv	5	Records	95%	80%	70%
6.	Redressal of grievances by forwarding communications received in this regard to the concerned Ministries/Departments and monitoring thereof	Time	Forwarding to concerned Ministries/ Departments within 5 days from the date of receipt under intimation to petitioner	% Achv	10	Records	95%	80%	70%
7.	Dissemination of information relating to pensionary matters through Website/Pension Portal	Frequency/ Number	Website( <a href="http://www.persmin.in">http://www.persmin.in</a> ) updation every month	% Achv	15	Records	95%	80%	70%
8.	Convening meetings of SCOVA for getting suggestions and feedback from representatives of pensioners on their problems/	Number	One meeting to be held in a year	% Achv	5	Records	95%	80%	70%

	Suggestions								
9.	Release of funds to Pensioners Associations	Time	Within 3 months from the date of receipt of complete proposals alongwith utilization certificate (in prescribed format) for earlier grant-in-aid.	% Achv	5	Records	95%	80%	70%
10.	Organizing workshops/training on for capacity building in Ministries	Number	4-5 workshops to be held in a year for capacity building of officials of users Ministries/Departments	% Achv	10	Records	95%	80%	70%
11.	The references relating to policy matters, (a)Which do not require inter ministerial consultations (b)Which require inter-ministerial consultation	Time	(a)Settled by D/o P & PW within one month  (b)More than one month for disposal	% Achv	5	Records	95%	80%	70%

**Citizen's Charter- Department of Pension and Pensioners Welfare**

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## Charter Evaluation Format-Grievances

#	Service	Success Indicator(#)	Service Standard	Unit	Weight	Data Source	Excellent	Very Good	Good
							100%	90%	80%
<b>Grievance Acknowledgement /Redress Time Norms</b>							<b>Evaluation Criteria</b>		
#	Response to Grievance	Indicator	Service Standard						
1	Acknowledgement	Time	(i) Electronic-Instant(on registration) (ii) Manual –within 5 days	% Achv.	3	Records	90%	80%	70%
2	Forwarding to Concerned authority	Time	Within 5 days	% Achv.	2	Records	90%	80%	70%
3	Final Resolution	Time	(i) 30 days in case no inter-ministerial consultations are required. (ii) More than 30 days in case inter- ministerial consultations are required.	% Achv.	5	Records	90%	80%	70%