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Results Framework Document

for

Department of Pension and Pensioners Welfare

(2010-2011)

[Signature]
9/4/2010

Section 1: Vision, Mission, Objectives and Functions

Vision

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

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.

Objectives

- 1 To bring about improvements in policies related to pension and other retiral benefits.
- 2 Efficient response to references received from Ministries/Departments concerning retirement benefits
- 3 Facilitating the prompt redressal of pensioners' grievances.
- 4 To create awareness amongst the pensioners regarding their rights and entitlements and obtaining feedback.

Functions

- 1 Formulation of Pension Policy;
- 2 Issue of Guidelines/Instructions clarifying the pension policy;
- 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 Consideration of proposals seeking relaxation in Pension Rules;
- 5 Issue of instructions regarding Fixed Medical Allowance to pensioners residing in non-CGHS areas;
- 6 Issue of orders relating to grant of Dearness Relief to pensioners;
- 7 Convening meetings of SCOVA (Standing Committee of Voluntary Agencies) for getting suggestions and feedback from representatives of the pensioners on their problems;

Section 1: Vision, Mission, Objectives and Functions

- 8 Convening meetings of Staff Side of JCM (National Council) on Pension matters;
- 9 Facilitating prompt redressal of pensioners' grievances;
- 10 Dissemination of information relating to pension matters through Website/Pensioners' Portal/Mail/Brochure;
- 11 Implementation of Mission Mode Project on pensions (Pensioners' Portal/Web based)
- 12 Striving for excellence in grievance redressal mechanism through SEVOTTAM model

**Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets**

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value								
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%				
To bring about improvements in policies related to pension and other retiral benefits.	20.00	Amendment of CC-S(Pension) Rules	Issue of amendment notification	Date	14.000	01/02/2011	15/02/2011	28/02/2011	15/03/2011	31/03/2011				
		Amendment of CCS(Commutation of Pension) Rules	Issue of amendment notification	Date	3.000	01/12/2010	15/12/2010	31/12/2010	15/01/2011	31/01/2011				
		Amendment of CCS(Extraordinary Pension)	Issue of amendment notification	Date	2.000	01/02/2011	15/02/2011	28/02/2011	15/03/2011	31/03/2011				
		Issue of instructions on Dearness Relief to Central Govt. pensioners.	Average number of days taken after issue of MOF's instructions on Dearness Allowance.	days	1.000	30	35	40	45	50				
		Efficient response to references received from Ministries/Departments concerning retirement benefits	40.00	Response to references from Departments on relaxation of rules	percentage of disposed off within the prescribed time limit	percentage	5.000	95	90	80	70	60		
				Response to references from Departments on interpretation of rules.	percentage of cases disposed off within the prescribed time limit	percentage	20.000	95	90	80	70	60		
				Response to references from Departments on clarification of rules resulting in issue of general instructions	percentage of disposed off within the prescribed time limit	percentage	5.000	95	90	80	70	60		
				Examination of proposals from Departments for exemption from rule of immediate absorption.	percentage of disposed off within the prescribed time limit	percentage	10.000	95	90	80	70	60		
				Facilitating the prompt redressal of pensioners' grievances.	15.00	Finalisation of review of pending grievances of pensioners in Ministries	Finalising of review within time	Date	10.050	30/09/2010	31/10/2010	30/11/2010	31/12/2010	31/01/2011
						Organising Workshops/training on for capacity building in Ministries	No of workshops held	No	4.950	5	4	3	2	1
To create awareness amongst the pensioners regarding their rights and entitlements and obtaining feedback.	14.00	Update of existing information on website of DoP&PW	Number of updations.	Number	3.004	12	11	10	9	8				
		Brochure on "Retirement benefits to Central Government Pensioners".	Publication of Brochure.	Date	1.999	31/12/2010	31/01/2011	15/02/2011	15/03/2011	31/03/2011				

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
		Compendium of instructions on retirement benefits	Publication of Compendium.	Date	1.999	31/12/2010	31/01/2011	15/02/2011	15/03/2011	31/03/2011
		Monthly report on status of progress to DIT on Web based Pensioners' Portal- A Mission Mode Project.	Average number of days taken after completion of month	Days	1.000	7	8	9	10	11
		Updating 'pensionersportal'.	Number of updations in the year	Number	1.999	12	11	10	9	8
		Holding of the meeting of Staff side of JCM (National Council) on pensionary matters.	Timely holding of the meeting	Date	1.999	30/11/2010	31/12/2010	31/01/2011	28/02/2011	31/03/2011
		Holding of the meeting of SCOVA for feedback and to ascertain Pensioners' problems.	Timely holding of the meeting	Date	1.999	31/12/2010	31/01/2011	15/02/2011	28/02/2011	31/03/2011
Efficient Functioning of the RFD System	5.00	Timely submission of Draft for Approval	On-time submission	Date	2.000	05/03/2010	06/03/2010	09/03/2010	10/03/2010	11/03/2010
		Timely submission of Results	On-time submission	Date	1.000	02/05/2011	03/05/2011	04/05/2011	05/05/2011	06/05/2011
		Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years	Date	2.000	10/12/2010	15/12/2010	20/12/2010	24/12/2010	31/12/2010
			Percentage of RCs covered	%	2.000	100	95	90	85	80
Improving Internal Efficiency / Responsiveness / Service delivery of Ministry / Department	6.00	Develop RFDs for all Responsibility Centers (Subordinate Offices, Attached Offices, Autonomous Bodies)								
		Implementation of Sevottam	Create a Sevottam compliant to implement, monitor and review Citizen's Charter	Date	1.000	01/10/2010	05/10/2010	11/10/2010	15/10/2010	20/10/2010
			Create a Sevottam Compliant system to redress and monitor public Grievances	Date	1.000	01/10/2010	05/10/2010	11/10/2010	15/10/2010	20/10/2010

**Section 2:
Inter se Priorities among Key Objectives, Success indicators and Targets**

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent	Very Good	Good	Fair	Poor
						100%	90%	80%	70%	60%
			Independent Audit of Implementation of Citizen's Charter	%	1,000	100	95	90	85	80
			Independent Audit of implementation of public grievance redressal system	%	1,000	100	95	90	85	80

* Mandatory Objective(s)

**Section 3:
Trend Values of the Success Indicators**

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
1 To bring about improvements in policies related to pension and other retirement benefits.	Amendment of CCS(Pension) Rules	Issue of amendment notification	Date	--	--	10.5	--	--
	Amendment of CCS(Commutation of Pension) Rules	Issue of amendment notification	Date	--	--	9	--	--
	Amendment of CCS(Extraordinary Pension) Rules	Issue of amendment notification	Date	--	--	10.5	--	--
	Issue of instructions on Dearness Relief to Central Govt. pensioners.	Average number of days taken after issue of MOF's instructions on Dearness Allowance.	days	--	--	35	35	35
	Response to references from Departments on relaxation of rules	percentage of disposed off within the prescribed time limit	percentage	--	--	5	5	5
2 Efficient response to references received from Ministries/Departments concerning retirement benefits	Response to references from Departments on interpretation of rules.	percentage of cases disposed off within the prescribed time limit	percentage	--	--	5	5	5
	Response to references from Departments on clarification of rules resulting in issue of general instructions	percentage of disposed off within the prescribed time limit	percentage	--	--	11	11	11
	Examination of proposals from Departments for exemption from rule of immediate absorption.	percentage of disposed off within the prescribed time limit	percentage	--	--	20	20	20
3 Facilitating the prompt redressal of pensioners' grievances.	Finalisation of review of pending grievances of pensioners in Ministries	Finalising of review within time	Date	--	--	6	6	6
	Organising Workshops/training on for capacity building in Ministries	No of workshops held	No	--	--	6	6	6

**Section 3:
Trend Values of the Success Indicators**

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13	
To create awareness amongst the pensioners regarding their rights and entitlements and obtaining feedback.	Updation of existing information on website of DoP&PW	Number of updations.	Number	--	--	5	5	5	
	Brochure on 'Retirement benefits to Central Government Pensioners'.	Publication of Brochure.	Date	--	--	9	--	--	
	Compendium of instructions on retirement benefits	Publication of Compendium.	Date	--	--	10	10	10	
	Monthly report on status of progress to DIT on Web based Pensioners' Portal- A Mission Mode Project.	Average number of days taken after completion of month	Days	--	--	8	8	8	
	Updating 'pensionersportal'.	Number of updations in the year	Number	--	--	5	5	5	
	Holding of the meeting of Staff side of JCM (National Council) on pensionary matters.	Timely holding of the meeting	Date	--	--	8	8	8	
	Holding of the meeting of SCOVA for feedback and to ascertain Pensioners' problems.	Timely holding of the meeting	Date	--	--	14	14	14	
	Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date			--	--	--
		Timely submission of Results	On-time submission	Date			--	--	--
		Finalize a Strategic Plan	Finalize the Strategic Plan for next 5 years	Date			--	--	--
Improving Internal Efficiency / Responsiveness / Service delivery of Ministry / Department	Develop RFDs for all Responsibility Centers (Subordinate Offices, Attached Offices,	Percentage of RCs covered	%			--	--	--	

* Mandatory Objective(s)

**Section 3:
Trend Values of the Success Indicators**

Objective	Action	Success Indicator	Unit	Actual Value for FY 08/09	Actual Value for FY 09/10	Target Value for FY 10/11	Projected Value for FY 11/12	Projected Value for FY 12/13
Mandatory Objective(s)	Autonomous Bodies)							
	Implementation of Sevottam	Create a Sevottam compliant to implement, monitor and review Citizen's Charter	Date					
		Create a Sevottam Compliant system to redress and monitor public Grievances	Date					
		Independent Audit of Implementation of Citizen's Charter	%					
		Independent Audit of implementation of public grievance redressal system	%					

Section 4:
Description and Definition of Success Indicators
and Proposed Measurement Methodology

Description & Definition of Success Indicators & Proposed Management Methodology

The success indicators indicated are of two types and are measured as under:

(a) Nonrecurring actions in the year : - Here the completion of action within a specified date is success indicator e.g. Amendment of Rules, publication of Brochure and Compendium, convening of meetings of Standing Committee on Voluntary Agencies (SCOVA) and Departmental Council of Staff Side of JCM (National Council) on pensionary matters, Review of pending grievances with Ministries/ Departments, Workshops on grievance redressal mechanism, etc.

(b) Recurring Jobs:- Here the following criteria has been provided as success indicator:

1. Number of times such recurring action is taken during the year, e.g. updation of pensioners' portal/website of Department of Pension & PW, workshops to be conducted for training /capacity building
2. The quantum of work completed in the prescribed time limit. The time limits prescribed for various actions in this category are as under:

Objective 2 : Efficient response to references received from Ministries /Departments concerning retirement benefits	
Action	Prescribed Time Limit
Response to references from Departments on relaxation of rules.	30 days
Response to references from Departments on interpretation of rules.	30 days
Response to references from Departments on clarification of rules resulting in issue of general instruction	70 days

Examination of proposals from Departments for exemption from rule of immediate absorption.	15 days
Objective 4: To create awareness among the pensioners regarding their rights and entitlements and obtaining their feedback.	
Monthly report on status of progress to DIT on Web based Pensioners' Portal- A Mission Mode Project.	7 days from close of month
Holding of the meeting of Staff side of JCM (National Council) on pensionary matters.	2 meetings are to be conducted in a year

In Section 3 the actual values for FY 08/09 and FY 09/10 have not been shown as RFD has been introduced in Department of Pension & PW. from FY 2010/11. The projected values for FY 11/12 and FY 12/13 have been left blank in respect of non-recurring activities.

Section 5:
Specific Performance Requirements from other Departments

Specific Performance Requirements from other Departments

Department of Pension & Pensioners Welfare is required generally to consult the following Departments and expect their concurrence, advice, comments, vetting within a time frame.

- i Ministry of Finance, Department of Expenditure.
 - i IFD - Home.
 - i Ministry of Law.
 - i Ministry of Health & Family Welfare.
2. Provision of manpower by DOPT