

## Vision Mission

### 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.

Main Services/ Transactions

S.No	Services/ Transaction	Weight	Responsible Person (Designation)	Email	Mobile (Phone)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Issurance of orders relating to grant of Dearness Relief to pensioners from time to time	35	Smt Tripti Ghosh Director, Shri S.P. Kakkar, Under Secretary	<a href="mailto:tripti.ghosh@nic.in">tripti.ghosh@nic.in</a>	24624802	After receipt of the DA orders from Ministry of Finance's submit the draft order for approval of the concerned officer/ authorities. Ministry of Finance and C&AG to be referred for approval.	DA Orders			
						Convey the decision within the prescribed days.	The number of days prescribed days.			
2	Redressal of grievances by Forwarding of grievances received in this departments through CPENGRAM monitoring thereof	35	Smt. Tripiti P.Ghosh, Director, Smt. Deepa Anand, Under Secretary	<a href="mailto:tripti.ghosh@nic.in">tripti.ghosh@nic.in</a> , <a href="mailto:deepa.anand@nic.in">deepa.anand@nic.in</a>	24624802	Acknowledgement of the receipt.	Citizen Character of the Department			
						Check the web for online grievances. Assessment of receipt	Various web records, physical papers.			

						Forward to the concerned Ministries/ Departments.	Subject allocation between Ministries/ Departments			
						Monitor the grievance periodically.	As per detailed in the Citizen Character of the Department			
3	Dissemination of information relating to pension Policy and Rules through Website/ Pension Portal	30	Smt. Tripti P.Ghosh, Director,  Shri K.K. Mittal, Dir.(PW),  Shri Harjit Singh, Under Secretary,  Smt. Deepa Anand, Under Secretary	<a href="mailto:tripti.ghosh@nic.in">tripti.ghosh@nic.in</a>  <a href="mailto:dirpw-dppw@nic.in">dirpw-dppw@nic.in</a>   <a href="mailto:deepa.anand@nic.in">deepa.anand@nic.in</a>	24624802	Update the portal as per the time limit prescribed in the Charter.	Documents effecting Pension Policies and Rules			

## Service Standards

S.No	Services/ Transaction	Weight	Source Indicators	Service Standard	Unit	Weight	Data Source
1	Issurance of orders relating to grant of Dearness Relief to pensioners from time to time	35.0	Whether service standards met.	30	Days	5.00	Ministry of Finance instructions of Dearness Allowance
2	Redressal of grievances by Forwarding of grievances received in this departments through CPENGRAM monitoring thereof	35.0	Whether service standards met.	5	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

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

(2011-2012)

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	tripiti.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.