



# **CITIZEN CHARTER**

**DIRECTORATE OF PENSION**

**GOVERNMENT OF ASSAM**

**6<sup>TH</sup> FLOOR,CENTRAL BLOCK**

**HOUSEFRD COMPLEX,LAST GATE**

**GUWAHATI-781006**

## **INTRODUCTION**

The Govt. of Assam in the interest of public service was pleased to order the creation of the Directorate of pension vide Notification No A.R. 29/88/43 dated 08/06/1989.

The prime function of Directorate of pension is to issue of Pension Payment Order to the retired teaching & non teaching employees of provincialized schools and provincialized employees of Panchayat Department. This Citizen Charter is prepared with a view to allowing the clients to avail services smoothly and promptly.

### **VISION:---**

Our vision is a society where retired employees of provincialized schools and PRIs will lead their lives with happiness and contribute their mites to the welfare of the society. Hassle free submission of pension proposals, transparency in pension processing and quick disposal of pension cases by this Directorate are the means to realize this vision.

### **MISSION: ---**

Our mission is to finalize pension cases in a time bound manner. At present this Directorate is saddled with more than 10,000 pending Pension Cases. We are working in a mission mode. We will wipe out this heap of pending pension cases within December 2019 and achieve our ultimate target of finalizing pension within a period of three months from the date of receipt of the pension proposal, complete in all respect.

### **OBJECTIVES: ---**

- The main objective is to help the Government servants and Pensioners to understand the essential features of the various retirement benefits available to them and their families and to take steps to provide necessary inputs in time to secure these benefits early without difficulty.
- Speedy and timely disposal of Commutation of Pension.

### **ORGANISATIONAL SETUP:-**

- **Pension and Public Grievance Department.**
  - ✓ **Directorate of Pension.**

## **DETAILS OF BUSINESS TRANSACTED BY THIS DEPARTMENT:---**

Issue of Pension Payment Orders and Commutation of Pension Payment Orders in respect of employees of provincialized schools and provincialized employees of Panchayat Department is the responsibility of this Directorate as per the following rules as applicable:--

- The Assam Services (Pension) Rules, 1969.
- The Assam Services (Extraordinary) Pension Rules, 1963.
- The Assam Services (Commutation of Pension) Rules, 1965.
- Special Family Pension Scheme.
- Preparation of Budget.

## **DETAILS OF SERVICE DELIVERY TO EACH CLIENT GROUP**

Sl No.	Nature of Service	Conditions	Timeline Flow	Fee	Officer	Remarks
1	Issuing PPOs	Receipt of pension proposal-complete in all respect.	30-90 days	Not required	Sri B.Deka & Sri A.C. Gohain	
2	Issuing of Commutation of pension payment order	a) Receipt of Commutation proposal. b) Sanction from PPG.	30 days  (After receipt the Sanction report from PPG)	-do-	Sri B.Deka	
3	Issuing sanction of leave	a)Application with requisite documents. b)Admissibility of leave	7 days	-do-	Sri B.Deka	
4.	Issuing Financial Sanction	a)Submission of proposal b)Budget provision c)Delegation of Financial power	15 days	-do-	Sri B.Deka	

5	Uploading of Acts/Rules/OM/Circular		7 days	-do-	Sri B.Deka	
6	Updating website	a) Designated staff for uploads	7 days	-do-	Sri B.Deka	
7	Issuing information under RTI	a) Formal application with requisite fees. b) Availability of required information	30 days	Rs.10/-	Sri Kaushik Mallick	

### **LIST OF CLIENTS:--**

- ✓ Retired Employees of provincialised schools & their families.
- ✓ Retired provincialised Employees of P&RD Department.
- ✓ PPG Department in respect of admissibility report for issue of sanction of commutation of pension loan.
- ✓ Directorates under Education Department & P&RD Department.

### **OUR COMMITMENTS TO CLIENTS:--**

- ✓ Transparency in functioning of disposal of pension cases.
- ✓ Improve effectiveness in the process.
- ✓ Speedy and timely settlement of pension cases as well as related queries.

### **DETAILS OF SERVICE PROVIDED:---**

- ✓ Finalization/Disposal of pension cases relating to all teaching and non – teaching staff of Provincialised Schools and PRI Employees.
- ✓ Issue of Commutation of Pension Payment Orders based on the sanction of commutation of pension loan by the PPG Department.

### **AVAILABILITY OF INFORMATION**

Details of information	Name & Designation of Officer	Address/Location of the Office	Telephone/Fax/e-mail
Pension Cases	Sri B.Deka, Director	Directorate of Pension, Housefed Complex,Central Block, 6th floor,Beltola Road, Last gate,Guwahati-781006	9435101425
Pension Cases	Sri Ai Cheng Gohain, Joint Director	-do-	9859928537
Commutation of Pension	Sri B. Deka, Director	-do-	9435101425

### **AVAILABILITY OF PRESCRIBED FORMS**

Title of the Forms	Fee to be paid	Whom to Contact
Pension Application , Last Pay Certificate, Sanction copy- Prov. Pension & P/DCRG,Sanction copy- Prov. Family Pension & DCRG, Nomination for Death-cum-Retirement Gratuity, Descriptive roll, Details of the members of Government employees, Form No.1, Form No.1(A), Form No.2, Form No.19, Form No. 3(revised), Form No. 10 (revised),Form No. 19/20(New), Form No.21(New), Slip containing specimen signature/Thumb impression of the claimant/ spouse(incase of family pension).	Not required	May be downloaded from website

### **COMPLAINT REDRESSAL SYSTEMS**

Courteous and helpful service will be extended by all the staff. If any complain is to be made in delivery of the above standards you are welcome to register your complains in plain paper addressing the following officers.

Name Designation of officer	Address for correspondence	Telephone/Fax/e-mail
Sri B.Deka,AFS Director	Directorate of Pension, Housefed Complex,Central Block, 6th floor,Beltola Road, Last gate,Guwahati-781006	9435101425
Sri A.C. Gohain,AFS Joint Director	-do	9859928537
Sri K. Mallick,AFS F.A.O.	-do	9707663994

Grievances may be submitted in the website at [pgportal.gov.in](http://pgportal.gov.in). If not satisfied grievances may be submitted to the Commissioner & Secretary of Pension & Public Grievances Department.

#### **OTHER INFORMATION REGARDING LODGING COMPLAINT:---**

- ✓ A centralized customer care centre/Grievance redressal centre is available at [pgportal.gov.in](http://pgportal.gov.in) where you can lodge your complain.

#### **EXPECTATIONS FROM CLIENTS:---**

It is expected that clients submit their proposals with all documents. The grievances may be accompanied by name, address & Phone No.

#### **REVIEW**

This Citizen Charter will be reviewed annually. Any suggestions in this regard may be submitted to the Director of Pension, Assam.