

GOVT. OF NCT OF DELHI  
DEPARTMENT OF SOCIAL WELFARE  
GLNS COMPLEX, DELHI GATE  
NEW DELHI-110002  
[ADMINISTRATION BRANCH]

F. 44(11)/2022/DSW/Estt/ 7787-7846

Dated: 19 JUL 2022

CIRCULAR

**Sub: Special drive for redressal of grievances of Government employees of GNCT of Delhi: Pending Pension Matters.**

Please find enclosed herewith a copy of Office Memorandum No. F.No.10(503/Cprpd/Gr/(pension)/2022/1813-1818 dated 13/06/2022 received from Spl. Secretary (Services), Services Department (Coordination Branch), Delhi Secretariat, 7th Level, 'B' Wing, I.P. Estate, New Delhi-110002 on the above cited subject regarding Special drive for redressal of grievances of Government employees of GNCT of Delhi: Pending Pension Matters.

In this connection it is requested appropriate action may be taken urgently and sent directly to concerned officer and a copy of action taken may be sent to the under sign.

  
Section Officer (Admn-II)

Encl: As above.

To

✓ Sr. System Analyst, DSW for uploading the circular on the Department website.

F. 44(11)/2022/DSW/Estt/ 7787-7846

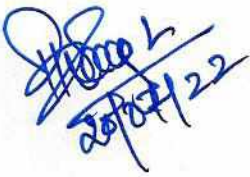
Dated:

Copy for information to:

19 JUL 2022

- PPS to Secretary (SW), GLNS Complex, Delhi Gate, Delhi.
- PA to Director (SW), GLNS Complex, Delhi Gate, Delhi.
- PA to Joint Director (SW), GLNS Complex, Delhi Gate, Delhi.
- All DDs / DSWOs/DDO/HOO/Supdt Incharge of Homes/Institutions/Schools.
- Guard File.

  
Section Officer (Admn-II)

  
20/07/22  
ABW/ST/22

27/7/22  
ds/17/22

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
 SERVICES DEPARTMENT (COORDINATION BRANCH)  
 DELHI SECRETARIAT, 7<sup>TH</sup> LEVEL, 'B' WING,  
 I.P ESTATE, NEW DELHI-110002.

G/C

F. No.10 (503/Coord/Gr.(pension)/2022/1813-1818

Dated:- 13/06/2022

Office Memorandum

**Sub:** Special drive from 15<sup>th</sup> June to 15<sup>th</sup> July 2022 for redressal of grievances of Government employees of GNCT of Delhi: Pending Pension Matters.

Kind attention of HoDs is invited towards service related grievances redressal, reviewed by Chief Secretary, Delhi on 10.06.2022. The review revealed that there is a sizeable number of grievances related to pending pension matters in many departments. Further, perusal of grievances related to pending pension matters received in the office of Chief Secretary, Delhi showed that unwanted avoidable hardship is being caused to retired govt. employees who gave long years of service to the government and at the end they are being made to suffer for reasons related to administrative delays, non-observance of already defined procedure for processing pension proposals. In this regard analysis of reasons / causes for delay in deciding pending pension matters shows following main causes:-

- (i) Delay in issuance of retirement orders,
- (ii) Delay in submitting pension papers to concerned Principal Accounts Office. It is revealed that in most of the cases, pension papers are being submitted in nick of time,
- (iii) Delay in obtaining Vigilance Clearance (VC) for retirement purposes especially in respect of Gazetted Officers,
- (iv) Submission of incomplete forms/documents, including very common and petty lapses like missing signatures, thumb impression, attestation etc.,

*[Signature]*  
15.06.22

*[Signature]*  
19.7.22  
Sunil, JA

Immediate

1959/SO.(A-II)  
19/07/22

- (v) Delay in verification of pension related points like verification of service, pay fixation, completion of leave record, deputation related entries etc. in the service book and related personal record of the officers/officials,
- (vi) In a few cases, non-filling of bank details etc. in processing of pension matters, a list of common defects generally found is enclosed, (Annexure-'A')

It has come out that above position has not only caused receipt of a number of pension related grievances but has also led to a large number of court cases. Needless to say, besides causing harassment to the concerned retired officers/officials, avoidable litigation is frequently taking place, consuming precious time of Government departments.

On analyzing above main reasons/causes for pendency of pension cases in the light of rules/processes/timelines defined on the subject matter, concerned administrative and accounts functionaries of the departments are required to pay adequate attention into delays, lapses, common discrepancies leading to pendency in pension cases. This is despite the fact that all the administrative processes related to pension matters have defined timelines which have been reiterated by Finance Department and other related offices from time to time.

Keeping above in view, Chief Secretary, Delhi has directed that a **special drive** be carried out from **15<sup>th</sup> June to 15<sup>th</sup> July 2022** by all the departments to finalise all the pending pension matters as on 31.05.2022. For the purpose, the departments may set up teams of administrative and accounts functionaries of their departments under the leadership of Head of Department who is primarily responsible for timely submission for pension cases to Pay and Accounts Officer. The departments will prepare a list of pending pension cases containing necessary details as per proforma enclosed. (Annexure -'B')

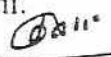
*Devi*

13-6-22

The list will be submitted to Pension Cell of Principal Accounts Office, Govt. of NCT of Delhi with a copy to Services Department. Further, the status of the pending cases will be updated every fortnight and submitted to Pension Cell of Principal Accounts Office with a copy endorsed to Services Department. Pension Cell of GNCT of Delhi will furnish monthly report to Services Department in the first week of every month giving details of pending pension cases with Pay and Account Offices and departments giving reasons for pending disposal of the cases.

The departments will carry out an exercise of verification/updation of all service books in respect of officers/officials retiring by 31.12.2024, by 15<sup>th</sup> August, 2022.

With regard to pension cases, every HoD will furnish a status by 15<sup>th</sup> July, 2022 to Services Department for kind perusal of the Chief Secretary, Delhi.

  
(Kulanand Joshi)

Spl. Secretary (Services)

To

All ACS / Pr. Secretaries / Secretaries/ HoDs, Govt. of NCT of Delhi and Autonomous Bodies, PSUs, Boards & Commissions of GNCT of Delhi.

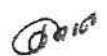
F. No.10 (503/Coord/Gr.(pension)/2022/1813-1818 Dated:- 13/06/2022

Copy for information to:

1. Secretary to Hon'ble Lt. Governor, Delhi.
2. SO to Chief Secretary, Delhi.

Copy for information and further necessary action to:

1. Principal Accounts Office, Pension Cell, GNCTD of Delhi through Secretary, Finance, GNCT of Delhi.
2. All PAOs, GNCT of Delhi through Controller of Accounts, Principal Accounts Office, GNCT of Delhi.
3. Guard file.

  
13.6.22  
(Kulanand Joshi)

Spl. Secretary (Services)

16.	<b>Last pay Certificate (LPC)</b>	Last pay as shown in service book does not tally with the last pay as shown in LPC.
17.		Date of last payment not written in LPC
18.		Date of last payment indicated but not telling with actual date of death or retirement.
19.		Recoveries not shown in the LPC/Pension papers on the space provided.
20.		LPC not signed by the DDO.
21.	<b>Family Pension</b>	Two widows prefer the claim without supporting documents (marriage certificate) whether they are legally married wife or not.
22.		Mother/son/daughter/nephew/nieces prefer the claim for family pension instead of spouse of the deceased Govt. servant.
23.	<b>Documents not attached with pension papers (for service)</b>	Medical certificate for invalid pension
24.		Order of voluntary retirement (in case of voluntary retirement)
25.		Two specimen signature, duly attested by a Gazetted Govt. servant.
26.		Three copies of passport size joint photograph with spouse duly

2/C

*DDO*  
13. 6. 22

Common Defects noticed in filing of pension papers

S.no.	Category	Defects
1.	General	All forms are not attached with the pension forwarding letter. The required forms are Form no. 3,4,5,10,17,19,20,21 (for service pension) and Form 8,9,10,11,17,19,20,21 (for family pension)
2.		Forms are attached but not signed by the Competent Authority. Forms are attached and signed but important information such as (a) Place of Payment (b) Postal address of the claimant (c) Outstanding govt. dues etc. not filled up properly.
3.		Particulars of the pensioners such as name, date of birth, date of entry in service, date of death or retirement, last pay etc. as shown in forms does not tally with the entries in the service book.
4.		Form are correct, service book is also correct but documents are not attached with pension papers such as Death Certificate, specimen signature of the claimant, photographs, identification marks, medical certificate Form 14 (in case of invalid pension) succession certificate, guardianship certificate, divorce certificate in case divorce, adoption deed from the competent authority in case of adopted child.
5.		Documents/certificates are attached but not obtained from the competent authority e.g. death certificate, divorce certificate birth certificate issued by the Headman of the locality which is not acceptable.
6.		List of family members such as name of the children is provided but date of birth of each family member not given.
7.		List of family members as shown in service book does not tally with the list of family members as shown in Form 17.
8.	IPS	Initial Pay Statement (IPS) is not checked and countersigned by the Finance (Pay Revision) department. Fixation is wrong. Revised scale of pay/pay matrix as shown in IPS is not correct as per Revised Pay Schedules 2009/2019.
9.	Service Book	Bio date of the Govt. Servant has been corrected (date of birth, name, date of entry etc.) without proper attestation.
10.		Fixation of pay on promotion is wrong.
11.		Revised pay as per IPS-2009/2019 does not tally with the revised pay as regulated in the service book from 1/1/2007 1/1/2017.
12.		Stagnation increments not allowed correctly.
13.		Regulation of pay are not done upto the date of retirement or death of the Govt. Servant.
14.		Service book re-constructed without observing necessary formalities.
15.		GPF account number not noted in service book

D. A. 10

13.6.22

GOVT. OF NCT OF DELHI

Name of the Department:.....

DETAILS OF THE PENDING PENSION CASES

Sl. No.	Name & Designation of officer/official	Date of Retirement	Reasons of pendency of the pension case	Whether any court case involved, if yes details and present status thereof	Action Taken	
					Action taken to dispose the case	Action taken for disposal of court matter

Done  
12.6.2011