

By speed post

No.C-30013/69/2016-Ad.IVA
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise and Customs

Hudco Vishala Building, Bhikaji Cama Place
New Delhi-110066, dated the 30th January, 2017

To

All Chief Commissioners/Commissiones,
All Director Generals under CBEC.

Subject: Regarding delay in submission of pension cases by the Offices under
CBEC to PAOs.

Sir,

I am directed to forward herewith a copy of D.O. No.Expdr/Coord/e-revision/CBEC/16-17/191 dated 04.01.2017 along with enclosures, from Pr. Chief Controller of Accounts, CBEC on the subject cited above.

2. It has been brought to the notice of the Board that pension cases are not being submitted to PAOs well in time by Head of Offices resulting into delay in processing of the case in PAO and in forwarding the cases to CPAO which ultimately results in to delay in payment of retirement benefits to pensioner. The delay attracts unnecessary correspondence by the pensioner, complaints by them on CPGRAM and CPAO portal and applications under RTI resulting into increase in unnecessary workload.

3. In order to ensure timely payment of pensionary benefits to retiring officials, instructions were issued vide this office letter of No. C.30013/8/2016-Ad.IVA dated 27.09.2016 (copy enclosed). Besides, instructions were also issued vide no.C.30013/69/2016-AdIVA dated 16.12.2016, 28.12.2016, and no. C-30013/84/2015-Ad.IV dated 23.12.2016 (copies enclosed) to get all the salary DDOs/PAOs registered on Bhavishya portal and WRPS. However, the progress in the matter is not satisfactory. Further, it has been reported by Pr. CCA, CBEC, there is no improvement in finalizing the pension cases.

4. It is, therefore, impressed upon that instructions be issued to Heads of Offices to ensure strict compliance of the instructions issued from time to time so as to ensure that the pension cases are processed as per the prescribed timelines. It may also be ensured that all the PAOs/HOOs/Salary DDOs are immediately registered on Bhavishya portal and the necessary data is uploaded on Bhavishya Portal/WRPS.

5. A compliance report be sent to this office immediately.

Yours faithfully,

Encl. As stated above.


(Amarjit Singh)
Director.

Copy for information to :



सत्यमेव जयते

अर्चना निगम

प्रधान मुख्य लेखा नियंत्रक

ARCHANA NIGAM

Pr. Chief Controller of Accounts

FTS - 3648 34/17

DO No. Expdr/Coord/e-revision/CBEC/16-17/191

भारत सरकार

वित्त मंत्रालय, राजस्व विभाग

केन्द्रीय उत्पादन एवं सीमा शुल्क बोर्ड

डी.जी.ए.सी.आर. भवन, इन्द्रप्रस्थ एस्टेट, नई दिल्ली-110 002

GOVERNMENT OF INDIA

MINISTRY OF FINANCE

DEPARTMENT OF REVENUE

CENTRAL BOARD OF EXCISE & CUSTOMS

D.G.A.C.R. BUILDING, I.P. ESTATE, NEW DELHI-110 002

TEL. : 011-23702279, FAX : 011-23702423

Dear Sri Shalv

Dated 04 Jan, 2017

Kindly refer to my D.O letter no. Expdr:/Coord/e-revision/CBEC/16-17/90 dated 19/09/2016 to Member CBEC and Special Secretary to Govt of India, Deptt of Revenue, New Delhi (copy enclosed) regarding delay in submission of pension cases etc by Head of Offices of CBEC Commissionerates/Offices to PAOs.

In this regard I would like to bring to your kind notice that there is no improvement in the situation and **pension cases are still being not submitted to PAOs well in time** by Head of Offices resulting into delay in processing of the case in PAO and in forwarding the case to CPAO which ultimately results into delay in payment of retirements benefits to pensioner. A few examples of the delay may be seen in the Annexure-A enclosed

The delay attracts unnecessary correspondence by the pensioner, complaints by them on CPGRAM and CPAO portal and applications under RTI resulting into increase in unnecessary workload. To avoid such delay the time frame for processing of cases for those retiring on superannuation as prescribed in rule 56, 58 and 61 of CCS (Pension) Rules has to be followed strictly. Accordingly the pension case should reach to PAO six month before the retirement, but rarely is it followed by Head of Offices.

In order to strengthen the grievances redressal mechanism for pensioners, CPAO have launched Web Responsive Pensioners' Service (WRPS). For effective monitoring of timely submission of pension papers to PAO by the Head of Offices, CPAO has also asked in its OM No CPAO/IT&T/Web Res/54/16-17/135 dated 9.9.2016 (copy enclosed) for **preparation of quarterly list of officials** retiring in the next 12 to 15 months and its submission to the PAOs by Head of Offices for uploading the same to CPAO's website which will enable the PAO/CPAO to monitor the processing of retirement cases properly and in time.

In view of the above, I would like personally request you to issue necessary directions to all the Heads of Department/Offices under CBEC to follow the above guidelines and ensure timely action for submission of pension papers strictly as per rules.

Yours sincerely,

Archana Nigam

(Archana Nigam)

Sh.Najib Shah.

Chairman, Central Board of Excise & Custom
Ministry of Finance, Department of Revenue,
North Block, New Delhi

*Pl. Review
at the
of
25/1
S/100-12
NA
C/11*

*on file please
Dir (A-12)*

*CA JSAD
19/1/17
Dir (A-12)*

separate copy

me ✓ M(Am) M(Cy) in CPGRAM file

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सत्यमेव जयते

अर्चना निगम

प्रधान मुख्य लेखा अधिकारी

ARCHANA NIGAM

Pr Chief Controller of Accounts

47
F.T.S. No. 269289/2016

307

भारत सरकार

वित्त मंत्रालय, राजस्व विभाग

केन्द्रीय उत्पादन एवं सीमा शुल्क बोर्ड

डी.जी.ए.सी.आर. भवन, इन्द्रप्रस्थ एस्टेट, नई दिल्ली-110 002

GOVERNMENT OF INDIA

MINISTRY OF FINANCE

DEPARTMENT OF REVENUE

CENTRAL BOARD OF EXCISE & CUSTOMS

D.G.A.C.R. BUILDING, I.P. ESTATE, NEW DELHI-110 002

TEL. : 011-23702279, FAX : 011-23702423

on file

27/9

Mr
21/9

DO No. Expdr/Coord/Pension/CBEC/16-17/90

the 19 Sept., 2016

Dear Vanaja

JSCA - pl. issue to all HODs of CBEC for strict compliance to ensure not up reply to Ar. CEA

I would like to share the result of review from 01.04.2015 to 31.03.2016 undertaken by Central Pension Accounting Office (CPAO) to improve timely payment of pensionery benefits to retiring Government officials which are as under:

immediate
1. A.O. in
file.
28/9
JSCA (Ad. II)
28/9/16
Ar. CEA

1. Delay in submission of Pension cases to PAOs: It has been noticed that in majority of the cases pension papers of the retiring officials are not being submitted timely in respective PAOs resulting in delay in scrutiny/processing of the pension case by PAO. In this way, the terminal benefits to the retirees gets delayed. As per provisions of CCS Pension Rule 56, every HOD shall have a list prepared every six months, i.e. the 1st January and 1st July each year of all Government servants who are due to retire within next 24 to 30 months of that date. Each of this list shall immediately be supplied to the PAO concerned. As per rule 58 every HOD shall undertake the work of preparation of pension papers in form 7, two years before the date of retirement on superannuation and as per rule 61(4) CCS pension rules the pension papers duly completed in all respect shall be forwarded to the Accounts Officer not later than six months before the date of retirement of Government Servant.

2. Low Percentage of Aadhar Seeding: Weekly status of seeding of Aadhar in new PPOs is being monitored by Deptt., of Pension & Pensioners' Welfare (DP&PW) as well as by Prime Minister's Office (PMO). While seeding by authorised banks in respect of existing pensioners' accounts has reached a healthy 73.11%, the percentage of Aadhar seeding in new PPOs has been very low i.e. only 11.90% of total PPOs received between 1.07.2015 to 30.06.2016. Likewise, the pensioners do not mention their PAN number in pension papers while submitting the same to their office. Non-mentioning of Aadhar as well as PAN numbers by the retiring official in pension papers is a cause of concern.

(48)

(308)

In view of above, I personally request you to issue necessary directions to all the Head of Departments in respect of CBEC to comply with issues mentioned above.

With regards

Yours sincerely

Archana

19/9/16

(Archana Nigam)

Ms. Vanaja Sarana
Member, CBEC and Special Secretary to Govt., of India,
Department of Revenue,
North Block,
New Delhi-110 001.

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
त्रिकूट-II भीकाजी कामा प्लेस
नई दिल्ली-110066
फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/Web Responsive/54/2016-17/135

09.09.2016

Office Memorandum

Subject: Monitoring of timely submission of pension papers to PAO/CPAO by the HOO/DDO through 'Web Responsive Pensioners' Service' of CPAO.

1. Kind attention of FAs is invited to minutes of FA's Conference held on 3rd June, 2016 under the chairmanship of Finance Secretary. In Para-5, it is minuted that *"In this regard Finance Secretary mentioned about the delays in finalising pension matters and asked FAs to keep track of progress of cases of employees retiring within a year"*. Further, the action point at Para-12(i) reads as *"A list of employees retiring within one year should be prepared by 15.06.2016 and their formalities should be completed so that complaints from pensioners are reduced to the minimum. Administration division of each Ministry/department should be sensitized in this regard"*.
2. The quick disposal of grievances of pensioners has been on top priority of CPAO. For this purpose, a Grievance Cell is functioning in CPAO and grievances received through different modes are settled by it. Subject wise categorization of grievances reveals that most of the grievances arise due to delay in start of pension in fresh pension cases. The reason for this delay is mainly because of late receipt of Pension Payment Orders (PPO) of the pensioners by CPAO. The PPO of a retiring government employee must be received in CPAO by the last day of the preceding month of retirement, however, as per report generated by CPAO, only 1.7 per cent PPOs had been received in time in CPAO during the financial year 2015-16. This is because of late submission of pension papers by the concerned HOOs/DDOs to their Pay and Accounts Officers (PAOs). Rule 56 of CCS (Pension) Rules provides that *"every Head of Department shall have a list prepared every three months each year, of all Government servants who are due to retire within the next twelve/ fifteen months and a copy of each such list shall be supplied to the Accounts Officer concerned"*. The objective of preparation of this list is to monitor the timely submission of pension papers by the HOOs to PAOs. However, in majority of cases, provisions of Rule -56 have not been followed and in the manual system, monitoring of the timely preparation of such lists is difficult for the ministries/departments.
3. To fill this gap, facility to upload quarterly lists of retiring government servants and monitoring thereof by the higher authorities has been developed in the CPAO website www.cpao.nic.in under the **Web Responsive Pensioners' Service**. HOOs/DDOs are required to prepare quarterly lists of retiring government employees and furnish the same to concerned Pay and Accounts Officers who in turn will upload the list on CPAO website. For monitoring of this work, login IDs & Passwords have been created for CCAs, JS (Admin) and Financial Advisors in the CPAO website along with Dashboards and meaningful MIS reports through which timely preparation/uploading of quarterly lists and submission of pension papers thereof by the HOOs/DDOs can be monitored. This facility to FAs is provided to facilitate the decision taken in the FA's conference held on 3rd June, 2016 under the chairmanship of Finance Secretary to keep track of progress of cases of employees retiring within a year.

4. In view of above, FAs are requested to use this online monitoring facility on timely preparation/uploading of quarterly lists and submission of pension papers and kindly intervene in case of delays in this regard by DDOs/HODs by taking up matter with concerned HOD/JS (Admin) so that delay in finalization of pension cases and resultant pensioners' grievances may be avoided. The online monitoring facility is also provided to JS (Admin) of ministries/departments as well as to CCAs.

5. For familiarization with this facility, login id & password and step by step user guidance along with relevant screenshots are attached.

6. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, NIC, CPAO may be contacted on Telephone No. 011-26715338 or through email – kumar.davinder@nic.in

This issues with the approval of Finance Secretary.

Sanjai Singh

Sanjai Singh
Chief Controller (Pension)

Encl: As above.

To
All FAs of Ministries/Departments

Copy to:

Pr.CCAs/CCAs/CAs/AGs/ Administrators of UTs/Delhi Admin in continuation to OM No. CPAO/IT&Tech/Web Responsive/54/2016-17/120 dated 29/8/2016 issued to them.

Speed post

No.C-30013/8/2016-Ad.IVA
 Government of India
 Ministry of Finance
 Department of Revenue
 Central Board of Excise and Customs

....
 HUDCO Vishala Buliding, Bhikaji Cama Place,
 New Delhi, dated the 27th September, 2016.

To

All Chief Commissioners/Commissioners,
 All Directors General under CBEC.

Subject: Timely payment of pensionary benefits to retiring Government Officials.

Sir/Madam,

I am directed to say that the Central Pension Accounting Office (CPAO) has taken a review of the position regarding timely payment of pensionary benefits to retiring government officials from 01.4.2015 to 31.03.2016 and has noticed that in a majority of the cases, pension papers of the retiring officials are not being submitted timely in respective PAOs, resulting in delay in scrutiny/processing of the pension case by PAO. Thus, the terminal benefits to the retirees get delayed.

2. In order to improve timely payment of pensioner benefits, the following issues need to be taken up on urgent basis:

(i) **Delay in submission of pension cases to PAOs :**

In this regard, attention of all Heads of Department under CBEC is invited to the provisions under Rule 56 of CCS(Pension) Rules, 1972 which states that, "Every HoD shall have a list prepared every six months, i.e. 1st January and 1st July each year of all Government servants who are due to retire within next 24 to 30 months of that date. Each of this list shall immediately be supplied to the PAO concerned." Further, as per Rule 58 of CCS(Pension) Rules, 1972 every HoO shall undertake the work of preparation of pension papers in Form 7, two years before the date of retirement on superannuation and as per Rule 61(4), the pension papers, duly completed in all respect, shall be forwarded to the Accounts Officer not later than six months before the date of retirement of Government Servant.

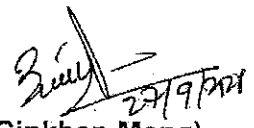
(ii) **Low percentage of Aadhar Seeding:**

It was also noticed that while seeding of Aadhar in PPOs by authorised banks in respect of existing pensioners' accounts has reached a healthy 73.11%, the percentage of Aadhar seeding in new PPOs has been very low i.e. only 11.90% of total PPOs received between 1.7.2015 to 30.6.2016. Similarly, the pensioners do not mention their PAN number in their pension papers while submitting the same to their office. Non-mentioning of Aadhar as well as PAN numbers by the retiring official in pension papers is a cause of concern. Weekly status of seeding of Aadhar in new PPOs is being monitored

by Department of Pension & Pensioners' Welfare (DoP&PW) as well as by the Prime Minister's Office (PMO). It may be ensured that all retiring officials should mention their Aadhar as well as PAN numbers while submitted pension papers.

3. All Heads of Department under CBEC are requested to strictly adhere to the timeline prescribed in the CCS(Pension) Rules, 1972 in dealing with pension cases and avoid undue delay in processing the cases.

Yours faithfully,

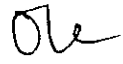


(B.Ginkhan Mang)

Under Secretary to the Govt. of India

Copy to:-

- 1. Principal CCA, CBEC, DGACR Building, I.P. Estate, New Delhi-110002 – w.r.t. their D.O. No.Expdr/Coord/Pension/CBEC/16-17/90 dated 19th September, 2016.
- 2. Webmaster, CBEC - With the request to upload the instructions on the CBEC's website.



Issued by B-
by mail.

29/9/16
27/9/2016

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MOST IMMEDIATE
BY FAX

No.C.30013/69/2016--Ad.IVA
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise and Customs

HUDCO Vishala Buliding, Bhikaji Cama Place,
New Delhi, dated the 16th December, 2016.

To

All Principal Chief Commissioners/Chief Commissioners/
Commissioners under CBEC.
All Directors General/Commissioners Incharge in Directorates under CBEC.
Principal CCA, CBEC.

Subject: Review of the status of implementation of pensioners registered on "Web
Response Pensioners' Service (WRPS).

Sir,

I am directed to enclose herewith a copy of minutes of the Meeting taken by
Additional Secretary (Revenue) on 08.12.2016, wherein it was decided that -

- (i) Registration process of ZAOs, DDOs, HODs of CBEC on Bhavishya Portal and
Web Response Pensioners' Service (WRPS) portal is to be completed within a
period of 15 days.
 - (ii) All data relating to pensioners' grievances is uploaded on the portal periodically
and report submitted by 2nd Friday and last Friday of the month for weekly
review meeting of Additional Secretary(Revenue) on 1st and 3rd Tuesday of the
month.
2. It is, therefore, requested that all DDOs, HoDs, and ZAOs may be directed to
ensure that registration on Bhavishya Portal and Web Response Pensioners' Service
(WRPS) portal, is completed within the prescribed period of 15 days and periodical
report as at (ii) is sent through DGHRD on the dates indicated therein

Yours faithfully,

(Signature)
(B.Ginkhan Mang)

Under Secretary to the Govt. of India

Encl: As above.

Copy for information to :

1. ADG(HRM), DGHRD, Rajendra Place, New Delhi
2. Sh. Sanjeev Kumar, Joint Director (HRM), DGHRD, CBEC, Rajendre Place, New Delhi
- 110008 - for follow up action.
3. Web Master, DG Systems & Data Management, for uploading the letter on CBEC
website

o/c

(Signature)
(B.Ginkhan Mang)

Under Secretary to the Govt. of India

16/12/2016
16

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on file file urgent. Please letts by mail all CBST DOR/DOR by mail 14/12

MOST URGENT

JS (Admn)

F. No. O-21028/18/2016-Coord
Government of India
Ministry of Finance
Department of Revenue
(Coordination Section)

FTS- 333725

Dv. No.
Joint : ... CBEC

Date : 14/12/2016

DIR (Coord)

by mail

New Delhi, the 13th Dec, 2016.

OFFICE MEMORANDUM

Subject: Minutes of the meeting taken by Additional Secretary (Revenue) on 8th Dec, 2016 at 3:00 PM in his office chamber for review of the status of Implementation of pensioners grievances registered by them on 'Web Response Pensioners' Service (WRPS).

The undersigned has been directed to forward a copy of minutes of the meeting taken by Additional Secretary (Revenue) on 8th December, 2016 in his office chamber for review of the status of implementation of pensioners' grievances registered by them on 'Web Response Pensioners' Service (WRPS) with request to take further necessary **follow up actions on the decisions taken in this meeting.**

2. In the light of the decision taken, Controller of Accounts, CBDT and CBEC, and JS(Admn), CBEC and CBDT are requested to provide updates on pending pension grievances, in the fortnight review meetings of AS(Revenue) i.e. on 1st and 3rd Tuesday of every month.

Encl. As above.

Narendra Kumar
(Narendra Kumar) 13/12/2016
Under Secretary (Coord)
Telefax: 2309 5539

- 1. The Controller of Accounts, CBDT.
- 2. The Controller of Account, CBEC
- 3. Joint Secretary (Admn), CBDT.
- ✓ 4. Joint Secretary (Admn), CBEC.
- 5. Director (Coord), DOR.
- 6. PPS to AS(Revenue), DOR.
- 7. PPS to JS(Revenue), DOR.

Minutes of the meeting taken by Additional Secretary (Revenue) on 8th Dec, 2016 at 3:00 PM in his office chamber for review of the status of implementation of pensioners registered by them on 'Web Response Pensioners' Service (WRPS)

1. The meeting was attended by the following officers:-

- 1. Shri B. N. Sharma, Additional Secretary - In chair
- 2. Shri Alok Kumar Verma, Controller of Accounts, CBEC.
- 3. Dr. Dilip Kumar, Controller of Accounts, CBDT.
- 4. Shri Sudhir Kumar, Joint Secretary (Admn), CBDT.
- 5. Shri Sanjiv Kumar, Joint Secretary (Admn), CBEC.
- 6. Shri Ramesh Chander, Director (Coord), Revenue Hqrs.
- 7. Shri R. S. Chatterjee, Deputy Secretary (Ad. VII & IX), CBDT.

2. Additional Secretary welcoming all participants emphasized the urgency for uploading the pensioners' grievances on the WRPS Portal regularly and brought the contents of the letter of FS dated 26.11.2016 to the notice of all participants for strict compliance. The chair also explained that there was need for a coordinated action between Controller of Accounts, the both Boards' JS (Admn) and field formations in this regard.

3. Additional Secretary (Revenue) enquired about the pension grievances received from pensioners on 'Web Response Pensioners' Service (WRPS) portal. Controller of Accounts, CBEC informed that on all India level, all pension cases of Pensioners of Central Government employees are processed at CPAO, situated at Bhikaji Kama Place, New Delhi. Under CPAO, the cases are processed by PAOs of concerned Ministries and Departments. PAO in liason with the Head of Departments/Head of Offices process the pension related cases. This Portal has been created by the CPAO for monitoring of grievances uploaded on the portal.

4. Director (Coord), intimated that the Department of Pension and Pensioners Welfare has initiated online Bhavishya Portal for online processing of pension cases of the Central Government employees who are retiring in next 24 months. For seamless processing of these pension cases, there is first and foremost requirement that all the DDOs, PAOs and HOD/HOOs should get registered on Bhavishya portal. A lot of efforts are still required to be taken at the level of CBDT and CBEC and PAOs of concerned boards. In this regard, Controller of Accounts of CBDT and CBEC informed that all the PAOs at CBDT and CBEC field formation level have been got registered o Bhavishya portal. Further, for pension related grievances, Deptt. of Pension and Pensioners Welfare monitors the cases under CPENGRAMS which is one of the component of CPGRAMS.

5. Additional Secretary (Revenue) enquired from Controller of Accounts, CBEC about normal processing time taken by PAO in disposal of such grievances and pendency status of these grievances. He intimated that if all the requisite documents are in place, it takes a weeks' time. Sometimes, delay occurs for want of response from concerned Administrative Departments of the pensioners.

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6. Controller of Accounts, CBEC further informed that as on date, there are total 13 such grievances pending in PAO CBEC out of which 9 are pending for more than 60 days. Controller of Accounts, CBDT informed that there are 4 cases pending for more than 30 days and are being processed in consultation with concerned field formations of CBDT.

7. After detailed deliberations, the following decisions were taken:-

- (i) Registration process of ZAOs, DDOs, HODs of CBDT and CBEC on Bhavishya portal and WRPS portal shall be completed within period of 15 days. CBDT and CBEC should issue necessary instructions in this regard.
- (ii) Controller of Accounts CBDT and CBEC should prepare Action Calendar within 30 days.
- (iii) CCA organisations should take up the pension issues, so that the same could be taken up with CBDT and CBEC.
- (iv) Monitoring of pension cases will be done on fortnightly basis i.e. every 1st and 3rd Tuesday by Additional Secretary (Revenue) in his office chamber, in which representative from CCA offices will also remain present alongwith the break-up of pending pension grievances pertaining to CBDT and CBEC.
- (v) Joint Secretary (Admn) of CBEC and CBDT would ensure that all data relating to pensioners' grievances is uploaded on the portal periodically and report is submitted during the AS(R)'s weekly review meeting.
- (vi) Training sessions should be organized by CBDT and CBEC in coordination with Controller of Accounts for all field level officers for hands on use of the portal.

8. The meeting ended with the vote of thanks to the chair.

Most Immediate
By speed post

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F. No C 30013/69/2016-Ad.IVA
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise and Customs

5th Floor, HUDCO Vishala Bldg,
Bhikaji Cama Place, New Delhi,
Dated, the 28th December, 2016

To
All the Chief Commissioners/Directors General and
Commissioners in-charge in Commissionerates under CBEC

Subject: Implementation of 'Web Response Pensioner's Service' (WRPS).


Sir/Madam,

In continuation of Board's letter of even number dated 16.12.2016, I am directed to enclose herewith a copy of D.O. letter No. O-21028/18/2016-Coord dated 21.12.2016 received from Additional Secretary, Department of Revenue on the subject mentioned above.

2. It is requested that necessary action may kindly be taken to get the Drawing & Disbursing Officers (DDOs) registered with "BHAVISHYA" portal before 30.12.2016. No pension case shall be processed manually from 01.01.2017 without registration of DDOs.

Encl: As above

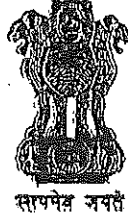
Yours faithfully,


(B. Ginkhan Mang)
Under Secretary to the Govt of India
Tel. No. 26162673

Copy to:

- (i) ADG (HRM), DG HRD, Rajendra Place, New Delhi.
- (ii) Pr. CCA, CBEC, AGCR Building, I.P.Estate, New Delhi
- (iii) The Webmaster, O/o Directorate General of System, New Delhi with the request to upload the letter on the website of CBEC.

बी. एन. शर्मा
आपा सचिव एवं मु. स. अ.
B. N. SHARMA, IAS
Additional Secretary & C. V. O.



वित्त मंत्रालय
राजस्व विभाग
भारत सरकार
Ministry of Finance
Department of Revenue
Government of India
Room No. 146-C, North Block,
New Delhi-110001
Tel. : 91-11-23092264, Fax : 23092750
E-mail : b.narayan@nic.in
21st December, 2016

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Dear Sir,

FTS-341087/16

The Hon'ble Finance Minister had recently launched "Web Responsive Pensioner Service" (WRPS) developed by Central Pension Accounting Office (CPAO), Department of Expenditure, for assisting Central Civil Pensioners regarding tracking of pension cases, revision of pension, payment details, including the grievances of the pensioners. This system also facilitates a dashboard facility to the executive of all stakeholders.

2.) To supplement the above new software, the Department of Pension & Pensioner Welfare has already implemented a new software called as "BHAVISYA" (online pension processing & payment tracking system) in the Ministries/Departments including attached/subordinate offices which is effective from September, 2015. The "BHAVISYA" software shall be mandatory for all the Ministries/Departments from 01 January, 2017 vide Dept of Pension & Pensioner welfare O.M No. 55/14/214/P&PW(C) Part-1 dated 29/11/2016.

3.) During the review of the above arrangement it has been observed by the Secretary Expenditure vide his D.O. No. CPAO/IT& Tech/Web Responsive/54/ 2016-17 dated 25/11/2016 (copy enclosed) that even after two months of launch of this service its implementation & use in the Ministries/Departments is not satisfactory.

4.) Keeping in view of above facts & circumstances & in our own interest, may I advise, the following for immediate and urgent actions, namely:-

- (i) All Principal Chief Commissioners of CBEC may be advised to register Drawing & Disbursing Officers under their administrative control with "BHAVISHYA" portal before 30.12.2016.
- (ii) No pension case shall be processed manually from 01.01.2017 without registration of Drawing & Disbursing Officers with Bhavishya Portal.
- (iii) All Senior Executives may be advised to utilise that Web Responsive Pensioners Service(WRPS) for timely processing of grievances of pensioners and tracking of status of pension cases.

urgent

M (Adm)

Contd...2/-

M
24/12

on file
K. S. Narayan

J.S. (CA)

urgent
Pl. G.O. in file.
23/12

NS

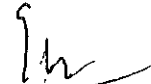
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- (iv) The Office of Pr. Chief Controller of Accounts, CBEC may participate in the Senior Officers meeting of the Board of CBEC, so that issues related to Public Financial Management System(PFMS), payments, receipts, accounting, auditing etc. may be addressed timely, suitably and properly. It may also be appraised to the Senior Officers of the Board for the issues related to pension and grievances of pensioners.

In case of any difficulty, the concerned Zonal Accounts Office/Office of Pr. CCA, CBEC may be consulted.

Warm Regards,

Yours sincerely



(B.N. Sharma)

Encl: As above.

Shri Najib Shah,
Chairman,
Central Board of Excise and Customs,
North Block,
New Delhi

MOST IMMEDIATE

F. No. C-30013/84/2015-Ad.IV.A
Government of India
Ministry of Finance
Department of Revenue
Central Board of Excise and Customs

5th Floor, HUDCO Vishala Building,
Bhikaji Cama Place, New Delhi,

Dated, the 23rd December, 2016

Shri Sunil Kumar Sawhney,
Director General,
Directorate General of Human Resource Development (HRM)
Customs & Central Excise,
Rajendra Place,
New Delhi – 110 008.

Subject: **Implementation/Monitoring of 'Bhavishya' software in Ministries/Departments including attached/subordinate offices – regarding.**

Sir,

Please refer to this office letter of even no. dated 20.12.2016 on the subject cited above and letter no. C-30013/69/2016-Ad.IV.A dated 16.12.2016 regarding implementation of Web Response Pensioners' Service.

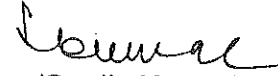
In this regard, it is intimated that a meeting was held under the chairmanship of Additional Secretary, DoP&PW on 21.11.2016 to review the progress of implementation of 'Bhavishya'. During the meeting, two lists (copies enclosed) indicating the registration status of PAOs and DDOs in CBEC were circulated. As per the list, out of 1186 DDOs, 374 DDOs are shown to have been registered on 'Bhavishya' portal. Director (Ad.IV) informed that as per the inputs received from DGHRD, there are 785 salary DDOs in CBEC. Thereupon, it was desired that from the list of DDOs, details of non-operative DDOs may be indicated so that their details can be removed from the portal.

It was also informed in the meeting that from 1st January 2017, all pension cases are mandatorily to be processed on 'Bhavishya', therefore, the registration process of PAOs/DDOs must be completed by 31.12.2016. If there is any difficulty in getting the registration, in that case Nodal Officer may get in touch with DoP&PW to resolve the issue. A copy of the Operating Instructions was also circulated, which is enclosed to this letter. During the meeting it was pointed out that most of the field formations are facing difficulty in registration because of non-availability of nic e-mail id. AS(Pension) informed that all the concerned officers may apply 'on-line' for nic e-mail id and forward duly signed print out of the application to them through the nodal officer so that DoP&PW can take up the issue with nic for issue of e-mail id.

It is, therefore, requested that necessary action may be taken to get all the PAOs and salary DDOs registered on 'Bhavishya' before 29.12.2016 and a compliance report sent to this office by 31.12.2016. It may also be ensured that details of the officers going to retire by 31.12.2018 are also uploaded on the 'Bhavishya' portal.

Encls: a/a

Yours faithfully,



(Sanjiv Kumar)
Joint Secretary (A.EC)

Copy for information and necessary action to:

1. All Principle CCs/CCs/Commissioners/Pr. DGs/DGs, CBEC with the request that all DDOs under your charge be got registered on 'Bhavishya' portal by 29.12.2016 and send a compliance report through DGHRD. [Copies of the enclosures uploaded on website].
2. Pr. CCA, CBEC, New Delhi with the request to ensure that all PAOs and DDOs under their jurisdiction are registered on Bhavishya portal before 29.12.2016 and details of retirees are uploaded on the portal.
3. Shri Sanjeev Kumar Singh, Joint Director, (Nodal Officer), DGHRD, (HRM Wing), Rajendra Place, New Delhi – 110 008.
4. Web Master – DG Systems & Data Management for uploading the letter on CBEC website.