

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,


(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
websiteside


(B. Ginkhan Mang)

Under Secretary to the Govt. of India

on file file
urgent issue letts
by mail
all 22/12/16
14/12
by mail

JS (Admn)

Dir (Coord)

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

MOST URGENT

FTS- 333725

By: Mr. Narendra Kumar
Joint Secretary (Coord)
Date: 14/12/2016

14/12/2016

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.

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.
