



R F D

(Results-Framework Document)

for

Department of Pension
& Pensioners' Welfare

(2012-2013)

Section 1:

Vision, Mission, Objectives and Functions

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.

Objectives

1. To bring about improvements in policies related to pension and other retiral benefits.
2. Efficient response to references received from Ministries /Departments concerning retirement benefits
3. Facilitating the prompt redressal of pensioners' grievances
4. To create awareness amongst the pensioners regarding their rights and entitlements and obtaining their feedback.

Functions

- 1 Formulation of Pension Policy;
- 2 Issue of Guidelines/Instructions clarifying the pension policy;
- 3 Rendering advice/clarification on references received from various Ministries/ Departments concerning interpretation of various rules such as CCS (Pension) Rules, CCS (Commutation of Pension) Rules, etc
- 4 Issue of instructions regarding Fixed Medical Allowance to pensioners residing in non-CGHS areas;
5. Convening meetings of SCOVA (Standing Committee of Voluntary Agencies) for getting suggestions and feedback from representatives of the pensioners on their problems;
- 6 Dissemination of information relating to pension matters through Website/Pensioners' Portal/Mail/Brochure;
- 7 Implementation of Mission Mode Project on pensions (Pensioners' Portal/Web based)
- 8 Consideration of proposals seeking relaxation in Pension Rules;

Section 1: Vision, Mission, Objectives and Functions

- 9 Issue of orders relating to grant of Dearness Relief to pensioners;
- 10 Convening meetings of Staff Side of JCM (National Council) on Pension matters;
- 11 Facilitating prompt redressal of pensioners' grievances;
- 12 Striving for excellence in grievance redressal mechanism through SEVOTTAM model

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value			
						Excellent 100%	Very Good 90%	Good 80%	Poor 60%
[1] 1. To bring about improvements in policies related to pension and other retiral benefits.	16.00	[1.1] Review of Rules	[1.1.1] Completion of review	Date	2.00	31/12/2012	15/01/2013	31/01/2013	31/03/2013
		[1.2] Amendment of CCS(Pension) Rules	[1.2.1] Issue of notification amending the rules	Date	4.00	31/12/2012	15/01/2013	31/01/2013	31/03/2013
		[1.3] Amendment of forms in CCS (Commutation of Pension) Rules	[1.3.1] Issue of notification amending the rules	Date	3.00	30/09/2012	31/10/2012	30/11/2012	31/12/2012
		[1.4] Framing of Rules on New Pension Schemes for Govt. Servants	[1.4.1] Finalisation at Departmental level	Date	3.00	26/11/2012	27/11/2012	28/11/2012	30/11/2012
		[1.5] Issue of instructions on Dearness Relief to Central Govt. pensioners.	[1.4.2] Finalisation of draft rules [1.5.1] Average number of days taken after issue of MOF's instructions on Dearness Allowance	Date Days	2.00 2.00	01/12/2012 15	15/12/2012 21	01/01/2013 27	15/01/2013 33
[2] Efficient response to references received from Ministries /Departments concerning retirement benefits	39.00	[2.1] Response to references from Departments on relaxation of rules.	[2.1.1] Percentage of cases disposed of within the prescribed time limit of 30 days	Percentage	6.00	100	95	90	85
		[2.2] Response to references from Departments on interpretation of rules.	[2.2.1] Percentage of cases disposed of within the prescribed time limit of 30 days	Percentage	18.00	100	95	90	85
		[2.3] Response to references from Departments on clarification of rules resulting in issue of general instructions.	[2.3.1] Percentage of cases disposed of within the prescribed time limit of 70 days	Percentage	6.00	100	95	90	85
		[2.4] Examination of proposals from	[2.4.1] Percentage of cases disposed of	Percentage	4.00	100	95	90	85

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
[3] Facilitating the prompt redressal of pensioners' grievances	13.00	Departments for exemption from rule of immediate absorption.	within the prescribed time limit of 15 days							
		[2.5] Updation of database of pensioners	[2.5.1] Updation of database of pensioners as on Jan., 2012	Date	5.00	01/12/2012	08/12/2012	15/12/2012	22/12/2012	31/12/2012
		[3.1] 5 workshop-cum-review meeting on grievance redressal mechanism with all Ministries/ Departments	[3.1.1] Convening of workshop cum review meeting within time	Date	4.50	15/02/2013	01/03/2013	11/03/2013	15/03/2013	31/03/2013
		[3.2] Workshop/Training the officers/staff of the ministries/departments/orgs . in pension matters	[3.2.1] Successful completion of workshop/training programmes for Ministries/Departments/Orgs. in pension matters	No. of Ministries/Departments/Orgs	4.50	50	45	40	35	30
[4] To create awareness amongst the pensioners regarding their rights and entitlements and obtaining their feedback.	17.00		[3.2.2] "Preparation of strategic plan for capacity building in Ministries/Departments with respect to pension matters	Date	2.50	01/09/2012	01/10/2012	01/11/2012	01/12/2012	01/01/2013
		[3.3] Number of pending grievances redressed quarterly	[3.3.1] Number of grievances redressed on quarterly basis	Number	1.50	3000	2800	2600	2400	2200
		[4.1] Updation of existing information on website of DoP&PW	[4.1.1] Number of updations in a year.	Number	2.00	12	11	10	9	8
		[4.2] Awareness Programmes about Pensioners' Portal	[4.2.1] Holding of 3 Awareness Programmes within the date	Date	3.00	01/03/2013	05/03/2013	10/03/2013	15/03/2013	31/03/2013

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value				
						Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60%
		[4.3] Compendium of instructions on retirement benefits	[4.3.1] Compendium of instructions issued in the previous calendar year	Date	2.00	31/12/2012	31/01/2013	15/02/2013	15/03/2013	31/03/2013
		[4.4] Monthly report on status of progress to DIT on Web-based Pensioners' Portal- A Mission Mode Project.	[4.4.1] Average number of days taken after completion of month	Days	2.00	7	8	9	10	11
		[4.5] Updating pensionersportal.	[4.5.1] No. of updations in the year	Number	2.00	12	11	10	9	8
		[4.6] Holding of the meeting of Staff side of JCM (National Council) on pensionary matters.	[4.6.1] Issue of minutes within 15 working days	Days	4.00	15	16	17	18	19
		[4.7] Holding of meeting of SCOVA for feedback and to ascertain pensioners' problems.	[4.7.1] Issue of minutes within 15 working days	Days	2.00	15	16	17	18	19
* Efficient Functioning of the RFD System	3.00	Timely submission of Draft for Approval	On-time submission	Date	2.0	05/03/2012	06/03/2012	07/03/2012	08/03/2012	09/03/2012
		Timely submission of Results	On- time submission	Date	1.0	01/05/2012	03/05/2012	04/05/2012	05/05/2012	06/05/2012
* Administrative Reforms	6.00	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	2.0	100	95	90	85	80
		Implement ISO 9001 as per the approved action plan	Area of operations covered	%	2.0	100	95	90	85	80
		Identify, design and implement major innovations	Implementation of identified innovations	Date	2.0	05/03/2013	06/03/2013	07/03/2013	08/03/2013	09/03/2013
* Improving Internal Efficiency / responsiveness / service delivery of Ministry / Department	4.00	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	2.0	100	95	90	85	80

* Mandatory Objective(s)

Section 2: Inter se Priorities among Key Objectives, Success indicators and Targets

Objective	Weight	Action	Success Indicator	Unit	Weight	Target / Criteria Value					
						Excellent	Very Good	Good	Fair	Poor	
						100%	90%	80%	70%	60%	
* Ensuring compliance to the Financial Accountability Framework			Independent Audit of implementation of public grievance redressal system	%		100	95	90	85	80	
	2.00	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	0.5	100	90	80	70	60	
		Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRS submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	0.5	100	90	80	70	60	
		Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	0.5	100	90	80	70	60	
		Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRS disposed off during the year.	%	0.5	100	90	80	70	60	
* Mandatory Objective(s)											

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
[1] 1. To bring about improvements in policies related to pension and other retiral benefits.	[1.1] Review of Rules	[1.1.1] Completion of review	Date	15/02/2011	18/01/2012	15/01/2013	15/01/2014	15/01/2015
	[1.2] Amendment of CCS(Pension) Rules	[1.2.1] Issue of notification amending the rules	Date	31/03/2011	31/03/2012	15/01/2013	31/03/2014	31/03/2015
	[1.3] Amendment of forms in CCS (Commutation of Pension) Rules	[1.3.1] Issue of notification amending the rules	Date	--	--	31/10/2012	--	--
	[1.4] Framing of Rules on New Pension Schemes for Govt. Servants	[1.4.1] Finalisation at Departmental level	Date	--	--	27/11/2012	--	--
	[1.5] Issue of instructions on Dearness Relief to Central Govt. pensioners.	[1.4.2] Finalisation of draft rules	Date	--	--	15/12/2012	--	--
[2] Efficient response to references received from Ministries /Departments concerning retirement benefits		[1.5.1] Average number of days taken after issue of MOF's instructions on Dearness Allowance	Days	7	30	21	21	21
	[2.1] Response to references from Departments on relaxation of rules.	[2.1.1] Percentage of cases disposed of within the prescribed time limit of 30 days	Percentage	100	--	95	95	95
	[2.2] Response to references from Departments on interpretation of rules.	[2.2.1] Percentage of cases disposed of within the prescribed time limit of 30 days	Percentage	100	--	95	95	95
	[2.3] Response to references from Departments on clarification of rules resulting in issue of general instructions.	[2.3.1] Percentage of cases disposed of within the prescribed time limit of 70 days	Percentage	100	--	95	95	95
	[2.4] Examination of proposals from Departments for exemption from rule of immediate	[2.4.1] Percentage of cases disposed of within the prescribed time limit of 15 days	Percentage	100	--	95	95	95

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
	absorption.							
	[2.5] Updation of database of pensioners	[2.5.1] Updation of database of pensioners as on Jan., 2012	Date	--	18/01/2012	08/12/2012	20/03/2014	20/03/2015
[3] Facilitating the prompt redressal of pensioners' grievances	[3.1] 5 workshop-cum-review meeting on grievance redressal mechanism with all Ministries/ Departments	[3.1.1] Convening of workshop cum review meeting within time	Date	--	06/02/2012	01/03/2013	28/02/2014	28/02/2015
	[3.2] Workshop/Training the officers/staff of the ministries/departments/orgs. in pension matters	[3.2.1] Successful completion of workshop/training programmes for Ministries/Departments /Orgs. in pension matters	No. of Ministries/ Departments/Orgs	--	31/01/2012	45	35	20
		[3.2.2] Preparation of strategic plan for capacity building in Ministries/Departments with respect to pension matters	Date	--	--	01/10/2012	--	--
	[3.3] Number of pending grievances redressed quarterly	[3.3.1] Number of grievances redressed on quarterly basis	Number	295	15728	2800	2800	2800
[4] To create awareness amongst the pensioners regarding their rights and entitlements and obtaining their feedback.	[4.1] Updation of existing information on website of DoP&PW	[4.1.1] Number of updations in a year.	Number	12	34	11	11	11
	[4.2] Awareness Programmes about Pensioners' Portal	[4.2.1] Holding of 3 Awareness Programmes within the date	Date	--	--	05/03/2013	05/03/2014	05/03/2015

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
	[4.3] Compendium of instructions on retirement benefits	[4.3.1] Publication of compendium of instructions issued in the previous calendar year	Date	31/12/2011	31/12/2011	31/01/2013	31/12/2013	31/12/2014
	[4.4] Monthly report on status of progress to DIT on Web based Pensioners' Portal- A Mission Mode Project.	[4.4.1] Average number of days taken after completion of month	Days	7	7	8	8	8
	[4.5] Updating 'pensionersportal'.	[4.5.1] No. of updations in the year	Number	12	49	11	11	11
	[4.6] Holding of the meeting of Staff side of JCM (National Council) on pensionary matters.	[4.6.1] Issue of minutes within 15 working days	Days	--	15	16	16	16
	[4.7] Holding of meeting of SCOVA for feedback and to ascertain pensioners' problems.	[4.7.1] Issue of minutes within 15 working days	Days	--	15	16	16	16
* Efficient Functioning of the RFD System	Timely submission of Draft for Approval	On-time submission	Date	05/03/2010	04/03/2011	06/03/2013	06/03/2014	06/03/2015
	Timely submission of Results	On- time submission	Date	28/04/2011	01/05/2012	03/05/2013	03/05/2014	03/05/2015
* Administrative Reforms	Implement mitigating strategies for reducing potential risk of corruption	% of implementation	%	--	--	95	--	--
	Implement ISO 9001 as per the approved action plan	Area of operations covered	%	--	--	95	--	--
	Identify, design and implement major innovations	Implementation of identified innovations	Date	--	--	06/03/2013	--	--
* Improving Internal Efficiency / responsiveness / service	Implementation of Sevottam	Independent Audit of Implementation of	%	--	--	95	--	--

* Mandatory Objective(s)

Section 3: Trend Values of the Success Indicators

Objective	Action	Success Indicator	Unit	Actual Value FY 10/11	Actual Value FY 11/12	Target Value FY 12/13	Projected Value for FY 13/14	Projected Value for FY 14/15
delivery of Ministry / Department		Citizen's Charter						
		Independent Audit of implementation of public grievance redressal system	%	--	--	95	--	--
* Ensuring compliance to the Financial Accountability Framework	Timely submission of ATNs on Audit paras of C&AG	Percentage of ATNs submitted within due date (4 months) from date of presentation of Report to Parliament by CAG during the year.	%	--	--	90	--	--
	Timely submission of ATRs to the PAC Sectt. on PAC Reports.	Percentage of ATRs submitted within due date (6 months) from date of presentation of Report to Parliament by PAC during the year.	%	--	--	90	--	--
	Early disposal of pending ATNs on Audit Paras of C&AG Reports presented to Parliament before 31.3.2012.	Percentage of outstanding ATNs disposed off during the year.	%	--	--	90	--	--
	Early disposal of pending ATRs on PAC Reports presented to Parliament before 31.3.2012	Percentage of outstanding ATRs disposed off during the year.	%	--	--	90	--	--

* Mandatory Objective(s)

Section 4: Description and Definition of Success Indicators and Proposed Measurement Methodology

The success indicators indicated are of two types and are measured as under:

(a) Non-recurring actions in the year :

Here the completion of action within a specified date is success indicator e.g. Amendment of Rules, publication of Compendium, Review of pending grievances with Ministries/ Departments, Workshops on grievance redressal mechanism, etc. Convening of meetings of

1. Standing Committee of Voluntary Agencies(SCOVA) on pensionery matters- Chaired by Minister once in a Financial Year
2. Holding of the meeting of Staff Side of JCM (National Council) on pensionery matters chaired by Secretary (Pensions) 2 times in a financial Year.

(b) Recurring Jobs:

Here the following criteria has been provided as success indicator:

1. Number of times such recurring action is taken during the year, e.g. updation of pensioners' portal/website of Department of Pension & PW.
2. The quantum of work completed in the prescribed time limit. The time limits prescribed for various actions in this category are as under:

Objective 1 : To bring about improvement in policies related to pension and other retiral benefits

Action	Prescribed Time Limit
Review of Rules	The date given

Objective 2 : Efficient response to references received from Ministries /Departments concerning retirement benefits

As spelt out in Section 2.

Objective 3 : Facilitating the prompt redressal of pensioners' grievances

Action	Prescribed Time Limit
Workshop/Training the officers/staff of ministries /departments/orgns in pension matters	Preparation of strategic plan for capacity building in Ministries/Departments with respect to pension matters by the date given.

Section 4:

Description and Definition of Success Indicators and Proposed Measurement Methodology

Objective 4: To create awareness among the pensioners regarding their rights and entitlements and obtaining their feedback.

Action	Prescribed Time Limit
Monthly report on status of progress to DIT on Web based Pensioners' Portal- A Mission Mode Project.	7 days from close of month
Holding of Awareness Programmes about Pensioners' Portal	Number of programmes within the date

Section 5: Specific Performance Requirements from other Departments

Department of Pension & Pensioners Welfare is required generally to consult the following Departments and expect their concurrence, advice, comments, vetting within a time frame.

- i. Ministry of Finance, Department of Expenditure.
- ii. Ministry of Law.
- iii. Ministry of Health & Family Welfare.
2. Provision of manpower by DOPT

Section 6:
Outcome/Impact of Department/Ministry

Outcome/Impact of Department/Ministry	Jointly responsible for influencing this outcome / impact with the following department (s) / ministry(ies)	Success Indicator	Unit	FY 10/11	FY 11/12	FY 12/13	FY 13/14	FY 14/15
1 Well trained staff of Ministry/Department in Pension matters	All Ministries/Department and training institutions	% increase in trained personnel in pension rules in the Ministries	Percentage	TBD	10	15	20	25
2 Enhanced satisfaction level of serving officers	Ministries/ Departments/ Pensioners' Associations	Increase in the satisfaction level of officers of Ministry/ Department to be ascertained through a survey on a scale of 1-5	Scale of Survey	TBD	3	TBD	TBD	TBD
3 Increased level of satisfaction of pensioners	Survey of satisfaction to be taken up through the Pensioners Associations and if possible independent organisations	Increase in satisfaction level of pensioners to be through a survey on a scale of 1-5	Scale of Survey	TBD	3	TBD	TBD	TBD
4 Improved awareness among retiring Government officers	All Ministries and Departments	Increase in awareness level of officers of Ministries/ Departments ascertained through a survey on a scale of 1-5	Scale of survey	TBD	2	3	4	5

TBD (To Be Developed)

