



Government of India

**R F D**

(Results-Framework Document)  
for

Department of Pension and Pensioners'  
Welfare

(2013-2014)

## Section 1: Vision, Mission, Objectives and Functions

### Vision

A life of dignity and respect for Central Government pensioners.

### Mission

1. Formulation of pension policy. 2. Timely and smooth payment of pension and other retirement benefits for Central Government Employees. 3. Simplification of rules/regulations and procedures and their dissemination. 4. Facilitating prompt redressal of the grievances. 5. 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 to obtain their feedback

### Functions

- 1 Formulation of Pension Policy
- 2 Issue of Guidelines/Instructions clarifying the pension policy;
- 3 Consideration of proposals seeking relaxation in Pension Rules;
- 4 Issue of orders relating to grant of Dearness Relief to pensioners;
- 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 Striving for excellence in grievance redressal mechanism through SEVOTTAM model
- 9 Convening meetings of Staff Side of JCM (National Council) on Pension matters;
- 10 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

## Section 1: Vision, Mission, Objectives and Functions

- 11 Issue of instructions regarding Fixed Medical Allowance to pensioners residing in non-CGHS areas;
- 12 Facilitating prompt redressal of pensioners' grievances;

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

| Objective                                                                                                 | Weight | Action                                                                                                       | Success Indicator                                                                            | Unit       | Weight | Target / Criteria Value |                  |             |             |             |
|-----------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|------------|--------|-------------------------|------------------|-------------|-------------|-------------|
|                                                                                                           |        |                                                                                                              |                                                                                              |            |        | Excellent<br>100%       | Very Good<br>90% | Good<br>80% | Fair<br>70% | Poor<br>60% |
| [1] To bring about improvements in policies related to pension and other retiral benefits.                | 14.00  | [1.1] Issue of instructions on Dearness Relief to Central Govt. pensioners.                                  | [1.1.1] Average number of days taken after issue of MOF's instructions on Dearness Allowance | Days       | 5.00   | 15                      | 18               | 20          | 22          | 25          |
|                                                                                                           |        | [1.2] Holding of the meeting of Staff side of JCM (National Council) on pensionary matters                   | [1.2.1] Number of working days within which minutes are issued                               | Days       | 2.00   | 15                      | 16               | 17          | 18          | 19          |
|                                                                                                           |        | [1.3] Holding of meeting of SCOVA for feedback and to ascertain pensioners problem                           | [1.3.1] Number of working days within which minutes are issued                               | Days       | 4.00   | 15                      | 16               | 17          | 18          | 19          |
|                                                                                                           |        | [1.4] Submission of report of study group on feasibility of e-PPO for civil pensioners of central government | [1.4.1] Date of submission of report                                                         | Date       | 3.00   | 01/12/2013              | 31/12/2013       | 31/01/2014  | 15/02/2014  | 28/02/2014  |
| [2] Efficient response to references received from Ministries /Departments concerning retirement benefits | 36.00  | [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          | 80          |
|                                                                                                           |        | [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 | 10.00  | 100                     | 95               | 90          | 85          | 80          |
|                                                                                                           |        | [2.3] Response to references from Departments on clarification of rules.                                     | [2.3.1] Percentage of cases disposed of within the prescribed time                           | Percentage | 6.00   | 100                     | 95               | 90          | 85          | 80          |

**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%        |
| [3] Facilitating the prompt redressal of pensioners' grievances | 16.50  |                                                                                                      | limit of 70 days                                                                                                                                 |                                 |        |                         |            |            |            |            |
|                                                                 |        | [2.4] Examination of proposals from Departments for exemption from rule of immediate absorption.     | [2.4.1] Percentage of cases disposed of within the prescribed time limit of 15 days                                                              | Percentage                      | 4.00   | 100                     | 95         | 90         | 85         | 80         |
|                                                                 |        | [2.5] Updation of database of pensioners                                                             | [2.5.1] Updation of database of pensioners as on Jan., 2013                                                                                      | Date                            | 5.00   | 15/01/2014              | 31/01/2014 | 10/02/2014 | 20/02/2014 | 28/02/2014 |
|                                                                 |        | [2.6] Implementation of e-office.                                                                    | [2.6.1] Scanning of additional 1 lakh pages                                                                                                      | Date                            | 5.00   | 31/12/2013              | 10/01/2014 | 15/01/2014 | 20/01/2014 | 30/01/2014 |
|                                                                 |        | [3.1] 5 workshop-cum-review meeting on grievance redressal mechanism with all Ministries/Departments | [3.1.1] Average time taken for issuance of recommendations/minutes of the meeting of workshop                                                    | No. of weeks                    | 7.00   | 3                       | 4          | 5          | 6          | 7          |
|                                                                 |        | [3.2] Workshop/Training the officers/Staff of the ministries/departments/orgs. in pension matters.   | [3.2.1] Workshop/Training the officers/Staff of the ministries/departments/orgs. in pension matters. 50 Ministries/Departments are to be covered | No. of Ministries/Departments/O | 4.50   | 50                      | 45         | 40         | 35         | 30         |
|                                                                 |        | [3.3] Redressal of pending grievances                                                                | [3.3.1] Number of pending grievances                                                                                                             | Number                          | 5.00   | 3000                    | 2800       | 2600       | 2400       | 2200       |

## 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%        |
| [4] To create awareness amongst the pensioners regarding their rights and entitlements and to obtain their feedback | 18.50  |                                                                                                             | redressed quarterly                                                                    |        |        |                         |            |            |            |            |
|                                                                                                                     |        | [4.1] Updation of existing information on website of DoP&PW                                                 | [4.1.1] Number of monthly updations in a year.                                         | Number | 2.00   | 12                      | 11         | 10         | 9          | 8          |
|                                                                                                                     |        | [4.2] Awareness Programmes about Pensioners' Portal                                                         | [4.2.1] Holding of 4 Awareness Programmes within the date                              | Date   | 8.00   | 01/03/2014              | 03/03/2014 | 15/03/2014 | 21/03/2014 | 31/03/2014 |
|                                                                                                                     |        | [4.3] Compendium of instructions on retirement benefits                                                     | [4.3.1] Publication of compendium of instructions issued in the previous calendar year | Date   | 2.00   | 31/12/2013              | 31/01/2014 | 15/02/2014 | 15/03/2014 | 31/03/2014 |
|                                                                                                                     |        | [4.4] Monthly report on status of progress to DeIT 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 monthly updations in a year.                                            | Number | 2.00   | 12                      | 11         | 10         | 9          | 8          |
| * Efficient Functioning of the RFD System                                                                           | 3.00   | [4.6] Prepare a module for imparting training to bankers on pension matters                                 | [4.6.1] Making the training module available to the training institutions              | Date   | 2.50   | 01/03/2014              | 10/03/2014 | 15/03/2014 | 20/03/2014 | 31/03/2014 |
|                                                                                                                     |        | Timely submission of Draft RFD 2014-15 for Approval                                                         | On-time submission                                                                     | Date   | 2.0    | 05/03/2014              | 06/03/2014 | 07/03/2014 | 08/03/2014 | 11/03/2014 |

\* 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%        |
|                                                                 |        | Timely submission of Results for 2012-13                                                                 | On-time submission                                                                                                                 | Date | 1.0    | 01/05/2013              | 02/05/2013 | 03/05/2013 | 06/05/2013 | 07/05/2013 |
| * Transparency/Service delivery Ministry/Department             | 3.00   | Independent Audit of implementation of Citizens'/Clients' Charter (CCC)                                  | % of implementation                                                                                                                | %    | 2.0    | 100                     | 95         | 90         | 85         | 80         |
|                                                                 |        | Independent Audit of implementation of Public Grievance Redressal System                                 | % of implementation                                                                                                                | %    | 1.0    | 100                     | 95         | 90         | 85         | 80         |
|                                                                 |        | Implement mitigating strategies for reducing potential risk of corruption                                | % of implementation                                                                                                                | %    | 1.0    | 100                     | 95         | 90         | 85         | 80         |
| * Administrative Reforms                                        | 6.00   | Implement ISO 9001 as per the approved action plan                                                       | % of implementation                                                                                                                | %    | 2.0    | 100                     | 95         | 90         | 85         | 80         |
|                                                                 |        | Implement Innovation Action Plan (IAP)                                                                   | % of milestones achieved                                                                                                           | %    | 2.0    | 100                     | 95         | 90         | 85         | 80         |
|                                                                 |        | Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations | Timely submission                                                                                                                  | Date | 1.0    | 27/01/2014              | 28/01/2014 | 29/01/2014 | 30/01/2014 | 31/01/2014 |
|                                                                 |        | Update departmental strategy to align with 12th Plan priorities                                          | Timely updation of the strategy                                                                                                    | Date | 2.0    | 10/09/2013              | 17/09/2013 | 24/09/2013 | 01/10/2013 | 08/10/2013 |
| * Improving Internal Efficiency/Responsiveness.                 | 2.00   |                                                                                                          |                                                                                                                                    |      |        |                         |            |            |            |            |
|                                                                 |        |                                                                                                          |                                                                                                                                    |      |        |                         |            |            |            |            |
| * Ensuring compliance to the Financial Accountability Framework | 1.00   | 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. | %    | 0.25   | 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                                              | %    | 0.25   | 100                     | 90         | 80         | 70         | 60         |
| * 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<br>100%       | Very Good<br>90% | Good<br>80% | Fair<br>70% | Poor<br>60% |
|           |        |                                                                                                         | Report to Parliament by PAC .during the year.                |      |        |                         |                  |             |             |             |
|           |        | 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. | %    | 0.25   | 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. | %    | 0.25   | 100                     | 90               | 80          | 70          | 60          |

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

| Objective                                                                                                 | Action                                                                                                       | Success Indicator                                                                            | Unit       | Actual Value for FY 11/12 | Actual Value for FY 12/13 | Target Value for FY 13/14 | Projected Value for FY 14/15 | Projected Value for FY 15/16 |
|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|------------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
| [1] To bring about improvements in policies related to pension and other retirement benefits.             | [1.1] Issue of instructions on Dearness Relief to Central Govt. pensioners.                                  | [1.1.1] Average number of days taken after issue of MOF's instructions on Dearness Allowance | Days       | --                        | --                        | 18                        | --                           | --                           |
|                                                                                                           | [1.2] Holding of the meeting of Staff side of JCM (National Council) on pensionary matters                   | [1.2.1] Number of working days within which minutes are issued                               | Days       | --                        | --                        | 16                        | --                           | --                           |
|                                                                                                           | [1.3] Holding of meeting of SCOVA for feedback and to ascertain pensioners problem                           | [1.3.1] Number of working days within which minutes are issued                               | Days       | --                        | --                        | 16                        | --                           | --                           |
|                                                                                                           | [1.4] Submission of report of study group on feasibility of e-PPO for civil pensioners of central government | [1.4.1] Date of submission of report                                                         | Date       | --                        | --                        | 31/12/2013                | --                           | --                           |
| [2] Efficient response to references received from Ministries /Departments concerning retirement benefits | [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 | --                        | --                        | 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 | --                        | --                        | 95                        | --                           | --                           |
|                                                                                                           | [2.3] Response to references from Departments on clarification of rules.                                     | [2.3.1] Percentage of cases disposed of within the prescribed time limit of 70 days          | Percentage | --                        | --                        | 95                        | --                           | --                           |

### Section 3: Trend Values of the Success Indicators

| Objective                                                                 | Action                                                                                               | Success Indicator                                                                                                                              | Unit                            | Actual Value for FY 11/12 | Actual Value for FY 12/13 | Target Value for FY 13/14 | Projected Value for FY 14/15 | Projected Value for FY 15/16 |
|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
| [3] Facilitating the prompt redressal of pensioners' grievances           | [2.4] Examination of proposals from Departments for exemption from rule of immediate absorption.     | [2.4.1] Percentage of cases disposed of within the prescribed time limit of 15 days                                                            | Percentage                      | --                        | --                        | 95                        | --                           | --                           |
|                                                                           | [2.5] Updation of database of pensioners                                                             | [2.5.1] Updation of database of pensioners as on Jan., 2013                                                                                    | Date                            | --                        | --                        | 31/01/2014                | --                           | --                           |
|                                                                           | [2.6] Implementation of e-office.                                                                    | [2.6.1] Scanning of additional 1 lakh pages                                                                                                    | Date                            | --                        | --                        | 10/01/2014                | --                           | --                           |
|                                                                           | [3.1] 5 workshop-cum-review meeting on grievance redressal mechanism with all Ministries/Departments | [3.1.1] Average time taken for issuance of recommendations/minutes of the meeting of workshop                                                  | No. of weeks                    | --                        | --                        | 4                         | --                           | --                           |
|                                                                           | [3.2] Workshop/Training the officers/Staff of the ministries/departments/orgs.in pension matters.    | [3.2.1] Workshop/Training the officers/Staff of the ministries/departments/orgs.in pension matters. 50 Ministries/Department are to be covered | No. of Ministries/Departments/O | --                        | 50                        | 45                        | 45                           | --                           |
|                                                                           | [3.3] Redressal of pending grievances                                                                | [3.3.1] Number of pending grievances redressed quarterly                                                                                       | Number                          | --                        | 3000                      | 2800                      | 2800                         | --                           |
| [4] To create awareness amongst the pensioners regarding their rights and | [4.1] Updation of existing information on website of DoP&PW                                          | [4.1.1] Number of monthly updations in a year.                                                                                                 | Number                          | --                        | 12                        | 11                        | 11                           | --                           |

### Section 3: Trend Values of the Success Indicators

| Objective                                           | Action                                                                                                      | Success Indicator                                                                      | Unit   | Actual Value for FY 11/12 | Actual Value for FY 12/13 | Target Value for FY 13/14 | Projected Value for FY 14/15 | Projected Value for FY 15/16 |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|--------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
| entitlements and to obtain their feedback           |                                                                                                             |                                                                                        |        |                           |                           |                           |                              |                              |
|                                                     | [4.2] Awareness Programmes about Pensioners' Portal                                                         | [4.2.1] Holding of 4 Awareness Programmes within the date                              | Date   | --                        | --                        | 03/03/2014                | --                           | --                           |
|                                                     | [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                | 31/12/2012                | 31/01/2014                | --                           | --                           |
|                                                     | [4.4] Monthly report on status of progress to DeIT on Web based Pensioners; Portal – A Mission Mode Project | [4.4.1] Average number of days taken after completion of month                         | Days   | --                        | 7                         | 8                         | --                           | --                           |
|                                                     | [4.5] Updating 'pensionersportal'                                                                           | [4.5.1] No. of monthly updations in a year.                                            | Number | --                        | 12                        | 11                        | 11                           | --                           |
|                                                     | [4.6] Prepare a module for imparting training to bankers on pension matters                                 | [4.6.1] Making the training module available to the training institutions              | Date   | --                        | --                        | 10/03/2014                | --                           | --                           |
| * Efficient Functioning of the RFD System           | Timely submission of Draft RFD 2014-15 for Approval                                                         | On-time submission                                                                     | Date   | --                        | --                        | 06/03/2014                | --                           | --                           |
|                                                     | Timely submission of Results for 2012-13                                                                    | On-time submission                                                                     | Date   | --                        | --                        | 02/05/2013                | --                           | --                           |
| * Transparency/Service delivery Ministry/Department | Independent Audit of implementation of Citizens'/Clients' Charter                                           | % of implementation                                                                    | %      | --                        | --                        | 95                        | --                           | --                           |

\* Mandatory Objective(s)

### Section 3: Trend Values of the Success Indicators

| Objective                                                       | Action                                                                                                   | Success Indicator                                                                                                                  | Unit | Actual Value for FY 11/12 | Actual Value for FY 12/13 | Target Value for FY 13/14 | Projected Value for FY 14/15 | Projected Value for FY 15/16 |
|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
|                                                                 | Independent Audit of implementation of Public Grievance Redressal System                                 | % of implementation                                                                                                                | %    | --                        | --                        | 95                        | --                           | --                           |
| * Administrative Reforms                                        | Implement mitigating strategies for reducing potential risk of corruption                                | % of implementation                                                                                                                | %    | --                        | --                        | 95                        | --                           | --                           |
|                                                                 | Implement ISO 9001 as per the approved action plan                                                       | % of implementation                                                                                                                | %    | --                        | --                        | 95                        | --                           | --                           |
|                                                                 | Implement Innovation Action Plan (IAP)                                                                   | % of milestones achieved                                                                                                           | %    | --                        | --                        | 95                        | --                           | --                           |
|                                                                 | Identification of core and non-core activities of the Ministry/Department as per 2nd ARC recommendations | Timely submission                                                                                                                  | Date | --                        | --                        | 15/10/2013                | --                           | --                           |
| * 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 Sect. 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             | Percentage of outstanding ATNs disposed off during the year.                                                                       | %    | --                        | --                        | 90                        | --                           | --                           |
| * Mandatory Objective(s)                                        |                                                                                                          |                                                                                                                                    |      |                           |                           |                           |                              |                              |

### Section 3: Trend Values of the Success Indicators

| Objective | Action                                                                                 | Success Indicator                                            | Unit | Actual Value for FY 11/12 | Actual Value for FY 12/13 | Target Value for FY 13/14 | Projected Value for FY 14/15 | Projected Value for FY 15/16 |
|-----------|----------------------------------------------------------------------------------------|--------------------------------------------------------------|------|---------------------------|---------------------------|---------------------------|------------------------------|------------------------------|
|           | 31.3.2012.                                                                             |                                                              |      |                           |                           |                           |                              |                              |
|           | 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: Acronym

| Sl.No | Acronym       | Description                                          |
|-------|---------------|------------------------------------------------------|
| 1     | DeIT          | Department of Electronics and Information Technology |
| 2     | DoP&amp;am;am | Department of Pension and Pensioners Welfare         |
| 3     | JCM           | Joint Consultative Machinery                         |
| 4     | MOF           | Ministry of Finance                                  |
| 5     | SCOVA         | Standing Committee on Voluntary Agencies             |

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

| Sl.No | Success indicator                                                                                                                              | Description                                                                                                                                                                                                                                                                      | Definition                                                                                                          | Measurement                                                                                                      | General Comments                                                              |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 1     | [1.1.1] Average number of days taken after issue of MOF's instructions on Dearness Allowance                                                   | The issue of Dearness Relief circular is based on issue of Dearness Allowance circular to be issued by MOF. Changes in DA are announced twice a year and the number of days within which order is issued by the Department is the average of the days taken in the two instances | Number of days taken for issue of Dearness Relief circular                                                          | Number of days after the issue of Dearness Allowance circular when the issue of Dearness Relief circular is done | The work is dependent on the issue of Dearness Allowance circular by MOF      |
| 2     | [2.1.1] Percentage of cases disposed of within the prescribed time limit of 30 days                                                            | The proposals received from various Ministries and Departments for advise or interpretation of rules and relaxation of rules for which no consultation with other department is required                                                                                         | Completion of Percentage of cases within a specified time line is the success indicator                             | Finalizing percentage of cases within the time line leads to the earning of the specified percentage             | The total number of proposals received are taken as the total percentage      |
| 3     | [2.5.1] Updation of database of pensioners as on Jan., 2013                                                                                    | The work of updation of database on receipt of updated information from Ministry of Defence, Railways, Posts and Telecom and CPAO (for civil pensioners) is to be done within the prescribed date                                                                                | The number of pensioners of not just civil ministries but of Defence, Railways, Posts and Telecom are also included | The updation of database of pensioners to be completed by the prescribed date                                    | The updation of database of pensioners to be completed by the prescribed date |
| 4     | [3.2.1] Workshop/Training the officers/Staff of the ministries/departments/orgs.in pension matters. 50 Ministries/Department are to be covered | Number of Ministries/Departments/Organizations covered in the training on Pension matters.                                                                                                                                                                                       | Number of Ministries/Departments/Organizations covered in the training on Pension matters.                          | The number of Ministries covered in the training.                                                                | The number of Ministries covered in the training.                             |

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

| Sl.No | Success Indicator                                              | Description                                                                                                                          | Definition                                                                                                                           | Measurement                                                                         | General Comments                                                                    |
|-------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 5     | [4.2.1] Holding of 4 Awareness Programmes within the date      | Four awareness programmes are required to be conducted within the dates prescribed. Accordingly, the percentages will be earned.     | The number of awareness programmes that will be conducted by the Department by the due date mentioned.                               | Four number of programmes within the date prescribed.                               | Four number of programmes within the date prescribed.                               |
| 6     | [4.4.1] Average number of days taken after completion of month | The number of days after the completion of the month which is taken by the Department for sending the report electronically to DelT. | The number of days after the completion of the month which is taken by the Department for sending the report electronically to DelT. | The number of days taken after the completion of the month when the report is sent. | The number of days taken after the completion of the month when the report is sent. |

**Section 5 :**  
**Specific Performance Requirements from other Departments**

| Location Type      | State | Organisation Type | Organisation Name                    | Relevant Success Indicator                                                           | What is your requirement from this organisation                           | Justification for this requirement                             | Please quantify your requirement from this Organisation                                                                                                                                                                                                                                                                                                     | What happens if your requirement is not met.                                |
|--------------------|-------|-------------------|--------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------|----------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Central Government |       | Departments       | Department of Expenditure            | Percentage of cases disposed of within the prescribed time limit of 30 days          | Advice of the Department is required in cases with financial implications | Based on the Proposal received from the ministries/Departments | Number of Receipts from the Ministries / Department                                                                                                                                                                                                                                                                                                         | The prescribed time limit in Section 2 in objective 2 may not be adhered to |
|                    |       |                   |                                      | Percentage of cases disposed of within the prescribed time limit of 70 days          |                                                                           |                                                                |                                                                                                                                                                                                                                                                                                                                                             |                                                                             |
|                    |       |                   | Department of Personnel and Training | Average number of days taken after issue of MOF's instructions on Dearness Allowance | The Staff vacancy of the Department is quite high                         | Adequate staff is required for the execution of the Activity   | Vacancy list of the Department as given below:<br><br>Under Secretary 1<br>Section Officer 2<br>UDC 1<br><br>Out of total of 47 sanctioned strength there is a vacancy of 9. Out of the above Section Officers one is going to retire on 31.3.13 and another one on 31.9.13 and one SO is on rotational transfer. Thus the vacancy of SO will increase to 5 | Target date/objective may not be achieved                                   |
|                    |       |                   |                                      | Scanning of additional 1 lakh pages                                                  |                                                                           |                                                                |                                                                                                                                                                                                                                                                                                                                                             |                                                                             |
|                    |       |                   |                                      | Average time taken for issuance of                                                   |                                                                           |                                                                |                                                                                                                                                                                                                                                                                                                                                             |                                                                             |

**Section 5 :  
Specific Performance Requirements from other Departments**

| Location Type | State | Organisation Type | Organisation Name | Relevant Success Indicator                                                                                                                                                                                                                                       | What is your requirement from this organisation                                                                                                                                                                                                                           | Justification for this requirement                                                                                                          | Please quantify your requirement from this Organisation              | What happens if your requirement is not met.                                     |
|---------------|-------|-------------------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------|
|               |       |                   |                   | recommendations/minutes of the meeting of workshop<br>[3.2.1] Workshop/Training the officers/Staff of the ministries/departments/orgs.in pension matters. 50 Ministries/Department are to be covered<br>[3.3.1] Number of pending grievances redressed quarterly |                                                                                                                                                                                                                                                                           |                                                                                                                                             |                                                                      |                                                                                  |
|               |       | others            | Others            | [3.3.1] Number of pending grievances redressed quarterly                                                                                                                                                                                                         | The various Ministries/Departments are responsible for the redressal of pension grievances sent to them electronically through our application CPENGGRAMS (Centralized Pension Grievance Redressal and Monitoring System) provided in our website being maintained called | The grievances belong to the Ministries and Departments and hence needs to be redressed by them based on information available at their end | The number of pension grievances which are pending in the CPENGGRAMS | The number of pending grievances to be redressed quarterly may not be maintained |

**Section 5 :  
Specific Performance Requirements from other Departments**

| Location Type | State | Organisation Type | Organisation Name | Relevant Success Indicator                               | What is your requirement from this organisation | Justification for this requirement                                                                                                          | Please quantify your requirement from this Organisation             | What happens if your requirement is not met.                                     |
|---------------|-------|-------------------|-------------------|----------------------------------------------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------------------------------------------------|
|               |       | others            | Others            | [3.3.1] Number of pending grievances redressed quarterly | Pensioners Portal                               | The grievances belong to the Ministries and Departments and hence needs to be redressed by them based on information available at their end | The number of pension grievances which are pending in the CPENGRAMS | The number of pending grievances to be redressed quarterly may not be maintained |

**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 11/12 | FY 12/13 | FY 13/14 | FY 14/15 | FY 15/16 |
|-------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------|----------|----------|----------|----------|----------|
| 1 Percentage of trained manpower in the Ministries/Departments for dealing with pension matters | All Ministries/Department and training institutions.                                                                     | Percentage total of availability                                                                                 | Percentage              |          |          | 20%      |          |          |
| 2 Increased level of satisfaction of pensioners                                                 | Survey of satisfaction to be taken up through the Pensioners Associations and if possible from independent organizations | Increase in satisfaction level of pensioners to be through a survey on a scale of 1-5.                           | Index on a scale of 1-5 | 3        |          | 4        | 4        |          |
| 3 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 | Index on a scale of 1-5 | 3        |          | 4        | 4        |          |