

Vandana Sharma
Joint Secretary

भारत सरकार,
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनभोगी कल्याण विभाग,
लोकनायक भवन, खान मार्केट,
नई दिल्ली-110003
GOVERNMENT OF INDIA,
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
& PENSIONS,
DEPARTMENT OF PENSION & PENSIONERS' WELFARE
LOK NAYAK BHAWAN, KHAN MARKET,
NEW DELHI-110003

D.O. No.55/2/2014-P&PW(C)

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28 JAN 2014

The Department of Pension & Pensioners' Welfare is responsible for policy and coordination of pension related issues of Central Government pensioners. This department is holding a number of interactions with various pensioners associations to ascertain problems relating to pension policy and its implementation. We also monitor pension related grievances. Through the feedback received the impression created is that the system of Central Pension Processing Centres (CPPC) is not being implemented in letter and spirit.

The Central Pension Processing Centres (CPPC) had been established as the central repository of data to facilitate data management and processing in a centralized manner. The intention was that the CPPC, one for each bank, would function as a back office to support the functioning of the large number of pension paying branches. The pension paying branches were to continue to be the interface with individual pensioners. It has been brought to our notice that in effect, the pension paying branches instead of resolving issues raised by the pensioners, either direct the pensioners to approach the CPPC or pass on the responsibility for delays and inaccuracy in payment to the CPPC. Since the CPPC would invariably be located at a distance from the paying branches the pensioners feel helpless and frustrated.

2. You are, therefore, requested to put in place an institutional mechanism to ensure that the Managers of the paying branches do not refer the pensioners to CPPC and resolve the issues upfront at their level. You may need to issue strict instructions in this regard as well as educate the personnel to remove this flaw which has crept in while implementing what was conceptualized as a CPPC.

With regards,

Yours sincerely,

O/C

Vandana

(Vandana Sharma)

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