

**CITIZEN CHARTER
PENSION & PUBLIC GRIEVANCES DEPARTMENT
GOVERNMENT OF ASSAM
BLOCK 'A' 3rd FLOOR
ASSAM SECRETARIAT ,
DISPUR , GUWAHATI-781006**

INTRODUCTION

The Govt. of Assam in the interest of public service was pleased to order the creation of the Pension & Public Grievances Department vide Notification No. AR.52/83/7 Dated 12.08.1986 bifurcating from the Finance (A&F) Department .

The prime function of P&PG Department is sanction of Commutation of Pension loans. This Citizen Charter is prepared with a view allow the clients to avail services smoothly and promptly.

Vision

To ensure life of security and dignity of concerned section of State Govt. pensioners and facilitate prompt redressal of public grievances.

MISSION

Timely and smooth payment of pension and other retirement benefits. Constant review of rules. Regulations and procedures ; and facilitating prompt redressal of public grievances, thereby promoting the welfare of pensioners in particular and citizens in general.

OBJECTIVES

1. Efficient Response to reference received from various Departments concerning service and other retirement benefits (GPF, GIS etc.)
2. Facilitating prompt redress of pensioners' grievances and public grievances.
3. Speedy and timely disposal of commutation of pension of all State Government Pensioners.
4. Improving the functioning of Public Grievances redressal mechanism.

DETAILS OF BUSINESS TRANSACTED BY THIS DEPARTMENT

Review / Amendment /Relaxation of the Rules as indicated below are the responsibility of this department.

- * The Assam Services (Pension) Rules, 1969.
- * The Assam Services (Extraordinary) Pension Rules, 1963.
- * The Assam Services (Commutation of Pension)Rules,1965.
- * The Assam Services (Compassionate Fund) Rules, 1962.
- * General Provident Rules 1937.
- * State Govt. Employees Group Insurance Scheme .
- * Special Family Pension Scheme.
- * Redressal/Monitoring of Public Grievances received including transferring of Public Grievances online to other concerned departments for taking necessary action.
- * Preparation of Budget.
- * Organising review meeting.

DETAILS OF SERVICE DELIVERY TO EACH CLIENT GROUP

Sl. No	Nature of Service	Conditions	TIMELINE FLOW	FEE	OFFICER	REMARKS
1	Issuing sanction of Commutation of Pension	(a) Receipt of Admissibility Report from AG & DP	21-30 days	Not required	MS Farida Samsul, ACS , Joint Secretary	Subject to availability of fund
2	Giving views on referral files	(a) Complete Proposal (a) Precis	30-45 days	-do-	-do-	
3	Issuing sanction of leave	(a) Application with requisite documents (b) Admissibility of Leave	7 days	-do-	-do-	
4	Issuing Financial Sanction	(a) Submission of proposal (b) Budget Provision (c) Financial concurrence	15 days	-do-	-do-	
5	Issuing Ceiling	(a) Demand for ceiling (b) Availability of fund (c) Financial Sanction (d) Checklist (e) Financial concurrence (f) Fixation of Ceiling	20 to 30 days	-do-	-do-	
6	Uploading of Acts/Rules/OM/Circular		7 days	-do-	-do-	
7	Updating website	(a) Designated staff for uploads	7 days	-do-	-do-	
8	Issuing information under RTI	(a) Formal application with requisite fees. (b) Availability of required information	30 days	Rs.10/-	Smti Indira Gogoi Konwar, ACS , Joint Secretary	

DETAILS OF CLIENTS

- * Directorate of Pension, Assam
- * State Govt. Pensioners.
- * All Administrative Departments views where as sought in connection with interpretation of the aforesaid mentioned Rules.
- * Citizens (Public Grievances).

DETAILS OF SERVICES PROVIDED

- * Sanction of Commutation of Pension loans based on Admissibility Reports received from the Accountant General (A&E) Assam , and the Directorate of Pension to all State Govt. Pensioners
- * Furnishing of views on service matters / Pension related matters referred to this department by other departments which may involve relaxation / Amendment of existing rules.
- * Redressal and online transfer of all Public Grievances received in this department to other concerned departments.
- * Finalization /Disposal of pension cases relating to all teaching and non- teaching staff of Provincialised Schools and PRI Employees through the Directorate of Pension where a separate Citizen's Charter is prepared.

AVAILABILITY OF INFORMATION

Details of information	Name Designation of Officer	Address /Location of the Office	Telephone /Fax/e-mail
Sanction of Commutation of Pension , Disposal of Referral Cases and Public Grievances.	Ms.Farida Samsul, ACS, Joint Secretary	Assam Secretariat , Pension &Public Grievances Department, Block 'A' 3 rd Floor	farida.samsul@yahoo.in M.No 9435024034
Sanction of Commutation of Pension , Disposal of Referral Cases and Public Grievances.	Smti Indira Gogoi Konwar, ACS, Joint Secretary	-do-	igkonwar@gmail.com M.No 9435301381
Sanction of Commutation of Pension .	Smti. Amiya Narzary Under Secretary	-do-	M. No- 8486356798

AVAILABILITY OF PRESCRIBED FORMS

Title of the Form	Fee to be paid	Whom to Contact
Medical form Part -I and Part -II	Not required	The concerned dealing assistant.

COMPLAINT REDRESSAL SYSTEMS

Courteous and helpful service will be extended by all the staff. If any complain is to be made in delivery of the above standards you are welcome to register your complains in plain paper addressing the following officers.

Name Designation of Officer	Address for Correspondence	Telephone /Fax/e-mail
Ms.Farida Samsul, ACS, Joint Secretary	Assam Secretariat , Pension & Public Grievances Department, Block 'A' 3 rd Floor	farida.samsul@yahoo.in M.No 9435024034
Smti Indira Gogoi Konwar, ACS, Joint Secretary	-do-	igkonwar@gmail.com M.No 9435301381
Smti. Amiya Narzary Under Secretary	-do-	M. No- 8486356798

Grievances may be submitted in the website at pgportal.gov.in. If not satisfied grievances may be submitted to the Commissioner & Secretary of Pension & Public Grievances Department.

OTHER INFORMATION REGARDING LODGING COMPLAINT.

* A centralized customer care centre / Grievance redressal centre is available at pgportal.gov.in where you can lodge your complain.

* We have also created a website for registering complaint at www.ppgassam.gov.in and you are welcome to use this facility.

EXPECTATIONS FROM CLIENTS

It is expected that clients submit their proposals with all documents .The grievances may be accompanied by name, address & Phone No.

REVIEW

This Citizen Charter will be reviewed annually . Any suggestions in this regard may be submitted to the Commissioner & Secretary , Pension & Public Grievances Department.