

# CITIZENS'/CLIENTS' CHARTER

OF

PCDA(P)  
Allahabad-211014.

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## **PREFACE**

Office of the Principal Controller of Defence Accounts (Pensions), Allahabad is one of the offices of the Defence Accounts Department under the Ministry of Defence, with the office of the Controller General of Defence Accounts, Delhi Cantt as its Headquarters.

It is responsible for the grant, payment, audit and adjustment of all claims of pensionary awards of Defence Services Personnel (except retirement/death benefits of Air Force and Navy personnel) and civilians of the three Services including those of the Defence Accounts Department, GREF, COAST GUARD, MNS (local), NCC Officers, Departmental Canteens and Statutory Canteens and their families. The pension work relating to the personnel of all the three wings of the armed forces and also the civilian employees serving in Defence establishments is centralized at one place viz. PCDA (P) Allahabad to secure uniformity in the application of rules and procedures regarding grant and audit of pension.

With a view to achieve promptness in settlement of pensionary entitlements of Naval and Air Force personnel, the work relating to grant of their pension was transferred to PCDA(Navy), Mumbai and PCDA (Air Force), New Delhi respectively w.e.f. 01.11.1985.

This office is also concerned with the process of responsive and people oriented administration. While realizing its concern, this office intends to formulate Citizens'/Clients' Charter with the objective to serve its clients efficiently. The charter is based on the premise that Citizen is the King and Government Organization exists not to rule, but to serve the Citizens. It is because of this, that the charter prepared by this department has been named as "**Citizen's /Client's Charter**".

A Task Force was constituted by the Principal Controller of Defence Accounts (Pension) for formulation of the Citizen's /Client's Charter of this office. The structure of the Task Force is given at Appendix.

Office of the PCDA (P) has identified some of the core services being offered by its various sections and their standards for the purpose of its first charter being prepared in line with the Performance Monitoring and Evaluation System. While identifying the services the focus has been on measurable and verifiable services and their standards. The charter contains Grievance Redress Mechanism related to the services mentioned in the Charters'/Clients' Charter. Time lines have been prescribed for final disposal of the complaint arising out of the Citizens'/Clients' Charter.

**VISION**

To develop and create a dynamic and responsive work environment for providing effective, efficient and prompt services in defence pension management to all stake holders.

**MISSION**

Achieving excellence and professionalism in defence pension sanction, accounting, auditing and superintending the system of its disbursement through Public Sector Banks, Treasuries, DPDOs, IE Kathmandu and PAOs spread all over the country and rendering efficient, correct and prompt services for redress of pensioners' grievances.

**INDEX OF SERVICES**

<b>Sl No</b>	<b>Service</b>	<b>Section</b>
1.1 to 1.17	Pension for Commissioned Officer	G1/Military
2.1 to 2.7	Pension for Defence Civilians including DAD	G1/Civil
3.1 to 3.6	Pension for PBORs	EDP(M/S)
4.1	Disability Pension for PBORs	GRANTS-3
5.1	Revision of Pension of PBORs	GTS/PBOR(Rev)
6.1 to 6.4	Revision of Pension for PBORs less than 15 years of Service	GTS/RP Cell
7.1 to 7.3	Service Pension for PBORs Retired Prior to 01.01.1996 (Manual Cases)	GTS-2
8.1	Family Pension of PBORs	GTS-4
9.1	Issue of Duplicate PPO	GTS/PPO
10.1	Administrative Work	Admin Section
11.1	Audit	Audit

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>1.Grants-1/Military Section (For Commissioned Officers)</b>							
1.1	<b><u>On Retirement from Service:-</u></b> (i)- Grant of Retiring Pension and Retirement Gratuity on retirement after completion of 20 years or more qualifying service. (ii)- Grant of Retiring Pension and Retirement Gratuity in case of EC/SSC officers granted Commission from Rank on retirement after completing 12 years of qualifying service. (iii)- Grant of Capitalised Value of Pension due to Commutation of pension to the extent of 50%. (iv)- Grant of Ordinary Family Pension (Enhanced Rate as well as Normal Rate) jointly in favour of Spouse. (V)- Grant of Monetary Allowance attached with Gallantry Awards.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email-</b> <b>cda-albd@nic.in</b>		(i) PCDA (O) Pune has been designated as Nodal Agency for submission of Retiring Pension claims along with LPC cum Data Sheet and its soft copy. (ii) The Data is uploaded on the server. Claim diary number is generated. (iii) The Claim is audited and the validation errors are rectified. (iv) PPOs are generated and dispatched once data is found in order.	(i) LPC-cum-Data Sheet <b>(Original)</b> . (ii) Pension application from the pensioner. (iii) Retirement notification order. (iv) Family details. (v) Commutation application. (vi) Photograph/ joint photograph. (vii) PCDA (O), certificate regarding verification of qualifying service <b>(Full Pay commission certificate)</b> . (viii) PCDA (P)'s assessment memo regarding counting of former spell of service, if any. (ix) Form of declaration for commutation of pension, (x) No demand certificate. (xi) AFMSF-18 (Medical Examination Report) (xii) AFMSF-16 (Medical Board Proceedings) (xiii) Post retirement address. (xiv) Nomination for Life time arrear <b>Note: - In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.2	<b>Grant of Retiring and Retirement gratuity:-</b> Grant of Retiring Gratuity and Retirement Gratuity on retirement after completing more than 10 years but less than 20 years of qualifying service.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email-</b> <b>cda-aibd@nic.in</b>		(i) On receipt of complete claim, calculation sheet is put up for approval of competent authority. (ii) After approval of the claim, Cheque is issued to the banker of the claimant.	(i) LPC (ii) PCDA (O) Certificate regarding verification of qualifying service <b>(Full Pay Commission Certificate)</b> . (iii) Application submitted by the pensioner. (iv) Retirement notification order (v) PCDA (P)'s assessment memo regarding counting of former spell of service, if any. (vi) Pre- receipted Contingent bill duly filled in and countersigned by Commanding Officer	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
						(vii) Post retirement address.  <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	
1.3	<b>Revision of Pensionary benefits due to amendment in service or Pay details</b>	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		After receipt of amended LPC-cum-Data-Sheets along with supporting documents same are audited and processed in similar way as cited at Sl. No. 1.1	(i) LPC cum Data Sheet (ii) Supporting documents based on which Pension is to be revised. (iii) PDA/ banker details, if there is any change. (iv) Current residential address, if there is any change <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.4	<b><u>On Death-in-Service or after Retirement:-</u></b> <b>(a) If Death is neither Attributable to nor Aggravated by Army Service:-</b>  <b>(i)</b> Grant of Ordinary Family Pension to NOK.  <b>(ii)</b> Grant of Death gratuity in favour of person/ persons nominated by officer.  <b>(b) If Death is Attributable to or Aggravated by Army Service:-</b>  <b>(i)</b> Grant of Special Family Pension to Spouse or Children. <b>(ii)</b> Grant of Death	60 Days after completion of Claim	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		(i) In case of death in service the requisite documents are called for from agencies involved. (ii) LPC-cum-Data-Sheet is prepared on the basis of completed documents and entries are also inserted on screen online.  (iii) Thereafter, the validation errors are rectified and the PPO is generated.	<b>For (a), (b) and (c), following documents would be required:-</b>  <b>(A) FROM ARMY HEAD QUARTERS.</b> (i) Casualty Report showing casualty as battle casualty or physical casualty etc and cause of death (ii) N.O.K. certificate and family details (iii) Statement of case regarding grant of Ex-gratia (iv) Nomination for death gratuity (v) Sanction of attributability/aggravation from service HQ if death being classified as attributable / aggravated by Army Service.  <b>(B) FROM PCDA (O) PUNE</b> (i) LPC showing emoluments, date of death of the officer and demand, if any. (ii) Full Pay Commission Service Certificate  <b>(C) FROM FAMILY PENSIONER</b> (i) Family Pension application (on MPB 501 form) along with PDA details and Account No.	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
	<p>Gratuity in favour of person/ persons nominated by the officer.</p> <p><b>(iii)</b> Grant of Dependent Pension in r/o Officers to the Parents/eligible Brothers / Sisters (in absence of parents)of the deceased Commissioned Officers.</p> <p><b>(iv)</b> Grant of Ex-Gratia, if admissible.</p> <p><b>(c) If Death is classified as battle casualty by Army Head Qrs.:-</b></p> <p><b>(i)</b> Grant of Liberalised Family Pension to Spouse or Children.</p> <p><b>(ii)</b> Death gratuity is notified in favour of person nominated by officer.</p> <p><b>(iii)</b> Grant of Dependent Pension (Liberalized) to parents. In the absence of parents, dependent pension shall be admissible to dependent brothers /sisters till attaining the age of 25 years or marriage or started earning livelihood, whichever is earlier.</p> <p><b>(iv)</b> Grant of Ex-gratia award, where admissible.</p> <p><b>(v)</b> Continuation of Liberalised Family Pension on remarriage of widow.</p>		<p>Shri Nasimullah IDAS, ACDA</p> <p>Phone. No. 0532-2420687 Extn.204</p> <p><b>Email- cda-albd@nic.in</b></p>			<p>(ii) Photographs of the pensioner (iii) Original PPO No. , if death occurred after retirement. (iv) Current residential address</p> <p><b>Note: - In addition to above, documents required as per order issued by Govt. from time to time.</b></p>	NA



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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
1.5	Joint notification of family pension in favour of spouse.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		(i) The Claim for Joint Notification is received from Army HQrs. (ii) On receipt of claim, same is audited and LPC cum Data sheet is prepared. (iii) Thereafter the validation errors are rectified and PPO is generated.	(i) Appendix 'A' for the purpose. (ii) Original PPO No. (iii) Joint Photographs of the applicant with spouse. (iv) PDA/ banker details and current residential address will be filled in Appendix. 'A'  <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.6	Grant of Ordinary Family Pension to Childless widow on remarriage, subject to fulfillment of dependency criteria.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		On receipt of complete claim from Army HQrs, claim is audited and PPO is issued, if found in order.	(i) Pension application/ MPB 501 form (ii) Income certificate. (iii) Original PPO No. (iv) PDA/ banker details. (v) Current residential address <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.7	Grant of Ordinary Family Pension to unmarried/ widowed/ divorced daughters beyond 25 years of age, subject to fulfillment of dependency criteria.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		On receipt of complete claim from Army HQrs, claim is audited and PPO is issued, if found in order.	(i) Pension application/ MPB 501 form (ii) Income Certificate. (iii) Original PPO NO. (iv) PDA/ banker details. (v) Current residential address. (vi) Income Certificate duly verified and countersigned by Zila/ Rajya Sainik board. (vii) Affidavit for being unmarried and fulfilling dependency criteria. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
1.8	Grant of family pension to Physically Handicapped/ Mentally Retarded child/ children.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		On receipt of complete claim from Army HQrs, claim is audited and PPO is issued, if found in order.	(i)- Medical certificate- A certificate from a Medical Board comprising a Medical Superintendent or a Principal or a Director or Head of the Institution or his nominee as Chairman and two other members out of which at least one shall be a Specialist in the particular area of Mental or Physical Disability including mental retardation (ii) Certificate from appointing authority to the effect that handicap is of such a nature so as to prevent him or her to earn livelihood. (iii) Guardianship Certificate (iv) Original PPO No. (v) Pension Application (vi) Banker/ PDA details <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.9	Continuation of Special/ Liberalised Family Pension on remarriage of widow	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		On receipt of complete claim from Army HQrs, claim is audited and PPO is issued, if found in order.	(i) Pension application. (ii) Original PPO No. (iii) Certificate of maintenance/ non- maintenance of child. (iv) Date up to which Family Pension was paid. (v) Date of remarriage along with remarriage Certificate. (vi) Current Residential address <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.10	Grant of Second Life Award of Monetary Allowance attached with Gallantry Awards	60 days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		On receipt of complete claim from Army HQrs, claim is audited and PPO is issued, if found in order.	(i) Application for Monetary Allowance (ii) Gazette Notification/ Extract of Gazette Notification (iii) Original PPO No. (iv) PDA/ banker details. (v) Photograph of eligible person (vi) Certificate to the effect that the award was issued for the act of gallantry. (vii) Current residential address <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
1.11	<p><b>(a)</b> Grant of <b>Disability Pension</b> in case officer is invalided out of service due to disability accepted as attributable to or aggravated by military service (under cat B &amp; C ).</p> <p><b>(b)</b> Disability Element on retirement /discharge on completion of tenure</p> <p><b>(c)</b> Grant of Liberalized Disability Pension in case of disability sustained under the circumstances mentioned in category D.</p> <p><b>(d)</b> Grant of War Injury Pension in case officer is invalided out of service due to War injury sustained under Category E.</p> <p><b>(e)</b> War Injury Pension on retirement /discharge on completion of tenure</p> <p><b>(f)</b> Grant of War Injury element to Armed forces personnel who are retained in service despite disability and have foregone lump sum compensation in lieu of War injury element may be granted War Injury element at the time of their retirement/ discharge in addition to retiring/ service Pension or retiring/ service gratuity.</p> <p><b>(g)</b> Grant of Constant Attendant Allowance</p> <p><b>(h)</b> Grant of Disability pension to</p>	60 Days	<p>Shri Nasimullah IDAS, ACDA</p> <p>Phone. No. 0532-2420687 Extn.204</p> <p><b>Email-</b> <b>cda-albd@nic.in</b></p>		<p>(i) The Sanction for grant of Disability element / War Injury element/ Constant Attendant Allowance is received from Addl Dte General Personnel Services, AG' s Branch / PS-4(Imp-II).</p> <p>(ii) On receipt of sanction, LPC- cum-Data- Sheet is completed/prepared and corresponding entries on screen are also entered.</p> <p>(iii) Thereafter, case is processed in a similar way as mentioned at Sl No. 1.1</p> <p>As above</p> <p>As above</p>	<p><b>For (a) to (h) following documents would be required:-</b></p> <p>(i) Sanction from Addl Dte General Personnel Services, AG' s Branch / PS-4 (Imp-II)</p> <p>(ii) Medical Board Proceedings</p> <p>(iii) PDA/ banker details</p> <p>(iv) Original PPO No.</p> <p>(v) Current Residential address</p> <p><b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b></p>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
	EC/ SSC officers released in low medical category				As above		
1.12	Assessment of former Pre-commissioned service and Civil service towards Commissioned service for the purpose of Pension.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		(i) Complete claim for counting of former service received from Records Office/ Head of the Office for assessment of Pre- commissioned Army service and Civil service respectively. (ii) After audit of claim, assessment memo is issued to Record office/HOO as well as all concerned.	(i) Claim on Appx. A/ Appx. B to AO 56/2001 duly countersigned by commanding officer. (ii) Sheet Roll in original and Enrolment Form/ Service Book from HOO. (iii) Certificate regarding non-payment of Gratuity (iv) Certificate regarding non-forfeiture of former service (with period) and non-qualifying service issued by the officer and counter signed by the OI/C unit and verified by Record Office/HOO. (v) Either page No. or year of latest annual army list (in which the date of grant of PC has been mentioned) or Copy of the Gazette Notification. (vi) CDA (O) A/C No of the officer. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.13	Notification of Date of Birth of Pensioner/ Family Pensioner for the purpose of Additional Pension	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		(i) Claim is submitted by Service HQrs. alongwith the LPC cum Data Sheet. (ii) The LPC cum Data Sheet is processed and after approval of the same PPO is issued to PDA/ banker through CPPC.	(i) LPC- cum -Data -Sheet (ii) Supporting documents for verification of date of birth (iii) Original PPO No. (iv) PDA/ banker details (v) Current Residential address <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.14	Revision of Pension under Vth CPC	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204		The Claim for revision of Pension alongwith LPC-cum-Data Sheet is received from PCDA (O) Pune/ AFCAO/ Naval Pay	(i) LPC -cum -Data -Sheet (ii) Application on Annexure attached to Govt. letter dated 27/05/1998. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
			Email- cda-albd@nic.in		office Mumbai in case of Commissioned officers of Indian Army, Air Force and Indian Navy respectively. Corrigendum PPO is issued, if claim is found in order.		
1.15	Rendering Audit Report in cases where officer's service has been terminated due to disciplinary reasons.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  Email- cda-albd@nic.in		(i) The intimation of disciplinary action against the officer in disciplinary/ vigilance/ judicial proceeding is received from Army HQrs. (ii) Audit Report is rendered to Army HQrs in cases where called for by AHQ/RO	(i) LPC (ii) Certificate regarding verification of qualifying service ( <b>Full Pay Commission Certificate</b> ) from PCDA(O) (iii) Letter from Army HQrs, asking this office to submit Audit Report. (iv) Retirement notification order (v) PCDA (P)'s assessment memo regarding counting of former spell of service, if any. (vi) Post retirement address. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
1.16	Revision of Pension of State Force cases	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  Email- cda-albd@nic.in		On receipt of revision claim from concerned Record Office or Army HQrs, same is audited and PPO is generated, if found in order.	Application for revision of pension from the pensioner alongwith LPC -cum -data sheet, current Bank detail from RO/AHQ	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
1.17	Notification of Family Pension in respect of State Force Pensioners.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204 <b>Email-</b> <b>cda-albd@nic.in</b>		<p><b>(A) Computerized PPO-</b> On receipt of family pension claims from concerned Record Offices and Army HQrs (in case of JCOs/ORs and Officers respectively) they are audited and forwarded to EDP Centre in suitable batches for data entry. After making data error free, PPOs are generated.</p> <p><b>(B) Manually Processed Cases:-</b> On receipt of complete claims from concerned ROs/Army HQrs, same are audited and PPOs are issued, if found in order.</p>	<p>(i) Sheet Roll/extract of Long Roll (ii) Top Sheet (iii) Genuineness Certificate (iv) Death certificate of pensioner/family pensioner ( in case of unmarried/ widow daughter) (v) Non employment certificate (vi) Non remarriage certificate (vii) Divorce certificate (viii) LTA certificate (ix) Descriptive Roll (x) Non receiving of family pension certificate (xi) Affidavit sworn before first class magistrate in support of legal heir (xii) Handicapped certificate (if applicable) (xiii) Application Form from applicant (xiv) Income certificate (xv) Details of family pension and PPO (in case of dual family pension) (xvi) Current Bank address with account no.</p> <p><b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b></p>	NA

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>2. GRANTS - 1/CIVIL (For Defence Civilians including DAD etc.)</b>							
2.1	<b><u>On Retirement from Service:-</u></b> (i)- Grant of Pension & Gratuity. (ii)- Grant of Capitalized Value of Pension due to Commutation of pension to the extent of 40%. (iii)- Grant of Ordinary Family Pension (Enhanced Rate as well as Normal Rate) jointly in favour of Spouse.	60 Days	Sri Rajeev R Kumar , IDAS, DCDA  Phone. No. 0532-2420664 Extn.118  <b>Email- cda-albd@nic.in</b>		On receipt of a claim alongwith LPC -cum - Data - Sheet from a Head of Office, computerized claim diary number is generated. Claim is audited, validation errors are rectified & PPO is generated.	<ol style="list-style-type: none"> <li>i. Daily Order Part-II notifying date of retirement</li> <li>ii. Data Sheet</li> <li>iii. IAFA-356 (Pension Application)</li> <li>iv. Photograph/Joint photograph duly attested</li> <li>v. Slip containing specimen signature/thumb /finger impression of th claimant</li> <li>vi. Slip containing specimen signature/thumb impression of the spouse</li> <li>vii. Government Contribution Resumption Certificate (G.C.R.C.)</li> <li>viii. Details of family members of the Government servant under Family Pension Scheme, 1964</li> <li>ix. Nomination for Death/Retirement Gratuity</li> <li>x. Statement showing Non-Qualifying Service</li> <li>xi. PCDA (Pensions)'s audit report regarding verification of qualifying service after completion of 25 years of service.</li> <li>xii. PCDA (Pensions)'s audit report regarding counting of former spell of service, if any</li> <li>xiii. Commutation Application (where applicable)</li> <li>xiv. Certificate to the effect that no Judicial/Departmental proceeding has been initiated/are pending against the individual.</li> <li>xv. Identification marks of the individual</li> <li>xvi. Identification marks of the spouse</li> <li>xvii. Detailed calculation sheet</li> <li>xviii. No demand certificate</li> <li>xix. Supporting document for the demand, if any, shown in the data sheet.</li> <li>xx. Option for fixed Medical Allowance, where applicable</li> <li>xxi. Nomination for Life Time Arrears of pension.</li> <li>xxii. A certificate from Head of Office mentioned as under:- "Certified that neither any pension claim on this account has been processed nor will be processed for manual/ computerized notification of pensionary awards" in respect of Shri/Smt.....</li> <li>xxiii. Explanation by Head of office for delayed submission of pension claim, if any.</li> </ol>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
						xxiv. Copy of CCO-9 or a certificate containing name of employee, Personal No. and GPF No. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	
2.2	Family Pension	60 Days	Sri Rajeev R Kumar , IDAS, DCDA  Phone. No. 0532-2420664 Extn.118 <b>Email- cda-albd@nic.in</b>		Family Pension claims are processed in a similar way as cited at Sl. No. 2.1.	<ul style="list-style-type: none"> <li>i. Daily Order Part-II notifying the date of death</li> <li>ii. Data Sheet</li> <li>iii. IAFA-356A (Family Pension Application)</li> <li>iv. Photograph of spouse, duly counter signed.</li> <li>v. Descriptive Roll, Slips containing specimen signature / thumb/finger impression of the claimant(spouse)</li> <li>vi. Detailed calculation sheet.</li> <li>vii. Nomination for Death gratuity</li> <li>viii. Statement showing Non-Qualifying Service</li> <li>ix. PCDA (Pensions)'s audit report regarding counting of former spell of service, if any</li> <li>x. Certificate under W.C.ACT 1923.</li> <li>xi. Identification marks of the spouse</li> <li>xii. Original death certificate</li> <li>xiii. Widowhood certificate</li> <li>xiv. No Demand certificate.</li> <li>xv. Supporting documents for the demand, if any.</li> <li>xvi. Option for fixed medical allowance, where applicable.</li> <li>xvii. Government Contribution Resumption Certificate in respect of industrial employees.</li> <li>xviii. Nomination for life time arrears of family pension</li> <li>xix. Explanation for delayed submission of family pension claim, if any</li> <li>xx. A certificate from HOO mentioned as under:- "Certified that neither any claim on account of pensionary benefits has been preferred nor will be preferred for manual/computerized notification of family pension" in respect of Shri.....</li> <li>xxi. Copy of latest available GPF annual statement (CCO-9) or a certificate containing name of employee Personal No. and GPF No.</li> </ul> <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA



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## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
2.3	<b>Revision of Pensionary benefits due to amendment in service or Pay details</b>	60 Days	Sri Rajeev R Kumar , IDAS, DCDA  Phone. No. 0532-2420664 Extn.118  <b>Email- cda-albd@nic.in</b>		On receipt of revision, pension claims alongwith amended LPC-cum-Data sheets and supporting documents from HOO. Claims are audited and processed in a similar way as cited at Sl. No. 2.1.	(i) LPC- cum- Data -Sheet (ii) Supporting documents (iii) PDA/ banker details, if there is any change in the same. (iv) Current Residential address, if there is any change <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
2.4	<b>Commutation of Pension After retirement with Medical examination</b>	60 Days	Sri Rajeev R Kumar , IDAS, DCDA  Phone. No. 0532-2420664 Extn.118  <b>Email- cda-albd@nic.in</b>		On receipt of LPC-cum-Data - Sheets alongwith supporting documents, claims are audited and processed in a similar way as cited at sl. No. 2.1	(i) Commutation of pension application in Form-2 (ii) A certificate duly signed by H.O.O. to the effect that “no judicial/departmental proceedings have been instituted or were pending against Shri..... on the date of his/her retirement or continued thereafter”. In case judicial/departmental proceedings have been initiated or continued against the Government servant, he may not be permitted to commute any portion of his pension during the pendency of such proceedings <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time will also be submitted by the claimant/HOO/PAO etc. as the case may be.</b>	NA
2.5	Pension claim under CCS (EOP) rule. <b>A&gt;</b> Disability Pension <b>B&gt;</b> Family Pension	60 Days after receipt of sanction on Audit Report	Sri Rajeev R Kumar , IDAS, DCDA  Phone. No. 0532-2420664 Extn.118  <b>Email- cda-albd@nic.in</b>		(i) On receipt of a claim alongwith all supporting documents, Audit Report is prepared and forwarded to the competent authority i.e. HOO for obtaining the sanction of appointing authority.	<b>(A) For Disability Pension</b> (i) D.O. Part II Office Order notifying the disablement (ii) Application for disability pension on Form 'A' as appended to schedule IV, C.C.S. (E.P.) Rules (iii) A full statement showing the circumstances under which the injury was sustained (i.e. Court of Inquiry Proceedings etc.) (iv) Medical report on Form 'C' as appended to schedule IV C.C.S. (E.O.P) Rules (v) A certificate duly countersigned by the P.A.O. to the effect that the individual is not governed by the Workmen's Compensation Act, 1923 (Section VIII). (vi) A statement showing the rates of pay drawn by the individual on the date of injury, duly countersigned by the P.A.O.	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
					(ii) After receipt of the complete claim alongwith the sanction the same is audited and PPO is issued.	(vii) Service Book/History of Gazetted Service.  <b>(B) For Family Pension</b> (i) D.O. Part- II Office Order notifying the casualty. (ii) Application for family pension on Form 'B' as appended to Schedule IV of C.C.S. (E.O.P) Rules. (iii) A full statement showing the circumstances under which the disease was contracted or the death occurred. (iv) Proof of death and medical report on Form 'C' in case death occurred due to disease. (v) Certificate as per item (A) (v) above. (vi) A statement showing the rate of pay drawn by the individual on the date of his death duly countersigned by the P.A.O. (vii) A certificate from the claimant to the effect that he/she was not denied any share of the property of the deceased Government servant under a will or deed made by him. (viii) Proof of age of minor children. (ix) If the deceased Government servant has left neither a widow nor a child and the claim is submitted on behalf of the father/mother/ minor/ brother/ sister, a certificate duly countersigned by the local authorities to the effect that the claimant was largely dependent on the deceased Government servant and is in a pecuniary need. (x) Service Book/History of Gazetted Service. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
2.6	Pension claim under Liberalized Pensionary Award. <b>A&gt;</b> Disability Pension <b>B&gt;</b> Family Pension	60 Days after receipt of sanction on Audit Report	Sri Rajeev R Kumar , IDAS, DCDA  Phone. No. 0532-2420664 Extn.118  <b>Email- cda-albd@nic.in</b>		(i) On receipt of a claim alongwith all supporting documents, Audit Report is prepared and forwarded to competent authority i.e. HOO for obtaining the sanction of an	Same as mentioned in Sl. No. 2.5 above. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time will also be submitted by the claimant/HOO/PAO etc as the case may be.</b>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
					appointing authority. (ii) On receipt of a complete claim alongwith the sanction, the same is audited and PPO is issued.		NA
2.7	Payment of Ex-Gratia Lump –Sum compensation to family of a Central Govt. Civilian Employee who die in harness.	30 Days after receipt of special Sanction of ex-gratia	Sri Rajeev R Kumar , IDAS, DCDA  Phone. No. 0532-2420664 Extn.118  <b>Email- cda-albd@nic.in</b>		(i)On receipt of a claim alongwith all supporting documents, Audit Report will be prepared and forwarded to the competent authority i.e. HOO for obtaining the sanction of appointing authority. (ii)After receipt of complete claim alongwith the sanction, the same is audited and PPO is issued.	(i) D.O. Part- II Office Order notifying the casualty. (ii) Application for family pension on Form 'B' as appended to Schedule IV of C.C.S. (E.O.P) Rules. (iii) A full statement showing the circumstances under which the disease was contracted or the death occurred. (iv) Proof of death and medical report on Form 'C' in case of death occurred due to disease. (v) A statement showing the rate of pay drawn by the individual on the date of his death duly countersigned by the P.A.O. (vii) A certificate from the claimant to the effect that he/she was not denied any share of the property of the deceased Government servant under a will or deed made by him. (viii) Proof of age of minor children. (ix) If the deceased Government servant has left neither a widow nor a child and the claim is submitted on behalf of the father/mother/minor/ brother / sister, a certificate duly countersigned by the local authorities to the effect that the claimant was largely dependent on the deceased Government servant and is in a pecuniary need. (x) Service Book/History of Gazetted Service. (xi) Special Sanction for ex-gratia  <b>Note: - In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>3. EDP(M/S) Section (For PBOR)</b>							
3.1	<b><u>On Discharge from Service:-</u></b> (A) Grant of Service Pension and Retirement Gratuity on discharge after completion of 15 years or more qualifying service. (B) Grant of Capitalised Value of pension due to Commutation of pension to the extent of 50%. (C) Notification of Ordinary Family Pension (Enhanced Rate as well as Normal Rate) jointly in favour of spouse. (D) Grant of Monetary Allowance attached with Gallantry Awards. (E) Sanction of Provisional Pension.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		(i) On receipt of claim along with soft copy of data from RO, the Data is uploaded on the server and claim diary number is generated. (ii) The pension claim is processed and PPO generated if found in order, else it is returned with observations.	(i) LPC-cum-Data- Sheet <b>(Original)(PHP 001/2013)</b> (ii) IAFY-1948 (iii) Family details. (iv) Commutation application. (v) Joint photograph in civil dress. (vi) AFMSF-18 (Medical Examination Report) if discharged under SHAPE-I (vii) AFMSF-16 (Medical Board Proceedings) if discharged under other than SHAPE -I (viii) Part-II order regarding Gallantry Award, Battle Casualty, if claimed. (ix) Statement of the case if the claim is submitted after one year from the date of discharge or provisional pension is claimed. (x) Certificate for forgoing lump-sum compensation of Disability Element. (xi) Application for discharge from service at own request. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
3.2	<b>Grant of DE (Disability element) and DCRG:-</b> Where PBOR has not completed the 15 years qualifying service for earning Service Pension but if he is discharged on completion of terms of engagement with disability assessed 20% or more attributable to or aggravated by Military service, he will be eligible for DE and DCRG.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		(i) On receipt of claim along with soft copy of data from RO, the Data is uploaded on the server and claim diary number is generated. (ii) PPO is generated if found in order.	(i) LPC-cum-Data Sheet <b>(Original)( PHP 001/2013)</b> (ii) IAFY - 1948 (iii) Family details. (iv) Commutation application. (v) Joint photograph in civil dress. (vi) AFMSF-18 (Medical Examination Report) if discharged under SHAPE-I (vii) AFMSF-16 (Medical Board Proceedings) if discharged under other than SHAPE -I (viii) Part-II order regarding Gallantry Award, Battle Casualty, if claimed (ix) Statement of case if claim is submitted after one year from the date of discharge or provisional pension is claimed. (x) Certificate for forgo of lump-sum compensation of Disability Element. (xi) Application for discharge from service at own request.	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
						<b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	
3.3	Revision of pensionary benefits due to amendment in service or Pay details.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204 <b>Email- cda-albd@nic.in</b>		The claim for revision is received alongwith LPC-Cum-Data - Sheet and other supporting documents from RO and the same are processed as per Sr. No. 3.1	(i) LPC- cum -Data -Sheet (ii) Supporting documents based on which pension is to be revised. (iii) PDA/ banker details if there is any change in same. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
3.4	Joint notification of family pension in favour of spouse.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204 <b>Email- cda-albd@nic.in</b>		(i) On receipt of Claims for joint Notification, same are audited and LPC - cum Data - sheet is prepared. (ii) Claims are audited, matched, rendered error free and PPO is generated.	(i) Appendix 'T' for the purpose. (ii) Original PPO No. (iii) Joint Photo of the applicant with spouse. (iv) PDA/ banker details and current residential address dully filled in Appendix 'T' (iv) Corr LPC-cum-Data -Sheet  <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
3.5	Endorsement of family pension to Physically Handicapped/ Mentally Retarded child/ children.	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204		On receipt of claims, same are audited with original pension records and processed in a same manner as indicated above.	(i)- Medical certificate- A certificate from a Medical Board comprising of a Medical Superintendent or a Principal or a Director or Head of the Institution or his nominee as Chairman and two other members out of which at least one shall be a specialist in the particular area of Mental or Physical Disability including mental retardation, (ii) Certificate of RO to the effect that handicap is of such a nature so as to prevent him or her livelihood.	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
			Email- cda-albd@nic.in			(iii) Guardianship certificate (iv) Original PPO No. (v) Pension Application (vi) Banker/ PDA details (vii) Corr LPC-cum-Data Sheet  <i>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</i>	
3.6	<b>Counting of Boy Service.</b>	60 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  Email- cda-albd@nic.in		On receipt of complete claim for counting of boy service, same is processed as per Sl NO. 3.1	(i) LPC-cum-Data -Sheet duly countersigned by the Commanding Officer. (ii) Sheet Roll in original and Enrolment Form. (iii) Certificate regarding non-payment of Gratuity (iv) Certificate regarding non-forfeiture of former service (with period) and non qualifying service issued by the officer and counter signed by the OI/C unit duly verified by Record Officer.  <i>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</i>	NA

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>4. GRANTS-3 (Disability Pension for PBORs)</b>							
4.1	<p>1-Notification of Disability Pension claims in r/o PBORs.</p> <p>2- Notification/revision of war injury pension.</p> <p>3- Payment of invalid gratuity.</p> <p>4- Notification of Joint notification PPO.</p> <p>5-Notification of rounding of disability element- Pre-1996 and Post-1996 discharged/ invalided out personnel.</p> <p>6-Implementation of court cases.</p>	<p>60 days</p> <p>30 days</p> <p>60 days</p> <p>60 days</p> <p>60 days</p> <p>Immediately as and when Govt. sanction is received subject to availability of all relevant document.</p>	<p>Shri Nasimullah IDAS, ACDA</p> <p>Phone. No. 0532-2420687 Extn.204</p> <p><b>Email- cda-albd@nic.in</b></p>		<p>(i) Auditing (ii)Editing (iii)Generation of PPO (iv)Dispatch of PPO</p>	<p>(i) LPC-cum-Data Sheet (ii) Sheet Roll (iii) RMB (AFMSF -16) Proceedings (iv) RSMB (AFMSF -17) Proceedings (v) PDA details (vi) Details of service pension PPO (vii) Sanction of the Competent Authority (viii) Copy of DO Part II order (ix) Annexure for Broad Banding cases (x) Format 370 in case of invalid gratuity (xi) Annexure -II and Appendix -I for Joint Notification. (xii) IAFY-1948-A (xiii) Family details (xiv) Application for commutation of pension in Form-340 (xv) Copies of all previous PPOs or PPO numbers.</p> <p><b>Note- 1- Individual should be invalided out of service and disability should be either attributable to or aggravated by military service and certified by medical board.</b></p> <p><b>2- Requirement of documents may vary as per OM &amp; other Govt. Circulars depending on nature of claims.</b></p>	NA

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>5. GRANTS (PBOR/REVISION)(Revision of Pension for PBORs)</b>							
5.1	<p>(A) Notification of Corr. PPO for endorsement of Family Pension in respect of living PBOR Pensioner (Army, Navy, and Air Force Personnel) retired prior to 01.11.1985.</p> <p>(B) Issue of Manual Corr. PPOs for correction required in respect of above notified PPOs.</p> <p>(C) Issue of Manual Corr. PPO in respect of Reservist Pensioners (Army, Navy, Air Force Personnel) retired prior to 01.11.1985</p>	<p>45 Days</p> <p>45 Days</p> <p>45 Days</p>	<p>Shri Nasimullah IDAS, ACDA</p> <p>Phone. No. 0532-2420687 Extn.204</p> <p><b>Email- cda-albd@nic.in</b></p>		<p>(i) On receipt of LPC-cum - Data - Sheets, these are audited with original pension records as well as supporting documents provided along with data sheets. Validated data Sheets are sent to EDP Centre for punching the same. After making data error free, PPOs are generated.</p>	<p><b>(A) For endorsement of Family Pension:-</b></p> <p>(i) LPC-cum-Data Sheet in Form No-6 (ii) Annexure II and IV (in duplicate) (iii) Appendix-I (in duplicate) (iv) Photo copy of all PPOs (v) Sheet Roll/Kinder Roll (vi) Photo copy of AFY-1948-A (vii) Re-marriage/second marriage/Death/Divorce document required as per column VIII of enclosed Appendix.</p> <p><b>(B) Correction in Manual Corr. PPO</b></p> <p>(i) CTC copy of Part II O.O. for correction required (ii) LPC-cum-Data Sheet on Form No -6 (iii) Re-marriage/second marriage/Death/Divorce document required as per column VIII of enclosed Appendix.</p> <p><b>(C) Manual Corr. PPO in r/o Reservist</b></p> <p>(i) LPC-cum-Data -Sheet in Form No-6 (ii) Appendix-I(in duplicate) (iii) Annexure II and IV (in duplicate) (iv) Photo copy of all PPOs (v) Sheet Roll/Kinder Roll (vi) Photo copy of AFY-1948-A (vii) Re-marriage/second marriage/Death/Divorce document required as per column VIII of enclosed Appendix.</p> <p><b>Note:- In addition to above, documents required as per order issued by Govt. from time to time</b></p>	NA



## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>6. GRANTS (RP CELL)(Revision of Pension for PBORs for less than 15 years of Service)</b>							
6.1	(A) Notification of Corr PPOs/issue of clarification (where applicable) for revision of Service element of Disability Pension/Special pension/Invalid pension etc in r/o those pensioners who has rendered less than 15 years service under the provisions of circular no. 430 & 501 dt. 10.03.2010 & 17.01.2013. (B) Revision of pension/clarification (where applicable) in r/o TA personnel and DSC 2 <sup>nd</sup> Pension irrespective of Q.S. under the provisions of circular no. 430 & 501.	45 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204 <b>Email- cda-albd@nic.in</b>		(i) On receipt of Annexure, these are audited and if found in order, PPOs are issued and dispatched to all concerned. (ii) Incomplete claims are returned with observations for re-submission.	Annexure- A or B by PDAs alongwith Bank A/C No and PDA details of pensioners.  <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
6.2	Notification of Corr PPOs/issue of clarification (as applicable) under the provisions of circular no. 478 dt. 13.02.2012	45 Days			On receipt of Annexure, these are audited and if found in order, PPOs are issued and dispatched.	(i) Current PDA details alongwith Bank A/c Number. (ii) Inability certificate from PDA and a certificate from RO for trade of pensioner <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
6.3	Revision of pension under the provisions of 6 <sup>th</sup> CPC	45 Days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204		Claims are audited and sent for punching to EDP Centre. After making data error free, PPOs are generated.	LPC-Cum -data -sheet alongwith option form for commutation from RO. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
6.4	Revision of additional pension (Above 80 Years)	45 Days	<b>Email- cda-albd@nic.in</b>		On receipt of claims these are audited and if found in order, PPOs are issued and dispatched.	LPC-cum-Data -Sheet (as provided in circular no. 408) alongwith one of the documents mentioned in circular no. 417 for proof of age of pensioner or kinder roll in case of family pensioners. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>7. GRANTS-2 {Service Pension for JCO/NCO/ORs Retired prior to 01.01.2006 (Manual)}</b>							
7.1	<b>Fresh notification of pension</b>  (i) Fresh pension cases of PBORs retired prior to 01.01.2006 (only left out cases)  (ii) Fresh pension cases of Air Force and Navy personnel discharged prior to 01.11.1985  (iii) Cases which cannot be processed on computer due to technical reasons	45days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		(i) On receipt of claim from concerned RO, these are audited with reference to information provided in supporting documents.  (ii) PPOs are issued if found, in order, otherwise returned with observations.	(i) LPC- Cum- Data -Sheet (ii) Discharge Roll (IAFY-1948-A) (iii) Sheet Roll (iv) Medical Examination Report (AFMSF-18) (v) Commutation application Report (IAFA-340-A), if applied for commutation. (vi) Family details (vii) Attested, latest joint photograph alongwith spouse (viii) Sanction of the competent authority where such a sanction is necessary under Pension Regulation (ix) Certificate whether a disciplinary/judicial Proceeding is pending or not against the individual  <b>.Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
7.2	<p><b>Revision cases:</b></p> <p>(i) Revision cases of PPOs notified manually up to 1988 except PPO No S/10955/1988 to S/47330/1988</p> <p>(ii) Naik revision cases who have rendered qualifying service of 15 years but less than 17 years.</p> <p>(iii) Counting of Boy Service/ Apprentice Service</p> <p>(iv) Sena Medal</p> <p>(v) Ex-gratia payment of Rs. 600/- P.M. w.e.f. 01/11/97.</p> <p>(vi) Dual Family Pension cases.</p> <p>(vii) Revision of pension : under 10 month Rank Rule</p> <p>(viii) Service pension revision claim of Air Force and Navy personnel prior to 01/11/1985.</p>	45 days	<p>Shri Nasimullah IDAS, ACDA</p> <p>Phone. No. 0532-2420687</p> <p>Extn.204</p> <p><b>Email- cda-albd@nic.in</b></p>		<p>(i) Claims are audited with reference to information provided in supporting documents.</p> <p>(ii) Draft PPOs are prepared and after getting approval, final PPOs are issued.</p>	<p>LPC- Cum -Data -Sheet with concerned columns duly filled up alongwith current PDA details</p> <p><b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b></p>	NA
7.3	Re-authorization of HKSRA (Hongkong and Singapore, Royal Artillery) pension	45days			Reauthorizing of lumpsum amount as per payment authority issued by DBS Vetrans Glasgow(UK) through payment authority	Payment authority issued by DBS Vetrans Glasgow(UK)	NA

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>8. GRANTS-4 (Family Pension to PBORs)</b>							
8.1	(A) Grant of LFP & Ex-Gratia payment to the families of PBORs(Battle Casualty)  (B) Grant of SFP/OF& Ex-Gratia to the families of PBORs(Physical Casualty)  (C) Grant of family pension to the PBORs	10 days  30 days  45 days	Shri Nasimullah IDAS, ACDA  Phone. No. 0532-2420687 Extn.204  <b>Email- cda-albd@nic.in</b>		On receipt of claim from RO, claims are audited and if found in order, PPO is issued, otherwise it is returned with observations.	<b>For A and B, following documents are required:-</b>  (i) LPC- cum- Data -Sheet (ii) Death Certificate/IAFA-393 Part-I & II (iii) AFMSF-81 i.e. report of OC unit and medical officer (iv) Copy of injury report on IAFY-2006 (v) Proceeding of court of inquiry (vi) Copy of post mortem report or police inquiry report (vii) Part-II office order notifying casualty (viii) Nomination for death gratuity (ix) Nomination for LFP/SFP (x) AFMSF-93 Part-II (xi) Confirmation of DGAFMS regarding attributability , where required (xii) FIR, wherever necessary  <b>For C, following documents are required:-</b>  (i) LPC- cum- Data -Sheet (ii) Application of claimant (iii) Death certificate (iv) Life time arrear certificate from PDA (v) Family Details in Format-H (vi) Sheet Roll (vii) Delay explanation, if any.  <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
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## 9. GRANTS/PPO SECTION ( Issue of Duplicate PPO)

9.1	Issue of duplicate PPO in r/o PBORs	45 days	<p>Shri Nasimullah IDAS, ACDA</p> <p>Phone. No. 0532-2420687 Extn.204</p> <p><b>Email- cda-albd@nic.in</b></p>	NA	On receipt of loss certificates / Non Payment Certificate from the PDA, duplicate copies of the PPOs are issued and dispatched to concerned PDA.	Loss certificate / Non Payment Certificate (NPC) issued from PDA and declaration from Pensioner for nonpayment.	NA
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## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>10. ADMIN SECTION</b>							
10.1	It covers general administration and related works. Major areas of work includes confirmation, promotion, resignation, grant of MACP, maintenance of APAR, issue of Part II Office Order, Transfer/Posting, discipline, Confidential Reports Pension Claims, issue of NOC and rendition of various reports to HQrs office. To deal with various personal matters including welfare in r/o Officers and staff of PCDA(P) Allahabad i.e kinds of leave, maintenance of service book and personal files, medical facilities etc. It is also responsible for duty allowances & office security and care of office buildings, furniture, type writers & other machines, diarisation & proper distribution of different types of letters. Further it is also responsible for preparation of pay bills, issue of advances and office contingecy and miscellaneous expenditure. Custody, disbursement and accounting of cash, preparation of budget etc.	According to the type of work and generally completed within 30 days.	Sri Subhash Kumar IDAS, DCDA  Tel. No. 0532-2420211 Ext No.104  <b>Email- cda-albd@nic.in</b>		The works are of different types. Accordingly, the procedures dealing with them are different and varies in number. Clients are however familiar with the laid down procedures.	On receipt of completed claims in all respect, same are submitted to competent authority and after getting approval/sanction, necessary payments are issued in favour of claimants through cash/cheque/electronic money transfer to their accounts.	<b>As applicable.</b>

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Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
<b>11. AUDIT SECTION</b>							
11.1	Complaints (All types)	60 days maximum	Shri Sandeep Thakur IDAS, Jt.CDA  Tel No. 0532-2420210 Extn-302  <b>Email- cda-albd@nic.in</b>		On receipt of complaints, these are diarised and forwarded to concerned operative sections/groups for necessary action.	(i) Copy of PPO or PPO details (ii) PDA Details (iii) Address of Applicant <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
11.2	(i) Legal Notice	30 days			Necessary actions involved in complaints	(i) Copy of PPO or PPO details (ii) PDA Details (iii) Address of Applicant <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
	(ii)WP/OA	30 days			are taken by concerned groups under intimation to all concerned.	(i) Copy of PPO or PPO details (ii) PDA Details (iii) Copy of W.P./O.A./T.A. <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
	(iii)Judgement/ Contempt	30 days				(i) Copy of PPO or PPO details (ii) PDA Details (iii) Copy of Judgement <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA
11.3	RTI	30 days			Same as above	(i) Copy of PPO or PPO details (ii) PDA Details	NA



## CITIZENS' / CLIENTS' CHARTER

## SERVICE STANDARDS

Sl.No.	Services	Service / Performance Standards	Contact Details of the responsible officer	Weightage	Process	Documents Required	Fee
11.4	LTA/Arrear of Pension	60 days			Same as above	(i) Copy of PPO or PPO details (ii) PDA Details (iii) Completed IAF(CDA)651/652 (iv) Calculation Sheet (v) Reason for non-withdrawal of pension (vi) Last Payment Certificate of Pension. (vii) Non-conviction Certificate. (viii) Re-employment Certificate (viii) Affidavit <b>Note:- In addition to above, documents required as per order issued by Govt. from time to time.</b>	NA

## Grievance Redressal Mechanism

### (A) Complaints pertaining to Pension Sanction:-

- I- Complaints relating to issues upto initiation and till forwarding of pension claims : Agencies for lodging complaints are PCDA(O)/AHQ for Army Officers; Record Offices for PBORs; Heads of offices for Civilians
- II- Complaints relating to issues after receipt of Pension Claims in PCDA(P): Complaints to be lodged with PCDA(P) Allahabad

**(B)** Complaints relating to payment of pension i.e. under payment, overpayment or non-payment of pension after issue of Pension Payment Order (PPO) can be lodged with the following agencies after having first taken up the issue with pension disbursing agency from where pensioner is drawing pension:

<b>Pension Disbursing Agency from where the pension is being drawn from</b>	<b>Agency for complaint</b>
<b>Treasury/PAO</b>	Director of Treasury of that State/Treasury Officer
<b>Public Sector Bank</b>	Central Pension Processing Centre (CPPC)/ Regional Office of PSB concerned/Manager of the bank branch
<b>DPDO</b>	CDA (PD) Meerut for Northern DPDOs and CDA -Chennai for Southern DPDOs

### (C) Through Pension Adalats

The pensioners can send their grievance to the nominated Defence Pension Adalat Officer, Office of the Pr. CDA(P), Allahabad - 211014., where the Adalats are conducted by PCDA(P) Allahabad in a calendar year. Pension Adalats are held at different places across country by PCDA(P) Allahabad. Pensioners can access the information about date and venue of Defence Pension Adalat from the PCDA (P) Pension Website ([www.pcdapension.nic.in](http://www.pcdapension.nic.in))

**(D) By Contacting PCDA(P) Pension Call Centre:**

By calling toll-free No. 1800 180 5321

**(E) At PCDA (P) Allahabad Reception Centre**

Pensioner can visit the PCDA (P) Allahabad office. They should **report at the Reception Centre** of the office and lodge their grievance.

**(F) Through the Website**

The grievance can also be lodged on-line on the following link:

[www.pcdapension.nic.in](http://www.pcdapension.nic.in)

**(G) By E-Mail**

Pensioner can lodge their complaints through e-mail. PCDA (P) Allahabad e-mail for lodging complaint is: **cda-albd.nic.in**

## Escalation of Grievance

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer:-

The address of PGO is as under:

**Shri Niranjan Kumar, IDAS Addl. CDA(P)**  
**Public Grievance Officer (PGO)**  
Office of the Pr. CDA (Pensions),  
Draupadi Ghat, Allahabad - 211014  
Phone No.(PBX)- 0532 -2421865,2421876

Next higher level for raising the issues:

**(A) For Pension sanction related matters:-**

**Shri Lalloo Ram, IDAS, CDA (P)**  
Office of the Pr. CDA (Pensions),  
Draupadi Ghat, Allahabad – 211014

**(B) For Pension disbursement related matters:-**

**Shri Praveen Kumar, IDAS, PCDA (P)**  
Draupadi Ghat, Allahabad – 211014

**List of Stakeholders**

<b>Sl No</b>	<b>Stakeholders</b>
1.	Commissioned Officers of the Indian Army
2.	Units and formations of the Indian Army
3.	Army Headquarters
4.	Defence (Army) Pensioners
5.	Defence Civilians (including DAD, GREF, Coast Guard, MNS(Local), MES, Factories, Air Force & Navy etc.)
6.	PCDA(O) Pune
7.	Record Offices
8.	Heads of the Offices for Defence Civilians
9.	Pension Disbursing Agencies

**Expectation from Pensioner**

- (i) **Timely Submission of Pension Claims:** Application for grant of pension /gratuity /commutation/revision should be submitted to Head of Office/RO concerned. For timely receipt of pension payment orders through HO/ROs at Pension disbursing agencies end, completed pension claims alongwith supporting documents should be submitted well in advance. Name in the Bank Account in which Pension amount is to be credited should be exactly identical with the name to be mentioned in the Pension claim, which will be mentioned in the PPO.
- (ii) **Check the PPO:** On receipt of an intimation memo relating to notification of pensionary awards/copy of PPO, pensioner should generally check the PPO.
- (iii) **Corrections required in PPO:** If pensioner feels that some correction is required in his PPO, he should contact his RO/Head of Office /Pension Disbursing Agency (PDA) for taking up the matter with Principal Controller of Defence Accounts (Pensions), Allahabad.
- (iv) In case of **any change in residential address**, pensioner should send intimation to his Pension Disbursement Agency (PDA)/Head of the Offices (HOO)/Record Offices (RO).
- (v) **Annual identification:** For Annual identification pensioner should appear before his PDA/submit Life Certificate in November every year or take advantage of the Aadhar bound Biometric Identification System by using the facility of Govt. Official Website- **geevanpraman.gov.in**.
- (vi) **Loss of PPO:** Where the P.P.O. (Pension Payment Order) notifying pensionary award has been lost, pensioner should make a request to his P.D.A. to furnish a Loss Certificate to the P.C.D.A. (P) to obtain a duplicate copy of P.P.O.
- (vii) In the **event of conviction by a court of law**, full facts of the case should be reported immediately to the PDA/P.C.D.A. (P).
- (viii) **References to PCDA (P) Office:** If pensioner desires to make a reference to the office of PCDA (P), Allahabad on any issue, he should quote his PPO No, (under which his PPO was originally sanctioned and also latest Corrigendum PPO numbers) apart from other details pertaining his correspondence address, telephone, email id, if available, and PDA details.
- (ix) **For restoration of commuted portion of pension after 15 years**, from the date of receipt of commuted value of pension, please apply to the PDA in the prescribed form. PDA is responsible for restoring the commuted portion directly.

## CONCLUSION

The Citizen Charter has been formulated to serve the Clients effectively and efficiently. Constant feedback/suggestions from the recipients /stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to:-

**Shri Niranjn Kumar, IDAS, Addl.CDA  
O/o the PCDA (P)  
Draupadi Ghat  
Allahabad-211014**

## Abbreviations Used

<b>Abbreviations</b>	<b>Stands For</b>	<b>Abbreviations</b>	<b>Stands For</b>
AF	Air Force	JCOs	Junior Commissioned Officers
AMA	Authorized Medical Authority	LPC	Last Pay Certificate
AFCAO	Air Force Central Accounts Office	MES	Military Engineering Services
AG	Adjutant General	NOK	Next of Kin
A/C	Accounts Section	OFP	Ordinary Family Pension
BRTF	Border Road Task Force	ORs	Other Ranks
CPC	Central Pay Commission	PPO	Pension Payment Order
CDA	Controller of Defence Accounts	PS No.	Pension Serial Number
DCRG	Death Cum-Retirement Gratuity	PBOR	Personnel Below Officer Rank
DPDO	Defence Pension Disbursing Officer	PGO	Pension Grievance Officer
DAD	Defence Accounts Department	PSA	Pension Sanctioning Authority
GO	Group Officer	PCDA	Principal Controller of Defence Accounts
GREF	General Reserve Engineering Force	PDA	Pension Disbursing Authority
HOO	Head of Office	SAO	Senior Accounts Officer
ICO	Indian Commissioned Officer	SFP	Special Family Pension



**Composition of the Task Force for Framing of Citizens'/Clients' Charter of PCDA (P)**

<b>1.</b>	<b>Shri Vivek B Umap, IDAS, Addl CDA</b>	<b>..... Chairman</b>
<b>2.</b>	<b>Shri Rankaj Prakash Singh, IDAS, ACDA</b>	<b>..... Member</b>
<b>3.</b>	<b>Shri Ashish Sen, Sr.AO</b>	<b>..... Member</b>
<b>4.</b>	<b>Shri S C Saroj, AO</b>	<b>..... Member</b>