

No.4 (8) Reports/SL/WMS/2016

Islamabad, the 7th April, 2016.

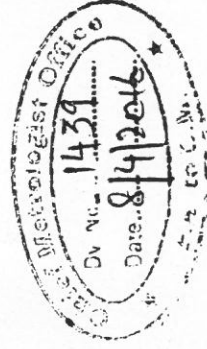
Subject:

APPOINTMENT OF FOCAL PERSON AND ESTABLISHMENT OF
PENSIONER'S CELL AND FACILITATION MEASURES FOR
PENSIONERS/ EARLY/ TIMELY SETTLEMENT/ FINALIZATION OF THE
PENSION CASES OF GOVT. EMPLOYEES.

Reference to this Secretariat's letter of even number dated 16-02-2016 on
the above subject.

2. You are requested to take the following action on implementation under
intimation to this Secretariat by 25-4-2016 positively:-

- i) Comply with all directions issued through this Secretariat's letter dated
16-2-2016 and ensure that this has been circulated and implemented at
Agency's and all attached departments' level.
- ii) Declaration be submitted that a list of employees who will be retiring in
next month have been made and uploaded on website and their
notifications in this regard have been issued and their pension papers
have been submitted to AGPR.
- iii) Declaration be submitted that all pending pension cases have been
finalized in Ministries/ Divisions / Attached Departments and no case is
pending beyond 30 days (the date of retirement of notification of employee
will be considered for 30 days). This declaration must be endorsed by
AGPR and Head of Agency and the same should be submitted regular by
first of every month to this Secretariat.
- iv) To ensure that all pending inquiries against officers / officials be finalized
before the date of retirement notification. If any inquiries are pending, they
should be decided on merit and under rules at the earliest under intimation
to this Secretariat.
- v) To ensure that ACRs of officers / officials are written and submitted to
competent authority within the due date as per instructions of
Establishment Division. Report in this regard be submitted to Federal
Ombudsman Secretariat before the next meeting.



Hqs Admin Section

Diary No. 878

Date: 12/04/16

- vi) Ensure that regular monthly meeting is being conducted by Agency's Focal Person with the Focal Persons of all attached Departments for resolution of pension issues and complete report be submitted to this Secretariat on monthly basis.
- vii) Ensure the automation for service book and pension as per instructions of this Secretariat's letter dated 16-2-2016 before the next meeting on implementation.
- viii) To establish automated system for monitoring and evaluation for resolution of pension cases, pending inquiries and completion of ACRs of government employees as per instructions of Finance Division and Establishment Division. Senior Officers of BS-20 may be appointed as Focal Persons for completion of this assignment. Compliance report be submitted to this Secretariat on monthly basis.
- ix) To fix instructions issued through letter dated 16-2-2016 and the present on notice board and on the website of Agency and also to circulate within the organization and all attached departments.
3. The next meeting on the subject will be held on **28-4-2016 at 1.00 P.M.** in the Federal Ombudsman Secretariat. The Agency's Focal Person is advised to attend the implementation proceedings alongwith complete compliance report and presentation.



(Hafiz Ahsaan Ahmad Khokhar)
Senior Advisor (Law)/
Grievance Commissioner for
Overseas Pakistanis.

1. The Secretary, Cabinet Division, Islamabad.
2. The Secretary, Establishment Division, Islamabad.
3. The Secretary, Ministry of Finance, Islamabad.
4. The Secretary, Capital Administration and Development Division, Islamabad.



FEDERAL OMBUDSMAN

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No.4 (8) Reports/SL/WMS/2016

Islamabad, the 16th February, 2016.

Subject:

APPOINTMENT OF FOCAL PERSON AND ESTABLISHMENT OF
PENSIONER'S CELL AND FACILITATION MEASURES FOR PENSIONERS/
EARLY/ TIMELY SETTLEMENT/ FINALIZATION OF THE PENSION CASES
OF GOVT. EMPLOYEES.

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Reference to this Secretariat's earlier letters dated 14.01.2016, 22.01.2016 and
28.01.2016 on the above subject.

2. The first meeting on the subject matter was held on 15.02.2016 in the
Federal Ombudsman's Secretariat wherein several points were discussed for early
resolution of pension cases of Government employees. Presentation on the subject matter
was also given during the meeting to the participants. Principally it was decided that the
process of all pension cases must be started six months prior to the date of retirement of
the employee and it must be completed on the day of retirement and the AGPR will finalize
all pension cases within 30 days with the coordination of respective Agencies under
intimation to this Secretariat on monthly basis.

3. In order to achieve the said objective, you are advised to take following steps
within your organization and all the departments under your administrative control for
implementation under intimation to this Secretariat by 1-3-2016 positively:-

- Appointment of Focal Persons (BS-20 Officer) within the Ministry and in all
attached Departments for dealing with the issues of pensions. This
information must be uploaded on the website along-with contact numbers of
Focal Persons of every Ministry/Division/Department.

ii)

Establishment of independent pensioner's cell for dealing with the issues of
pension cases and for complaints of Government employees within the

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vii) Head of Department should monitor and ensure fast track completion of service records and their entries in computerized system. He should also hold meetings with AGPR after every two months for resolution of pending pension cases. Report in this regard must be submitted to this Secretariat.

viii) Ensure that all the pension cases should be processed and finalized well before the retirement dates of employees. The cases under process should be uploaded on website of every Ministry / Division / Departments and cases pending for more than 30 days should be resolved in next 7 days by the respective Focal Person of the Ministry / Division / Department in meeting with Focal Person of AGPR. Action may be taken against the person(s) responsible for delaying the pension cases under intimation to this Secretariat.

viii) Process of pension cases (Data) of Federal Agencies and AGPR must be automated and interconnected in next 30 days.

x) Establish Automated Monitoring and Evaluation system within the Ministry/Division /Departments for reviewing/evaluating the process and completion of pension cases. Monthly Report must be submitted to this Secretariat.

xi) Secretary/ Head of Department should preside over monthly meetings for determining the status and for resolution of pension cases. Monthly report in this regard must be submitted to this Secretariat.

xii) The information regarding the establishment of Grievance Cell for Pensioners in Federal Ombudsman Secretariat must be uploaded on the website of every Ministry/Division/Department with the information to approach Hafiz Ahsaan Ahmed Khokhar, Senior Advisor (Law)/Registrar/Grievance Commissioner of Pakistan under intimation to this Secretariat. This

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- iii) Timely verification of qualifying service (completion of service books) of Non-Gazetted Employees by their Department.
 - v) Timely pay-fixation of the Non-Gazetted Civil Servants, both by the DDOs and its verification by the office of AGPR and its Sub Offices.
 - vi) New system for maintenance of record on computer under PIFRA must be strengthened. Automated / biometric system may be designed for verification of pensioners with the Banks, so that requirement of filing affidavit every six months may be obviated.
 - vii) At least one model section of Pension and GPF should be established in AGPR. List of pending pension cases beyond 30 days would be shared with the Head of Agency or Department under intimation to this Secretariat on fortnight basis. AGPR must draw a template showing the flow and activity of every pension case till its finalization by AGPR. AGPR should also hold training sessions for Focal Persons of Agencies and officials of Grievance Cell for preparation of pension cases after every two months. Monthly report must be submitted to this Secretariat.
 - ix) One day in a month may be allocated for targets /Review of Pension cases. This information must be shared with respective departments. Report in this regard may be submitted to this Secretariat.
 - x) Complaint handling system in AGPR should be computerized.
 - xi) "Special Service Unit" should be re-activated.
 - xii) Payment of Pension system through Bank Account. (Strategy may be made that all retired Government employees of BS-17 to BS-22 will get their

- xxii) On the issues of pension, AGPR should hold regular monthly meetings with Focal Persons of Agencies under intimation to this Secretariat.
- xxiii) Process of pension cases (Data) of Federal Agencies and AGPR must be automated and interconnected in next 30 days.
- xxiv) Establish Monitoring and Evaluation system for processing and completion of pension cases in next 30 days. Report must be submitted to this Secretariat.

5. Head of Agency must submit compliance report and presentation to this Secretariat on each point of (Para-3) by 15th March, 2016 positively and copy of the same may be forwarded to AGPR for necessary action at their end. The AGPR is also advised to submit their compliance report and presentation on the above points (para-4) to this Secretariat latest by 15th March, 2016. The 2nd meeting on the subject matter will be held in the 1st week of April, 2016 in Federal Ombudsman Secretariat, Islamabad.

BY ORDER OF THE HONOURABLE W/ FAQI MOHTASIB, MR. M. SALMAN FARUQUI, Nishan-e-Imtiaz.

(Hafiz Ahsaan Ahmad Khokhar)
Senior Advisor (Law)
Grievance Commissioner for
Overseas Pakistanis.

1. The Secretary, Cabinet Division, Islamabad.
2. The Secretary, Establishment Division, Islamabad.
3. The Secretary, Ministry of Finance, Islamabad.
4. The Secretary, Capital Administration and Development Division, Islamabad.
5. The Secretary, Ministry of Climate Change, Islamabad.
6. The Secretary, Ministry of Communication, Islamabad.
7. The Secretary, Ministry of Petroleum and Natural Resources, Islamabad.
8. The Secretary, Ministry of Foreign Affairs, Islamabad.
9. The Secretary, Ministry of Commerce, Islamabad.
10. The Secretary, Ministry of Industries and Production, Islamabad.