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

Islamabad, the 16<sup>th</sup> 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.

*Concerns JS (Admin)*  
Reference to this Secretariat's earlier letters dated 14.01.2016, 22.01.2016 and 28.01.2016 on the above subject.

*JS (Admin)*  
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:-

- i) 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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Ministry and in all the Departments. The correspondence with the AGPR on pension issues must be replied by the Focal Person within 48 hours. This information must be uploaded on the website along-with contact numbers of Focal Persons of every Ministry / Divisions / Department. Every Agency must draw a template showing the flow and activity of every pension case till its finalization by AGPR. Monthly report must be submitted to this Secretariat.

- iii) Parent department should initiate the case for finalization of pension dues within the time frame fixed by Government. Automated system within the Ministry/Division/Department be established for processing of pension cases with the help of AGPR or PIFRA or CGA which may be connected with AGPR for early settlement of pension claims of Government employees.
- iv) Head of Agency must fix one hour in every week for pending pension cases and for complaints of their employees. The Focal Person should also fix one hour in a day for hearing employees grievances related to pensions. Monthly report must be submitted to this Secretariat.
- v) Service book of the employees must be computerized, properly maintained and timely updated. The list of officials who will retire in next six months must be prepared and uploaded on website of every Ministry/Division/Department well before the date of retirement. This information must be shared with AGPR on fortnight basis. Monthly report must be submitted to this Secretariat.
- vi) Maintain computerized list showing the dates of retirement of all their officers and staff that are going to retire within a particular financial year and their names should be uploaded on the website.

- 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

information must also be placed at a prominent place of Ministry / Division / Department and in AIGPR for public awareness.

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