

कार्यालय मुख्य आयुक्त  
Office of the Chief Commissioner  
सीजीएसटी एवं केन्द्रीय उत्पाद शुल्क (जयपुर परिक्षेत्र), जयपुर  
CGST & Central Excise (Jaipur Zone), Jaipur

F. No.: GCCO/II/25/7/2024-ADMN

1513

**OFFICE ORDER No.: 10/2024**

Dated: 11.06.2024

**Subject: SOP for Processing of Pension cases**

Timely payment of pensionary benefits is crucial for livelihood and well-being of our retired officials.

2. However, it has been observed that in many cases such benefits are not being released in time. The reason is attributable to delay in processing of pension cases by the field formations. To alleviate the delay, it is imperative to adhere to the procedure and timelines prescribed under Pension Rules, 2021 at each and every level.

**3. The prescribed process & timelines:**

Processing of pension case should start one year before the date on which a government servant is due for retirement on superannuation or on the date on which he proceeds on leave preparatory to retirement. Further timelines are as follows:

S.No	Process	Action owner	Time Frame
a	Verification & determination of qualifying service & communication of facts to the retiring employees for action by employee as per Rule	Head of Office in consultation with PAO	To start 12 months before retirement and to be completed 8 months before the retirement date.
b	Submission of papers by employee	Retiring employee	6 months before retirement date.
c	Presentation of papers to Pay & Accounts Office	Head of Office	4 months before retirement date.
d	Checking the pension and gratuity admissible and forwarding the PPO to Pension Paying Authority	PAO	2 months before the date of retirement date.
e	Dispatch of PPO to CPAO (for issuing Special Seal of	PAO	Within two months from the date of receipt of pension

	Authority)		papers from the Head of Office as per Rule 63(4)(a).
f	Dispatch of Bank half of the PPO to <u>CPPC*</u> of <u>Authorized bank</u>	CPAO	Not later than 21 days from the date of receipt of the PPO as per Rule 63(4)(b)
g	Handing over of pensioner's half of the PPO to the Retiring Employee	Head of Office	Date of Retirement

\*CPPC : Centralised Pension Processing Cell.

4. In order to ensure timely disposal of pension cases, it is advised that a **“Pension Margdarshak Mandal (PMM)”** may be constituted in all jurisdictional Commissionerates. PMM may include following members:-

- (i) An officer of the rank of Deputy/Assistant Commissioner as **Pension Mitra**;
- (ii) DDO at Hqrs. office of the Commissionerate;
- (iii) A panel of willing retired officers (**Margdarshaks**), who can guide/advice the superannuating officers w.r.t. submission of required documents through the Bhavishya Portal. About five (5) Margdarshaks may be included in the panel.

5. The PMM shall be provided with a list of retiring officials for next two years by the Cadre Control Unit. The list shall be updated every six months. The PMM shall meet once a month to monitor the progress of processing of the pension cases. The PMM shall assign a Margdarshak for each retiring official especially Gr ‘C’ officials. Any slippage at any stage shall be taken up by the Pension Mitra with the authority for disposal.

6. The ADC/JC (Cadre Control Unit), O/o the Chief Commissioner, CGST & CX Jaipur Zone shall work as **‘Principal Pension Welfare Officer’ (PPWO)**. The PPWO shall ensure quarterly updation of list of officers superannuating in next twenty-four months & oversee the functioning of the process.

7. All the Pension cases delayed by more than a month may be brought to the notice of the concerned (Pr.) Commissioner by the PMM. Immediate action in such cases may be taken for disposal within next 15 days.

8. Delay of Pension cases beyond two months may invariably be reported to the Chief Commissioner through Principal Pension Welfare Officer.

9. The Pension Mitra of CGST & CX Jaipur shall also work as Nodal officer to deal with the cases pending at the level of Pay & Accounts Office, Jaipur.

10. Further, in case of retirement other than by superannuation such as Voluntary Retirement from government service, the head of office shall inform the concerned DDO within ten days from the date of acceptance of order by the competent authority and completion of pension process shall be ensured within 2 months after submission of pension papers by the officer.

11. In the unfortunate event of death of an employee, the respective Pension Mitra should take proactive steps for identification of family/ dependents and get the process initiated.

12. Issues of technical glitches such as login issues, password changes may be addressed to the contact numbers (0141-24640650) provided for Technical Help in the Bhavishya portal and / or email ID [bhavishya@nic.in](mailto:bhavishya@nic.in).

13. These instructions are being issued for general guidance. These are supplementary to any other instructions issued by the Board/ Government.

This issues with approval of the Chief Commissioner.

Signed by

~~Babneet Tu~~

(~~Babneet Tuli~~)

Additional Commissioner

Date: 11-06-2024 16:08:1

**Copy to-**

- (i) PPS to the Member (GST & Zonal Incharge), CBIC, New Delhi for information.
- (ii) The Pr. Commissioner/ Commissioner, CGST & CX, Jaipur/ Alwar/ Jodhpur/ Udaipur/ Audit – Jaipur/ Audit – Jodhpur/ Appeals – Jaipur/ Appeals – Jodhpur/ Customs (Prev.), Jodhpur Hqrs. at Jaipur.
- (iii) The Pay & Accounts Officer, Customs & CGST, Jaipur.
- (iv) All Staff Associations.
- (v) Notice Board/ Guard File
- (vi) Webmaster for uploading on Zonal Website.