

Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension & Pensioners' Welfare

Dated: 15th June, 2023

Welcome Address of V.Srinivas, Secretary Department of Pension and Pensioners' Welfare at launch function of achievements booklet of DPPW "9 Years of Seva, Sushasan and Garib Kalyan".

I extend warm and hearty welcome to Hon'ble MOS (PP) Dr. Jitendra Singh, and thank him for his leadership to the Department of Pension and Pensioners' Welfare for the period 2014-2023.

I also extend warm and hearty welcome to Sh. S S Dubey, CGA, Sh. Alok Kumar Choudhary (Managing Director-Retail Business & Operations) SBI, Smt. Shankari Murali, Addl CGA, Shri S N Mathur, AS, Pension, Ms. Sammita Sachdev, GM, Bank of Baroda, Bankers from 17 Pension Disbursing Banks, senior officers from all Min/Depts and CAPFs, 300 Nodal officers of CPENGRAMS and ANUBHAV and representatives of all Pensioners Welfare associations joining through VC.

Let me quote the words of Hon'ble Prime Minister on this occasion '*As we complete 9 years in the service of the Nation, I am filled with humility and gratitude. Every decision made, every action taken, has been guided by the desire to improve the lives of people. We will keep working even harder to build a developed India.*'

These words of the Hon'ble Prime Minister have been diligently translated into action by Hon'ble MOS PP Dr. Jitendra Singh ji. Under his leadership, the DPPW has undergone a digital transformation, the impact of which has benefitted millions of pensioners.

The DPPW has undertaken significant measures to improve pensioners wellbeing in a number of areas – timely sanction of pension and online disbursal, greater efficiency in issue of Digital Life Certificates, speedy resolution of pensioners grievances in 30 days, timely updation of pension rules/ circulars, constant engagement with pensioners on matters of health care, policy

circulars. The steps undertaken in these areas include the implementation of Bhavishya for online pension processing, operationalization of the Integrated Pensioners Portal in collaboration with Banks, Digital Life Certificates using face authentication technology, the DLC campaign in 37 cities and engagement with CGHS hospitals. Each of these policy interventions received enthusiastic support from the Controller General of Accounts, the State Bank of India, UIDAI, National Health Authority, all stakeholder Ministries/ Departments/ institutions. The Nationwide DLC Campaign was conducted in 37 cities/locations in 2022 and resulted in achieving 35.86 lac DLCs. The DPPW brings out a monthly publication of data sets on pending PPO's and CPENGRAMS cases and monitors Department/ Ministry wise pendency.

In February 2023, the Hon'ble Prime Minister in the Chintan Shivir of Ministry of Personnel, Public Grievances and Pensions shared his vast experience in governance and urged officials that impersonal governance models need to find life through deep personal commitment. The message was '*The Pensioner is the Centrality to the Department's Journey*'. In pursuance of the Chintan Shivir deliberations, the Pre-Retirement Counselling workshops and Pension Adalats were enlarged in size and scope to encourage direct interactions between Department of Pension and Pensioners. The Department received enormous support from all Pension Disbursing Banks, who participated in the exhibition on banking services for retiree employees during the PRC. The Pension Adalat conducted after focused preparations in multiple cities with multiple stakeholders resulted in significant redressal of pensioner grievances. The Pension Adalat also brought forth the structural rigidities in timely sanction of pensions in CAPF's particularly BSF. The Department of Pension has engaged with BSF officials, the Principal CCA of MHA and senior officials of Ministry of Home Affairs, to streamline the processes.

The Department of Pension and Pensioners Welfare is a custodian of a number of Pension Rules. The CCS Pension Rules 1972 were reviewed and rationalised and notified as CCS Pension Rules 2021, the CCS Extraordinary Pension Rules, 1939 were reviewed and rationalized and notified as CCS Extraordinary Pension Rules, 2023. Important policy circulars in compliance of judgments of Hon'ble Supreme Court and High Courts were issued.

ANUBHAV Awards Scheme was rationalized in consultation with Ministry of Home Affairs as part of the larger exercise of revamp of Government Awards. Following the rationalization,

the Awards scheme was implemented and ANUBHAV Awards for the years 2020, 2021 and 2022 were conferred in October, 2022. The Anubhav Awards Scheme is an important scheme for documenting the administrative history of India through employee narratives. The Anubhav Awardees Speak webinar series was introduced for facilitating exchanges amongst Award Winners and dissemination and hitherto 6 webinars were conducted.

The Department of Pension and Pensioners Welfare is amongst the most agile and empathetic departments of Government of India. It is a symbol of excellence of modern India's fully transformed digital public institution. On this day as we mark '*9 Years of Seva, Sushasan and Garib Kalyan*', I thank the Hon'ble MOS PP, the Ministries/ Departments, Officials representing Banks/ CAPFs for your support. I congratulate all officials of the Department led by Shri Sanjiv Mathur ji as we rededicate ourselves to the *Nation First approach* elucidated by the Hon'ble Prime Minister. In 2023-24, in the 10th year of Government, the Department of Pension would continue to pursue dedication and excellence.

Thank you.

.....