

TRADE DEVELOPMENT AUTHORITY OF PAKISTAN
GOVERNMENT OF PAKISTAN
(Coordination Section)

No: TDAP-(101)/Pension Cell/2017

Dated: 19.09.2017

Mr. Laiq Daraz Khan
Deputy Secretary (Admn/Fin),
Ministry of Commerce
Islamabad.

Subject: **MINUTES OF THE MEETING REGARDING COMPLIANCE REPORT FOR PRESENTATION IN WAFAQI MOHTASIB OMBUDSMAN'S SECRETARIAT REGARDING ESTABLISHMENT OF PENSION CELL**

Dear Sir,


Reference Ministry of Commerce letter No. 12(5)/2016-HR/CP dated 25th July 2017 on the subject.

2. Following the instructions of Wafaqi Mohtasib, TDAP has established a Pension Cell with the details given below:

S.No.	Instructions of Wafaqi Mohtasib	Officers appointed
1.	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 the contact numbers of focal persons of every Ministry / Divisions / Department	Director General (Management Services Division) has been appointed as Focal Person. Phone No. 02199202717 Fax No. 02199206464 Email.Javid.akhtar@tdap.gov.pk
2.	Establishment of independent pensioner's cell for dealing with the issues of pension cases and for complaints of Government employees within the 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 / Division / Department. Every Agency must draw a template showing the flow and activity of every pension cases till its finalization by AGPR. Monthly report must be submitted to this Secretariat.	A Pension Cell in the Establishment Section under Deputy Director (Estt-I) has been established.
3.	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.	
4.	Head of Agency must fix one hour in every week for pending pension cases and for complaints of their employees. The Focal Persons should also fix one hour in a day for hearing employees grievances related to pensions. Monthly report must be submitted to this Secretariat.	Secretary, TDAP has fixed Monday in very week for hearing pension cases. (The information has been circulated.)

5.	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.	Being complied
6.	Maintain computerized list showing the date of retirement of all their officers and staff that are going to retire within a particular financial year and their names should be loaded on the website.	Being complied
7.	Head of Department should monitor and ensure fast track completion of service record 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.	
8.	Ensure that all the pension cases should be processed and finalized well before the retirement date of employees. The cases under process should be uploaded on website of every Ministry / Division / Department 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.	
9.	Process of pension cases (Data) of Federal Agencies and AGPR must be automated interconnected in next 30 days.	Being complied
10.	Establish Automated Monitoring and Evaluation System within the Ministry / Division / Department for reviewing / evaluating the process and completion of pension cases. Monthly report must be submitted to this Secretariat.	Being complied

3. This is for kind information please.


 (Ashiq Hussain)
 Deputy Director (Coord)