

GOVERNMENT OF ODISHA
FINANCE DEPARTMENT

Office Memorandum

No. 35175 /F.
FIN-TRY-MISC-17-2016

Dated 29.11.2017

प्रधान महालेखाकार का कार्यालय (ले.एच.ई.) Office of the Pri. Accountant General (A&E)
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तेलंगाना, हैदराबाद Telangana, Hyderabad-500 004.

Sub: **Procedure for submission of online/offline application for revision of pension in IFMS Odisha.**

The modalities for Revision of Pension in case of State Government Pensioners/ Family Pensioners as per the recommendations of 7th Pay Commission have been prescribed vide Government in Finance Department Office Memorandum No-28300/F, Dt. 23.09.2017. Accordingly, Pensions / Family Pensions have been revised at the level of Pension Disbursing authorities (PDAs) by multiplying a factor of 2.57 to the Basic Pension on Dt.31.12.2015 (including commutation and excluding additional pension, ex-gratia etc. if any) and revised pension have been disbursed w.e.f. September-2017.

Subsequently Finance Department in order to ensure smooth, quick and hassle free disposal of Pension Revision Application have allowed the State Government pensioners / family pensioners to apply **online** by filling up the Application in Annexure-"C" for revision of pension through portal named "ARPANA" as per the amended provisions of Para 4.16 of the aforesaid Office Memorandum vide Addendum dated 20th November, 2017. Besides, pensioners / family pensioners can also submit application **offline** for their basic pension / family pension by submitting the Annexure-"C" along with copy of the front page of the PPO/FPPO directly in the Office of the Pension Disbursing Authority.

Application for re-determination of Basic Pension:

The application for re-determination of the basic pension is to be submitted in prescribed Form (Annexure-C) by the pensioner to the respective Pension Disbursing Authorities (PDAs). The Pension Disbursing Authorities after necessary verification at their level shall prepare a statement in Annexure-D of the Finance Department O.M. No. 28300/F, Dt. 23.09.2017 and submit the same to the Pension Issuing Authorities [A.G.(A&E), Odisha/ Controller of Accounts, Odisha] for re-determination of the basic pension through the District / Special Treasury where the 1st payment of pension was made or the Pension Payment Register of the pensioner is maintained.

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In the aforesaid process, the application for re-determination of the basic pension is required to move through multiple channels causing delay in processing of the application. The pensioner may face difficulty in ascertaining the status of his / her application. He / she may also visit Treasuries / Banks / AG (O) / Controller of Accounts to pursue and expedite the process of re-determination of basic pension. In order to obviate such inconveniences and expedite the process of re-determination of the basic pension, Government have instituted an online system through a dedicated web portal called "ARPANA".

Availability of the online portal "ARPANA":

The online portal "ARPANA" for re-determination of pension shall be available in the internet with the domain name www.pension.odishatreasury.gov.in. It can also be accessed through a link provided in the home page of IFMS, Odisha (www.odishatreasury.gov.in / www.ifmsodisha.gov.in).

Now Government have been pleased to lay down the following detailed procedure for submission online/offline application for revision of pension / family pension in IFMS, Odisha for the benefits of the pensioners / family pensioners in detail:

(A) Application for revision of pension using Aadhaar number authentication:

Pensioner may choose the link provided in the home page of the "ARPANA" portal for online submission of the pension re-determination application using Aadhaar number authentication. The pensioner has to provide his pension related information as per the prescribed format in the portal. He /she shall have to provide his mobile number so that the SMS alert about the status of processing of his application can be intimated to him / her.

Pensioner can authenticate the application by using his Aadhaar number. The pensioner will have the option of authentication either through One Time Password (OTP) which will be received in his / her registered mobile or through biometric impression given in the devices registered with UIDAI. After necessary authentication, an Application ID will be generated by the portal which will be communicated to the pensioner through SMS.

Pensioners who have authenticated the online application need not submit any hardcopy to the Pension Disbursing Authority. The Pension Disbursing Authority will verify the online application submitted by the pensioner by accessing the portal and enter the information relating to Annexure-D using his/her Aadhaar number and forward it to the District / Special Treasury, as the case may be. The District / Special Treasury will verify the online application and the Annexure-D submitted by the Pension Disbursing Authority in the portal against the P.P.O. register maintained by them and transmit it to the Pension Issuing Authorities.

In case of any defect in the application, the Pension Disbursing Authority or the District / Special Treasury may reject the request for re-determination with supporting reason. The fact of such rejection will be communicated to the pensioner through SMS and e-mail.

After re-determination of pension by the Pension Issuing Authority, the fact of such revision shall be entered by the Pension Issuing Authority in the online portal and it shall be intimated to the pensioner.

On receipt of the revised authority, the pensioner can submit the revised authority to the Pension Disbursing Authority for carrying out necessary revision of pension at their end.

(B) Application for revision of pension not using Aadhaar number authentication:

Pensioner may choose the link provided in the home page of the "ARPANA" portal for online submission of the pension re-determination application not using Aadhaar number authentication. The pensioner has to provide his pension related information in the prescribed format along with mobile number in the portal.

Pensioner who will not use Aadhaar authentication can take a printout of the application after successful submission of their information relating to re-determination of pension in the portal. The printed copy of the application will contain the unique identification number. Pensioner shall submit the printed copy of the application to the respective Pension Disbursing Authority under his signature.

The Pension Disbursing Authority will verify the data entered in the hardcopy of the application submitted by the pensioner by accessing the portal and enter the

information relating to Annexure-D using his/her Aadhaar number and forward it to the District / Special Treasury, as the case may be. The District / Special Treasury will verify the online request for re-determination of the pension and the Annexure-D submitted by the Pension Disbursing Authority in the portal against the P.P.O. register maintained by them and transmit it to the Pension Issuing Authorities.

In case of any defect in the application, the Pension Disbursing Authority or the District / Special Treasury may reject the request for re-determination with supporting reason. The fact of such rejection will be communicated to the pensioner through SMS and e-mail.

After re-determination of pension by the Pension Issuing Authority, the fact of such revision shall be entered by the Pension Issuing Authority in the online portal and it shall be intimated to the pensioner.

On receipt of the revised authority, the pensioner can submit the revised authority to the Pension Disbursing Authority for carrying out necessary revision of pension at their end.

(C) Application for revision of pension not using the "ARPANA" portal:

Pensioner can also submit application for re-determination of their basic pension by submitting the Annexure-C along with copy of the front page of the PPO/FPPO directly in the office of the Pension Disbursing Authority.

The Pension Disbursing Authority will verify the information submitted by the pensioner in the Annexure-C and prepare the Annexure-D on the basis of the information available in the office record. Subsequently, the Pension Disbursing Authority will undertake the exercise of entering both Annexure-C & Annexure-D in case of the above category of application in the "ARPANA" portal using their user ID & password. After necessary approval at their level, the Pension Disbursing Authority shall forward the application to the District / Special Treasury or Pension Issuing authority, as the case may be using his/her Aadhaar authentication.

The processing of the above application received in hardcopy by the Pension Disbursing Authority from the pensioner will also be made through the online portal to facilitate speedy disposal of the application and ensure transparency. The

responsibility for entry of the data furnished by the pensioner in the hardcopy will be undertaken by the Pension Disbursing Authority.

On receipt of the revised authority, the pensioner can submit the same to the Pension Disbursing Authority for carrying out necessary revision of pension at his/her end.

The PDA will normally complete the activities relating to disposal of application for revision of pension as per the following Service Delivery Matrix.

Service Delivery Matrix:

Type of Application	Name of the Authority	Activities	Processing Time
Online Application using Aadhaar number authentication	Pension Disbursing Authority	Verification and approval of Annexure-C	7 working days
		Preparation of Annexure-D	
		Transmission to District / Special Treasury	
Online Application not using Aadhaar number authentication	Pension Disbursing Authority	Scrutiny of the printed copy of the application	15 working days after receipt of the hardcopy of the application
		Verification and approval of Annexure-C	
		Preparation of Annexure-D	
		Transmission to District / Special Treasury	
Submission of physical Application	Pension Disbursing Authority	Scrutiny of the printed copy of the application	30 working days from the date of receipt of physical application
		Verification and approval of Annexure-C	
		Preparation of Annexure-D	
		Transmission to District / Special Treasury	
Application using Aadhaar number / not using Aadhaar number / physical application	District Special Treasury /	Verification with the PPO register and transmission to Pension Issuing Authority	7 working days

Monitoring of the service delivery:

The "ARPANA" portal will provide reports relating to the pendency of application at various levels to the Competent Authority for monitoring and to

expedite disposal of Pension Application. The portal will also provide e-mail and SMS alert to the Pension Disbursing Authorities / District & Special Treasuries in case there is delay in delivery of services as per the service delivery matrix.

Mechanism for grievance redressal:

The pensioner will have an option for lodging his/her grievance through the online portal. The grievance will be addressed in a time bound manner. There will also be facility for Help Desk support to address any difficulty in using the services of the portal.

Implementation:

The portal has been made available to the public w.e.f. 21st November, 2017. Pension revision applications received, if any, after the launching of the portal will be processed as per the provisions of the Office Memorandum and pensioners /family pensioners need not resubmit the pension revision application. Besides, any application received by the Pension Disbursing Authority before the launching of the portal will also be processed as per the provisions of the Office Memorandum within a period of 30 days from the date of issue of the Memorandum through the portal.



Principal Secretary to Government

Memo No. 35176 /F., Dated. 29.11.2017

Copy forwarded to All Departments of Government/ All Heads of Departments / All Collectors / All District and Sessions Judges / Deputy Accountant General, Orissa, Puri / Secretary to Governor / Principal Secretary to Chief Minister/ Secretary to Orissa Legislative Assembly / Principal, Secretariat Training Institute, Bhubaneswar / Director General, Gopabandhu Academy of Administration, Bhubaneswar / Director, Madhusudan Das Regional Academy of Financial Management, Bhubaneswar / Manager, Reserve Bank of India, Public Accounts Department, Bhubaneswar for information.


Under Secretary to Government

Memo No. 35177 /F., Dated. 29.11.2017

Copy with nine spare copies forwarded to the Principal Accountant General (A&E), Odisha, Bhubaneswar for information and immediate necessary action.


Under Secretary to Government

Memo No. 35178 /F., Dated. 29.11.2017

Copy forwarded to Directorate of Treasuries and Inspection, Odisha, Bhubaneswar/ Controller of Accounts, Odisha, Bhubaneswar/ All Treasury Officers of District Treasuries and Special Treasuries / Sub-Treasuries (two copies each) for information and immediate necessary action.


Under Secretary to Government

Memo No. 35179 /F., Dated. 29.11.2017

Copy forwarded to the Regional Manager, Central Bank of India, 94, Janpath, Unit-III, Bhubaneswar (2copies)/ Zonal Office, Andhra Bank, Zonal Office, M-14, Baramunda, Bhubaneswar (2 copies)/ Zonal Manager, Bank of India, Bhubaneswar Zone, STAR HOUSE, 1/ID, Jayadev Vihar, Nayapalli, Bhubaneswar (2 copies)/Regional Manager, Union Bank of India, regional Office, 3/1A, Civic Centre, IRC Village, Nayapalli, Bhubaneswar (2 copies)/ Regional Manager, Allahabad Bank, Zonal Office, 3/IB/ Civic Centre, IRC Village, Nayapalli, Bhubaneswar (2 copies)/ Indian Overseas Bank, Regional Office, B/2, West Saheednagar, BBSR -751007, Bhubaneswar (2 copies) /Circle Office, Indian Bank, B/2 Saheeddnagar (East), Bhubaneswar (2 copies)/ Regional Manager, regional Office, United Bank of India,

88-A, Kalpana Area, Bhubaneswar (2 copies)/ Zonal Manager, UCO Bank, UCO Bank Building, C-2 Ashok Nagar, Bhubaneswar (2 copies)/ Circle Office, Punjab National Bank, 4th Floor, Deendayal Bhawan, Ashok Nagar, Janapath, Bhubaneswar (2 copies)/Circle Office, Canara Bank, Circle Office, 1st Floor, Red Cross Bhavan, Sachivalaya Marg, Unix-IX, Bhubaneswar (2 copies)/ Local Head Office, State Bank of India, III/1, Pt. Jawaharlal Nehru Marg, Bhubaneswar (2 copies)/ Regional Manager, Bank of Baroda, Plot No- 171, Bhouma Nagar, Unit-IV, Bhubaneswar(2 copies) for information and immediate necessary action.


Under Secretary to Government

Memo No. 35180 /F., Dated. 29.11.2017

Copy forwarded to Accountant General (A&E) of State Governments /Union Territories in India (as listed below). Andhra Pradesh, Hyderabad (2 copies) / Bihar, Patna (2 copies) / Madhya Pradesh, Gwalior (2copies) / Maharashtra, Mumbai (2 copies) / Maharashtra, Nagpur-440001 (2 copies) / Uttar Pradesh, Allahabad (2 copies) / West Bengal, Kolkata (2 copies) / Gujarat, Ahmedabad (2copies) / Tamilnadu, Chennai(2 copies) / Karnataka, Bangalore (2 copies) / Rajasthan, Jeypur (2copies) / Assam, Guwahati (2 copies) / Kerala, Thiruananthapuram (2 copies) / Punjab, Chandigarh (2copies) / Haryana, Chandigarh (2copies) / Himachal Pradesh, Simla (2 copies) / Jammu & Kashmir, Srinagar (2 copies)/ Arunachal Pradesh, Itanagar (2copies) / Manipur, Imphal (2copies) / Tripura, Agartala (2copies) / Meghalaya, Shillong (2 copies) / Nagaland, Kohima (2 copies) / Jharkhand, Ranchi (2 copies) / Chattishgarh, Raipur (2 copies) / Uttaranchal, Dehradun (2 copies) / Pay and Accounts Officers, Tis Hazari, Delhi (2 copies) / Controller of Accounts, Delhi (2 copies) for information and immediate necessary action. He is requested to circulate this Resolution among the pension paying public sector banks functioning within the jurisdiction of the concerned State for prompt payment to the Orissa State Pensioners.


Under Secretary to Government

Memo No. 35181 /F., Dated. 29.11.2017

Copy forwarded to the Deputy Secretary to Government of India, Ministry of Personnel, P.G. and Pension, Department of Pension and Pensioners Welfare, New Delhi / Deputy Chief Accountant, Reserve Bank of India, Department of Government

and Bank Accounts, Central Office, 4th Floor, Byculla Office Building, Opposite Mumbai Central Station Byculla, Mumbai 400008 for information and necessary action.

81
29/11/17

Under Secretary to Government

Memo No. 35182 /F., Dated. 29.11.2017

Copy forwarded to the Director, Printing, Stationery and Publication, Odisha, Cuttack with a request to publish the order in the Odisha Gazette and supply 200 copies to the Finance Department.

81
29/11/17

Under Secretary to Government

Memo No. 35183 /F., Dated. 29.11.2017

Copy forwarded to the President, Odisha Retired Government Employees Association, Plot No.30, Goutam Nagar, BBSR - 751014 for information.

81
29/11/17

Under Secretary to Government

Memo No. 35184 /F., Dated. 29.11.2017

Copy forwarded to all Officers and all Branches of Finance Department / Deputy Examiner, Local Fund Audit, Finance Department / Efficiency Audit Organisation, Finance Department for information.

81
29/11/17

Under Secretary to Government

Memo No. 35185 /F., Dated. 29.11.2017

Copy forwarded to the Head of Portal Group, I.T. Centre, Secretariat, Odisha for information and necessary action.

H e / She is requested to launch this Resolution regarding revision of Pension / Family Pension in respect of pre-2016 and post - 2016 Pensioners/ Family Pensioners in the Website (www.orissa.gov.nic.in/finance/index.htm) of Finance Department for General Information.

81
29/11/17

Under Secretary to Government

