

**GOVERNMENT OF ODISHA
FINANCE DEPARTMENT**

OFFICE MEMORANDUM

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

Dt. 29.11.2017

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 Pensioner/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 Septemeber-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 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.

In the aforesaid process, the application of r 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 inconveniencies 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 / 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 suing 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 Aadhar 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 Aadhar 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 report relating to the pendency of the 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.

(Tuhin Kanta Pandey)
Principal Secretary to Government