



R F D

RESULTS – FRAMEWORK DOCUMENT

FOR

**CENTRAL PENSION
ACCOUNTING OFFICE**

For the year 2013-14

Section 1:

Vision, Mission, Objectives and Functions

VISION

Committed to provide excellence in pension delivery and Accounting to Central Civil Pensioners

MISSION

- Effective and correct Accounting
- Realistic Budgeting
- To ensure accurate and prompt authorization of pension
- Effective Grievance Redressal Mechanism for pensioners
- Leverage information and Communication technology to achieve intended goals
- To provide information to all stakeholders
- Promote professional integrity through a dedicated team to service ethos
- Checks and balances – through robust and computerized internal audit

OBJECTIVES

1. To establish systems and processes for correct and timely accounting
2. To prepare systems for formulation of budget for pension payment
3. Error free and prompt authorization of pension
4. To provide quality service to our pensioners including redressal of grievances in a time bound manner
5. To develop relational data base of all the pensioners
6. Information dissemination through internet and other modes to increase transparency
7. To make effective coordination among all channels responsible for arranging payments to pensioners/family pensioners
8. Conduct Internal Audit of processes and systems of pension payment and Accounting through CAAT

Section 1:

Vision, Mission, Objectives and Functions

FUNCTIONS

1. Accounting of pension payments
2. Authorization of pension to pensioners
3. Capturing, maintaining and monitoring data of all pensioners
4. Preparation and control of Pension Budget and various analysis
5. Internal Audit

Section: 2

S. No.	Objectives	weight	Action	Success Indicator	Unit	Weight	Target/Criteria/Value				
							Excellent	V. Good	Good	Fair	Poor
1	Authorisation to banks by issuing Special Seal Authority	15	i)Diary of new PPOs/ amendments/revision received from Pay and Accounts Offices of various Ministries/ Departments and distribute it to respective Authorisation Section (Section I, II & III) and after completion of the job dispatch it to the respective Banks	Percentage of cases done in 10 days vis-à-vis received	%	5	100	90	80	70	60
			ii) Making entry in computer by Data Operator, verification of Draft Authority, generation of Final Authority signed it under Special Seal Authority and prepare envelope for final dispatch to the bank	percentage of cases done in 30 days	%	10	100	90	80	70	60
2	Direct Disbursement of New Pension Scheme –Addition Relief (AR)	10	i)Scrutiny and validation of PPO and dispatch to the respective banks of the Pensioners	Percentage of cases received and done in 30 days	%	5	100	90	80	70	60
			ii) Preparation of the bill and authorize the bank for credit to the pensioners' accounts.	Percentage of cases done in 10 days	%	5	100	90	80	70	60
3	Disposal of Grievances pertaining to CPAO	10	Registration of grievances and allocation of Registration ID and send it to concerned section for response	Percentage of grievances received and sent to respective	%	3	100	90	80	70	60

				section within 7 days							
			Preparation of response and reply to the pensioners/aggrieved official	Percentage of responses made within 30 days	%	7	95	90	80	70	60
4	Facilitation of information to pensioners	5	Collecting the information from the respective section and prepare the response and deliver to the concerned offices/persons	Percentage of cases received and information provided within 5 working days	%	5	100	90	80	70	60
5	Budget	10	Collection and compiling the data from various Ministries/Departments, AGs, Banks and prepare the BE, RE and final Budget	Within time line as prescribed by the Budget Division of Ministry of Finance	days	10	Within time	Late by 10 days	Late by 20 days	Late by 25 days	Late by 30 days
6	Consolidation of Account	10	Collection of data from pre-Check, consolidated figures and submission of account	Within time line as prescribed by the CGA	days	10	Within time	Late by 1 day	Late by 2 days	Late by 3 days	Late by 5 days
7	Compilation of bank vouchers and reconciliation	20	Diary, Scrutiny of scrolls, entry in computerized system and entry of 'put through statement'	2 months after the receipt	days	20	Within time	Late by 10 days	Late by 20 days	Late by 30 days	Late by 40 days
8	Vendors payments/claims of other officials	10	Examination of voucher, get its sanction	Within 15 days after the receipt	days	5	Within time	Late by 5 days	Late by 10 days	Late by 20 days	Late by 30 days
			Payment after preparation of bill and making necessary entries in the Stock/other registers	Within 15 days after obtaining sanction	days	5	Within time	Late by 10 days	Late by 15 days	Late by 20 days	Late by 30 days
9	Internal Audit	10	Inspect the records of the office/banks. Prepare the Inspection report and submit it to Head quarter	30 days after the inspection is over	days	5	Within time	Late by 15 days	Late by 20 days	Late by 30 days	Late by 40 days
			Vetting and getting approval of the competent authority and issue final inspection report to the inspectee	30 days after submitting the report from the inspection party	days	5	Within time	Late by 10 days	Late by 15 days	Late by 20 days	Late by 30 days

Inter Se Priorities among Key objectives, Success Indicators and Targets

Section: 3

Trend Value of Success Indicator

Sl. No.	Objective	Action	Success Indicator	Unit	Actual Value	Actual Value of the FY 11/12	Target Value for the FY 12/13	Projected Value for the FY 13/14	Projected Value for the FY 14/15
1	Authorisation to banks by issuing Special Seal Authority	i)Diary of new PPOs/ amendments/revision received from Pay and Accounts Offices of various Ministries/ Departments and distribute it to respective Authorisation Section (Section I, II & III) and after completion of the job dispatch it to the respective Banks	Percentage of cases received and done	%				90%	90%
		ii) Making entry in computer by Data Operator, verification of Draft Authority, generation of Final Authority signed it under Special Seal Authority and prepare envelope for final dispatch to the bank	percentage of cases received and done	%				90%	90%
2	Direct Disbursement of New Pension Scheme –Addition Relief (AR)	i)Scrutiny and validation of PPO and dispatch to the respective banks of the Pensioners	Percentage of cases received and done	%				90%	90%
		ii) Preparation of the bill and authorize the bank for credit to the pensioners' accounts.	Percentage of cases in hand and done	%				90%	90%
3	Disposal of Grievances pertaining to CPAO	Registration of grievances and allocation of Registration ID and send it to concerned section for response	Percentage of grievances received and sent to	%				90%	90%

			respective section within 2 days							
		Preparation of response and reply to the pensioners/aggrieved official	Percentage of responses made within 21 days	%				90%	90%	
4	Facilitation of information to pensioners	Collection the information from the respective section and prepare the response and deliver to the concerned.	Percentage of cases received and information provided within 2 working days	%				90%	90%	
5	Budget	Collection and compiling the data from various Ministries/Departments, AGs, Banks and prepare the BE, RE and final Budget	Within days as prescribed by the Budget Division	days				90%	90%	
6	Consolidation of Account	Collection of data from pre-Check, consolidated figures and submission of account	Within days as prescribed by the CGA	days				90%	90%	
7	Compilation of bank vouchers and reconciliation	Diary, Scrutiny of scrolls, entry in computerized system and entry of 'put through statement'	Within days as decided by the competent authority	days				90%	90%	
8	Vendors payments/claims of other officials	Examination of voucher, get its sanction	Within days as decided by the competent authority	days				90%	90%	
		Payment after preparation of bill and making necessary entries in the Stock/other registers	Within days as decided by the competent authority	days				90%	90%	
9	Internal Audit	Inspect the records of the office/banks. Prepare the Inspection report and submit it to Head quarter	Within days as decided by the competent authority	days				90%	90%	
		Vetting and getting approval of the competent authority and issue final inspection report to the inspectee	Within days as decided by the competent authority	days						

Mandatory Success Indicators for 2013-14

Objective	Actions	Success Indicator	Unit	Weight %	Target/Criteria Value					
					Excellent	Very good	Good	Fair	Poor	
					100%	90%	80%	70%	60%	
1	Efficient Functioning of the RFD System	Timely submission of Draft RFD (2013-14) for Approval	On-time submission	Date	2	May 15, 2013	May 16, 2013	May 17, 2013	May 20, 2013	May 21, 2013
		Timely submission of Results for RFD (2012-13)	On-time submission	Date	1	May 1 2013	May 2 2013	May 5 2013	May 6 2013	May 7 2013
2	Administrative Reforms	Implement ISO 9001 as per the approved action plan	% implementation	%	2	100	95	90	85	80
		Prepare an action plan for innovation	On time submission	Date	2	July, 30 2013	Aug. 10 2013	Aug, 20 2013	Aug,30 2013	Sep,10 2013
3	Improving Internal Efficiency/responsiveness/service delivery of Ministry/ Department	Implementation of Sevottam	Independent Audit of Implementation of Citizen's Charter	%	2	100	95	90	85	80
			Independent Audit of Implementation of public grievance redressal system	%	2	100	95	90	85	80
			Total Weightage			11				

Section: 4

Description and Definition of Success Indicators And Proposed Measurement Methodology

The success indicators and the proposed methodology have been indicated in Table. Barring a few indicators, performance against each activity may be seen through a computerized system of CPAO. There are some of the indicators such as internal audit, where performance needs to be measured after collating data from concerned section.

Section 5:

Specific Performance Requirements from other Departments

Quick finalization of Pension Cases such a revision of pension cases, prompt response and other related information depend upon all the Heads of Offices and Pay and Accounts Offices of the respective Ministries/Departments. No. of cases sent by them, flow of cases and accuracy of the cases also decide the outcome at CPAO as sudden spurt of cases may create bottleneck in CPAO. Grievances can be effectively settled after obtaining necessary inputs from the concerned departments and banks. Therefore, timely information from them is a must to decisively conclude the grievances registered with CPAO.