

Public Administration Circular No: **07/2018**

My No: Pns/P8/02/17

Ministry of Public Administration,
Management, Law and Order

Independence Square,

Colombo 07

24.05.2018

To all Secretaries of Ministries,
Chief Secretaries of Provinces,
District Secretaries,
Heads of Departments and
Divisional Secretaries,

Acceleration and formalization of the payment process of pension

Since it is observed that delays occur in the payment process of pension, even though necessary provisions have been made by circular No. 121 dated 14.06.1978 and Pension Circular No. 03/2015 dated 24.04.2015 to accelerate the payment process of pension, this circular is issued in order to accelerate the payment process.

01. Establishment of Pension Division

- I. At such occasions where a large number of officers is attached to the institution, action shall be taken to establish a Pension Division at such institution. A precise arrangement shall be made at institutional level to perform the activities promptly and properly, which are connected to the pension of the public officers serving attached to the institutions under all Ministries and Provincial Councils. In case of a Ministry, this Pension Division may be established under the Additional Secretary (Administration). In the meantime, it is advisable to establish this Pension Division under the Deputy Chief Secretary (Administration) and Director (Administration) at a Provincial Council and Department respectively.
- II. The Pension Division shall take action to ensure proper coordination with the Ministry of Public Administration and the Department of Pensions.

- III. This division shall review the progress of the process while making necessary directions and follow up actions enabling to ensure the entitlement of officers to the pension, who are serving at Ministries or Departments, settle the issues connected with pensions promptly, expedite the retirements, award the pension gratuity, monthly pension and final benefit on due date after the retirement.
- IV. Taking action to prepare the files connected to the retirements, which are not decentralized and to expedite the process avoiding delays is an important function fallen under the Pension Division.
- V. If a database has so far not been prepared for all the officers who are reaching the age of retirement in all public offices (Officers who are reaching the age of 54 years and 6 months), action shall be taken to prepare the database and maintain it with necessary updating. It is highly essential to include the name, post, date of first appointment, date of birth and the number of the National Identity Card of the officer included in the database.
- VI. Action shall be taken to send this Ministry a report containing the names of sub offices under all Ministries and Departments, where pension files are prepared and the name of the relevant Staff Officer to the Department of Pensions along with a copy to this Ministry in order to maintain an accurate database on the public institutions, which prepare pension files, within the Department of Pensions. If any new sub office, which prepares such pension files, is established, this Ministry and the Director General of Pensions shall be informed prior to the establishment of such division.

02. Maintenance of personal files

- I. Following documents should be included in the personal file of the officer.
 - Letter of appointment
 - Original of the certificate of birth
 - Letter of confirmation in the service
 - Letter confirming that the officer has passed the Efficiency Bar examination
 - Letters which are connected to the promotion and changes made in the service.
 - Letters on disciplinary orders

The history sheet shall be maintained properly and accurately, updating the information i.e. period of service, annual salary as at the date of retirement, particulars on the confirmation in the service. Accordingly, a check list may be maintained in respect of the personal file.

- II. The files which are updated after the officer's age of 54 years and 6 months shall be updated annually up to the date of retirement of the officer concerned and such file shall be examined by the respective Staff Officer. The particulars such as promotions to which the retiring officer is eligible, salary increments, calculation of accurate period of service and leave shall be updated properly enabling the retirement of officers without any delay.

- III. At special occasions where it is not possible to find the documents and particulars relevant to the service records of the officer, the Head of the Department shall appoint an Investigation Committee consisting of two Staff Officers. If such Staff Officers are not available in the respective institution, the committee shall be appointed obtaining Staff Officers from a public office located in the close proximity. Recommendations shall be made by the report of the committee to make the period of service, of which particulars are not available, applicable for the calculation of pension and the report shall be certified by all the committee members placing the official stamp with their names. The Head of the Department shall recommend the report of the committee and then submit it to the Director General of Pension to accept the recommendation. In the meantime, all the documents which served as the base for the preparation of the committee report and a new history sheet, which has been certified, shall be included in the personal file.

03. Completion of the particulars on Widows', Widowers' and Orphans' pension

- I. The Head of the Department shall take action to include the following documents in the personal file in order to update Widows', Widowers' and Orphans' pension file accurately.
 - i. Original of marriage certificate
 - ii. Documents to prove the termination of previous marriages, if any.
 - iii. Original of the birth certificate of the spouse
 - iv. Certified copy of the National Identity Card of the spouse
 - v. Originals of the birth certificates of the children

- vi. A medical report, if there is any disabled child – The medical report issued by a government hospital to prove that the disability occurred before the age of 26 years
- vii. Original of the certificate of death, if the spouse has demised
- viii. Absolute order issued by the court, if the officer has been divorced.
- ix. Documents to prove the changes in the names of the spouse, if any.

(Certificates of birth, marriage, death of which the originals are requested shall be certified by the Additional District Registrar)

- II. Action shall be taken strictly to include these documents in the pension file of the officer after his/ her retirement.
- III. Action shall be taken by the Heads of the Institutions to send relevant history sheets along with the Widows', Widowers' and Orphans' pension file of the officers whose service has been terminated without pension status after completion of 10 years of pensionable service (Vacated their posts/ interdicted/ resigned from the service) to the Department of Pension for necessary updating. In the meantime, the Heads of the Institutions shall take action to make the guardians of the officer in this regard.

04. Submission of applications for pension

- I. All the clearances, which are to be concluded before the retirement, shall be concluded correctly and approval should be obtained for them from the Appointing Authority 6 months before the date of retirement.
- II. The application for pension shall be submitted to the Department of Pensions by the respective public institution 3 months before the date of retirement.
- III. It is not necessary to use Form General 55 for pensions from 01.05.2015, which are not decentralized. This is not applicable for the applications which have already been referred to the Department of Pensions.
- IV. Following documents shall compulsorily be submitted along with the application for pension.

- i. A copy of the letter by which the retirement has been approved.
 - ii. Certified copy of the National Identity Card.
 - iii. A certified pay slip for the month in which the application is sent or previous month.
 - iv. Certified copy of the passbook issued by the bank (In order to obtain the pension gratuity the officer should have a personal account at a state bank)
- V. It is the sole responsibility of all the Heads of Institution to take action to avoid delays in the confirmation of particulars indicated in Part I and II of the Application No. PD 03, which should be perfected by the retired officer. Relevant applications should be checked and submitted.
- VI. Initial of the officer should be placed along with the official stamp on every page of the pension application.

05. Awarding pension gratuity

- I. The pension gratuity as at the date of retirement shall be credited directly to the account of the relevant pensioner immediately after the issuance of the pension number. The relevant public institution and the pensioner shall be informed in this regard. Therefore, the recoveries to be made to the government from the pensioner should be clearly indicated in Application No. PD 03. Action shall be taken to credit the amount for the deductions from the officers who are sent on retirement through Provincial Councils to the official bank account of the relevant institution.
- II. No claim certificate shall not be the base for the deductions to be recovered by the government. The amount to be recovered by the government shall be correctly forecasted and it shall be included into the pension application instead of the no claim certificate only for the payment of pension gratuity on due date. However, it is essential to submit the no claim certificate to be filed in the pension file.
- III. The affidavit to be submitted by the retired officer for the recovery of amounts due to the government shall be submitted along with the pension application.

06. Issuance of pension award and the commencement of monthly pension

- I. The pension award shall be issued on or before the date of retirement obtaining the pension number from www.pensions.gov.lk.
- II. The copies of the pension award shall be sent to the relevant institutions on the date of retirement and only one copy shall be referred to the Department of Pensions. The copy sent to the Department of Pensions shall be very clear as it would be scanned.
- III. Officers dealing with the activities relating to the updating of personal files shall be informed in this regard within the Human Resource Week and further necessary facilities shall be provided to eliminate weaknesses.
- IV. The Heads of Institutions shall provide opportunities for the public officers within the Human Resource Week specially for examining their personal file.
- V. All the personal files should be examined and updated within the Human Resource Week and the priority shall be given for updating the personal files of the officers who are reaching the age retirement.

07. The progress of the activities relating to the pension of the institution

- I. A document containing a monthly report on the progress of the whole process connecting to pension activities shall be prepared and it shall be maintained with the signature of the Head of the Institution. That should be computerized and maintained. Quarterly progress report shall be referred to the Department of Pensions through the e-mail address pensionprog@pensions.gov.lk.

08. Inspection on the performance of the Pension Divisions and personal files

- I. The officers of the Human Resource Unit of the Ministry of Public Administration, officers of the Department of Pensions and the Department of Auditor General shall be allowed to examine the activities and the performance of the Pension Divisions and to inspect whether the personal files are properly updated.

09. All the provisions of this circular shall be made applicable to three Armed Forces.

10. Preparation of the pension files and referring the same to the Divisional Secretary

- I. The pension file shall be prepared correctly and it shall be sent to the relevant Divisional Secretariat on the date of retirement of the public officer or within one week from the date of retirement.
- II. Following documents and information shall compulsorily be included in the pension file sent to the Divisional Secretary.
 - i. Certified copy of the History Sheet
 - ii. Certified copy of the letter by which the retirement is approved.
 - iii. Certified copy of the certificate of birth
 - iv. Certified copy of the National Identity Card
 - v. Certified copy of the pension application (PD 03) referred to the Department of Pensions
 - vi. Certificate of residence issued by Grama Niladhari in accordance with Form DS 40
 - vii. Pension award (Treasury 79)
 - viii. No claim certificate

(All the documents mentioned in Para.5 in relation to the confirmation of Widows' pension shall be included in the pension file)

- III. It is not necessary to maintain additional pension files at your institution in relation to the retirement of officers and it is sufficient to maintain all the particulars including them in the personal file.
- IV. Issuance of the pensioner's identity card
The pensioner's identity card in the Form of Treasury 147, which is used at present shall not be used from 02.04.2015. The Department of Pensions shall take action to issue new e-pensioner's identity card.

11. Human Resource Week

- I. First week of every month shall be treated as the Human Resource Week. During that week, programmes shall be implemented for updating personal files providing necessary directions for the officers.

12. All the related information shall be obtained from the official website of the Department of Pensions. (www.pensions.gov.lk). The series of instructions on this circular shall be issued by the Director General of Pensions through a Pensions Circular.



Padmasiri Jayamanna
Secretary

Ministry of Public Administration, Management, Law and Order