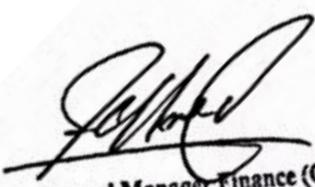


WAPDA PENSION SOP-2023

For Centralized Pension Disbursement

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WAPDA Secretariat
WAPDA House, Lahore


General Manager Finance (Co-ord.)
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STANDING OPERATING PROCEDURE (SOP)
FOR
WAPDA PENSION AUTHORIZATION, DISBURSEMENT AND FINANCING-2023

1. The SOP for pension authorization, disbursement and financing is devised to provide the post-retirement benefits i.e. pension, medical and electricity charges to the retired employees of all three Wings of WAPDA in an efficient and dignified manner, while ensuring the best possible practices to execute the pension payment transactions.

2. Functions of WAPDA Pension Directorate

Since the introduction of Pension Scheme in WAPDA in 1977, WAPDA Pension Directorate located at Lahore is performing following functions;

- i. In the light of WAPDA Pension rules, scrutiny of pension claims of all the retired and families of deceased WAPDA employees, received from formations of all three wings of WAPDA.
- ii. Revision of the pension due to change in pay, length of service etc. and to convert the retiring pension into family pension on the death of a pensioner.
- iii. Arrange reimbursement of funds from the Power, Water and Coordination Wings of WAPDA for disbursement of monthly pension.
- iv. Pension Directorate, Lahore has been authorized to disburse monthly pension to residual WAPDA Pensioners through Centralized Pension Disbursement System.
- v. Maintenance of books of accounts of Pension disbursements and preparing funds receipts and expenditure statements for Power, Water and Coordination Wings of WAPDA.
- vi. Attendance of courts, Wafaqi Mohtasib Secretariat and redressal of pensioner's complaints

3. Authorization

- i. The Field/Project formations of all three Wings of WAPDA will prepare the pension cases of retiring staff at least six months before the actual date of retirement and send the same through its DDO office to Manager (A&F) Pension Lahore for scrutiny and approval. In case of retirement before superannuation, death etc. the pension papers will be sent immediately after the occurring of the event. A check list of documents to be sent along with pension claims is at **Annexure-I (Revised)**.
- ii. The field formations/ projects will prepare pension papers of retiring officers/officials at least six months before retirement date and send to the office of GM(HRD) in case of officer's pension case to complete the remaining information and attach necessary certificates to the pension papers and send to the office of Manager (A&F) Pension Lahore.
- iii. The Manager (A&F) Pension Lahore will receive and scrutinize pension cases of employees in the light of WAPDA Pension Rules 1977 and instructions of the Authority issued in this respect from time to time. After scrutiny of pension claims, the Manager (A&F) Pension will issue a Pension Payment Order (PPO) of pensioner as well as Disburser's portion vide specimen given on **Annexure II & III (Revised)**. The particulars of the pensioner will be noted in the PPO Register/file maintained manually or electronically in the office of Manager(A&F) Pension Lahore.
- iv. In case, WAPDA Authority approves any subsequent revision in pension, medical & etc, the Manager (A&F) Pension Lahore will issue Revised PPO Order and update the individual pensioner's record in pension register/file maintained in his/her office accordingly.
- v. Office of Manager (A&F) Pension Lahore will scrutinize and approve the pension with amount of pension commutation/gratuity and send the PPO Order to the retiring office of employee concerned with in one month on receipt of the case in Pension Directorate subject to fulfillment of all codal formalities.
- vi. On receipt of PPO Order, the retiring office of employee will pay the amount of commutation with initial arrears of pension calculated at the time of finalization of new pension case.
- vii. The process of approval of pension should not be delayed due to any liability against the pensioner but the formation concerned will be required to get all the liabilities against the pensioner cleared before releasing him/her the amount of commutation. Any delay in such situation will rest on formation initiating the pension case.
- viii. The Pension case forwarded to the office of Manager (A&F) Pension is processed/ finalized on the basis of the documents provided by the formations/retiring offices containing the details of

recoveries, if any. Pension Directorate would issue PPO order containing the amount of commutation worked out as per applicable rates in fresh cases, however any sort of recovery pointed out in the documents provided will rest with employee's retiring formation/office concerned including Pension contribution, audit recovery etc. Any litigation matter raised due to recovery etc will rest with retiring office.

- ix. The pension contribution clearance certificate will be issued by retiring office/concerned GAD. If any period detected during scrutiny of service record will be mentioned in PPO order consequently and will be adjusted by the retiring office accordingly.

4. Responsibilities of Pensioners

- i. The pensioners will draw commutation/initial arrears of pension from his/her retiring office where as monthly pension will be paid by Manager (A&F) Pension through Centralized Payment Disbursement System.
- ii. Each pensioner is required to open his/her bank account in the bank operated by Manager (A&F) Pension (**Bank list at Annex-IV**) to facilitate prompt payment of pension.
- iii. The pensioner will submit a DCS option form (**Annex-V**) duly verified by the concerned bank and counter signed by the head of the concerned account section of retiring employee along with submission of Pension case in Pension Directorate for direct credit of pension specifically mentioning bank name, branch of the bank, branch code, full title of the bank account to which pension is to be credited directly by the Pension Directorate.
- iv. At the time of submission of pension papers, the retiree shall also produce an Indemnity Bond (**Annex-VI**) on judicial paper of Rs.50 (Fifty rupees) duly counter signed by the head of retiring office/formation irrespective of monthly pension drawn to keep WAPDA indemnified about liabilities with all sums of money whatsoever including mark-up of his/her Pension Account. The pensioner along with defined successor would further undertake that his/her legal heirs, successors, executors shall be liable to refund excess amount, if any, credited to his/her Pension Account either in full or in installments (as agreed mutually) equal to such excess amount.
- v. The pensioner will undergo Biometric/physical verification twice in a year in the months of **March** and **September** in scheduled Banks where his/her pension account is being maintained. The production of Life-Certificate will be **discontinued** with immediate effect for these pensioners.
- vi. If the person is unable to undergo bio-metric verification due to infirmity or his/her finger prints do not matching due to old age or genetic condition or bed-ridden, he/she will provide Life-Certificate (**Annex-VII**) duly verified by MS WAPDA Hospitals/District Govt. Hospitals in the months of **March** and **September** each year to the scheduled Banks. A representative of Manager(A&F) Pension will visit in person to bed-ridden pension once in a year for physical verification at his/her residence.
- vii. For family pension, Non-Marriage Certificate (**Annex-VIII**) will be submitted to banks at the time of Biometric verification in the months of **March** and **September** each year. However, submission of Non-Marriage certificate will be **dispensed** after the widow/widower/ unmarried daughter or sister, widow/divorced daughter or the case may be if attain the age of **sixty** years or above.
- viii. Overseas or foreign residing WAPDA pensioners will get their physical verification twice in a year i.e. in the months of **January** and **July** each year via Video Call through WhatsApp, Skype, Viber, Microsoft Teams, Facebook Messenger etc. to the Incharge of Pension Disbursement Section of Pension Directorate who will update his office record accordingly. The screen shot /photo of the video call will also be saved in the system.
- ix. The Pension Directorate will forward the verified screenshot of overseas pensioner to respective bank where Overseas Pensioner is maintaining his/her bank account in lieu of life certificate in the months of **March** and **September** each year.
- x. If a pensioner fails to draw his/her pension for consecutive 12 months, then he/she will be required to visit in person to Pension Directorate, or nearby Pension Facilitation Center for physical appearance/ bio-metric attendance.

5. Pension Disbursement

5.1 Responsibility of Manager(A&F) Pension Lahore

5.1.1 Recurrent Monthly Pension:

- i. The Manager (A&F) Pension will disburse monthly pension to all WAPDA pensioners centrally through Centralized Pension Disbursement System.
- ii. Centralized Monthly Pension (recurrent) Roll for all DCS active pensioners will be processed and entered in Pension Disbursement System by Computer /Data Entry (DE) section on 20th day of every month.
- iii. The monthly pension roll will be verified, reviewed and posted in system and send to Centralized Pension Disbursement Section (CPDS) for approval by 23rd day of every month.
- iv. Subsequent to the pre-audit of the Monthly Pension rolls, the CPD Section will solicit the approval of Manager (A&F) Pension upto 27th day of every month and forward to Banking Section for onward disbursement of pension.
- v. After approval of Monthly pension roll, the DE section will generate PPO and bank wise disbursement sheets in both hard and soft forms and forwarded it to Banking Section with all supporting documents by 27th day of every month.
- vi. The Banking Section will forward the PPO and Bank wise disbursement sheets to schedule banks along with cheque or electronic payment advice for direct credit into pensioners bank accounts before last day of the month.
- vii. Necessary arrangements with scheduled banks maintaining pension accounts for centralized disbursement regarding any documentation and subsequent amendments would be subject to approval of GMF (Coord).

5.1.2 Supplementary Payment of Pension Arrears and Medical/Electricity Reimbursements Claims

- i. Computer/Data Entry(DE) Section will enter Arrear/Reimbursement payments through Supplementary Payment Bills separately in between 6th to 10th of every month and forwarded the same to CPD Section by 13th day of each month.
- ii. The CPD section will arrange the approval of Supplementary rolls by 15th of month prior to sending in the Banking Section.
- iii. After the rolls are being approved, the DE section will generate PPO and Bank wise disbursement sheet and forwarded same to Banking Section with all supporting documents by 15th of the month.
- iv. Banking Section will make sure payment of Supplementary rolls up to 20th day of each month by sending PPO and Bank wise disbursement sheets to respective banks accordingly.

5.1.3 Pensioner Verification

- i. The Schedule Banks will be responsible for physical verification of pensioners as per the procedure laid down in 5.2(iii)&(iv)&(v) below.
- ii. On intimation by respective banks, the Banking section will stop the monthly pension of non-verified pensioners/dormant accounts who did not undergo Biometric verification as per schedule. The approval of Manager(A&F) or Deputy Manager(A&F) will be required to stop the monthly pension.
- iii. However, the monthly pension will be restored on subsequent intimation by the respective banks regarding due verification of pensioner. The approval of Manager(A&F) or Deputy Manager (A&F) will be required for release of pension of due verified pensioners.
- iv. Monthly reconciliation with each bank will be carried by Banking Section and any excess credit to the non-verified/dormant accounts will be credited back to Pension Directorate accounts in the respective banks accordingly.
- v. If a pensioner fails to draw his/her pension for consecutive 12 months, then he/she will be required to visit in person to Pension Directorate, or nearby Pension Facilitation Center for physical appearance/ bio-metric attendance. Then an attendance certificate will be produced to CPD Section for release of withheld pension. The approval of Manager(A&F) or Deputy Manager (A&F) will be required for the release of withheld pension.
- vi. IT section will send SMS intimation to pensioners prior to due date of biometric verification/ submission of non-marriage certificates through WOPS to their registered Mobile numbers twice in year.

5.1.4 PPO Book

- i. The PPO Books will be discontinued for all new retirees as the entry of Pension Payment is already being made in computerized Pension Payment Ledger. So the computerized Pension Payment Ledger would be treated at par with PPO Book showing all the record of pension being drawn by the pensioner.
- ii. The PPO Book of existing/old pensioners will be dispensed with gradually on the parallel side after completion of the entry of the drawn amount into Database prior to implementation of WOPS.

5.2 Responsibilities of Schedule Banks

- i The schedule bank shall open an Account specifically marked as Pension Account in the name of Pensioner only which may be Profit & Loss, or current Account **but not a joint account** as the case may be for credit of pension direct into pensioner's bank account. The account of pensioner shall be exempted from service charges.
- ii The concerned bank branch on receipt of intimation/advice from main branch of the concerned schedule branch in which WAPDA Pensioner is maintaining bank account, shall credit the amount of pension into pensioner's account on last working day of the month.
- iii The bank shall undergo WAPDA Pensioner through bio-metric verification twice in a year in the months of **March** and **September** and intimate the same to Pension Directorate accordingly. If the pensioner is unable to undergo bio-metric verification due to incapacitation by bodily illness, infirmity, or his/her finger prints do not exist or matched due to old age or genetic condition, he/she will provide Life-Certificate signed by Gazetted officer of Federal or Provincial Govts. as per specimen laid down in Clause 4(vi) above (**Annex-VII**) in the months of **March** and **September** to the banks.
- iv The bank will obtain Non-Marriage Certificate as per specimen in clause 4 (vii) (**Annex-VIII**) in case of family pension from widow/widower, unmarried daughter or sister, widow daughter, divorced daughter as the case may be below the age of 60 in the months of **March** and **September** each year. The bank shall also inform WAPDA Pension Directorate immediately on non-receipt of the certificate on due dates.
- v The scheduled banks shall be required to verify the list of Overseas pensioners provided by Pension Directorate as per procedure laid down in clause 4(ix) above in the months of **March** and **September** each year in lieu of life certificate.
- vi If a pensioner fails to undergo biometric verification or fails to submit life certificate/non-marriage certificate as the case may be, after every six months, or does not draw his/her pension for consecutive six months, his/her account will be declared dormant under intimation to Pension Directorate.
- vii A dormant account may be restored only by making request to respective bank of pensioner in person or undergo bio-metric verification or life certificate (in case of unmatched finger prints) as per policy of State bank amended from time to time.
- viii In between 10th to 15th dates of every month, the schedule banks will also share the status of non-verified/dormant bank accounts of those pensioners who have restored their bank account or undergo bio-metric verification before the process of succeeding monthly/supplementary pension roll.
- ix A undrawn pension for consecutive six months or over will be debited to pensioner's account and credited to WAPDA's own account under intimation to Pension Directorate subsequently.

5.3 WAPDA Pension Facilitation Centers/PDUs

- i The following Pension Disbursing Units (PDUs) were authorized to disburse monthly pension to the pensioners of all three Wings of WAPDA in Pension Payment SOP 2017:

- 1- CRR. Karachi.
- 2- GM &PD Tarbela Dam.
- 3- CE Mangla
- 4- P.D. Neelum Jhelum HPP Muzaffarabad.
- 5- GM Projects (North) Peshawer
- 6- CPDU Lahore,

- 7- PDU Dir Pension Lahore
- 8- CMTL Thoker NiazBaig, Lahore.
- 9- CE/PD CRBC D.I. Khan
- 10- GM Projects (South) Hyderabad
- 11- WAPDA Staff Collage Islamabad
- 12- WAPDA Hospital Gujranwala
- 13- AFTI Institute Faisalabad.

- ii The above Pension Disbursing Units (PDUs) will be renamed as "**WAPDA Pension Facilitation Centers (WPFCs)**" and will act as One Window Facilitation Center for all WAPDA pensioners.
- iii The PDUs approved/activated and working under the administrative control of Pension Directorate would be **deactivated** as the Pension Directorate will disburse pension directly into pensioner's bank accounts through CPDS.
- iv After deactivation of PDUs, the Accounting Units of respective Project offices/Formations where PDUs are currently functioning will take over the role of PDUs in addition to their existing assignments with revised nomenclature as "WAPDA Pension Facilitation Centre" to provide one window operation to all pensioners in coordination with Pension Directorate as per responsibilities mentioned in 5.3(x) below.
- v Four Facilitation Desks were established to facilitate WAPDA pensioners living away from PDUs in far-flung areas in the following offices/formations :
 - 1. CE/PD CB&CJ Link Project, Chashma
 - 2. GM(LA&R) DBDP Chilas
 - 3. PD HARPO/RE Satpara Dam Project Skardu.
 - 4. PD Golen Gol Hydro Project Chitral.
- vi The above Facilitation Desks will continue to render their services to WAPDA pensioners as one window operation center as per responsibilities mentioned in 5.3(x) below.
- vii Furthermore, the Accounting Units of designated WAPDA Hospitals/Dispensaries will also act as WAPDA Pensioner Facilitation Centers (WPFCs) on requirement basis and will perform all the responsibilities of WPFCs mentioned in 5.3(x) below in addition to their existing assignments. The necessary instructions to designated Hospitals/Dispensaries will be issued through the office of DG (MS) WAPDA accordingly.
- viii The PDUs/Facilitation centers at GM/PD Tarbela, CE Mangla, NJHPC, and CRR Karachi will continue to disburse monthly pension to other than WAPDA pensioners i.e. DISCOs/NTDC and GENCOs until repatriation to their parent entities.
- ix The Pensioners Facilitation Centers will work with following responsibilities:
 - a) The WAPDA Pensioners Facilitation Centre (WPFC) will be managed by the Accounting Units of respective PD/Formation office which are already working under their office premises/administration.
 - b) The Facilitation center will initiate Revision of Pension cases (Restoration, Conversion into Family, re-grant of family pension, Revision of LPC etc) and forwarded to Pension Directorate Lahore after complete pre-audit of available documents.
 - c) Receive application/options for change from Cash Medical Allowance (CMA) to Medical Facility (MF), vice versa and forwarded the same to Pension Directorate Lahore.
 - d) Receive Free Electricity Reimbursement Claims (in case of absence of supply by DISCO) after complete scrutiny (pre-audit) and submit to Pension Directorate Lahore for payment to pensioners.
 - e) Verify Free Electricity Forms of pensioners and update record in Pension Disbursement System accordingly.
 - f) Appear in courts/Wafaqi Mohtasib Cells etc on behalf of Pension Directorate.
 - g) Coordinate with Pension Directorate to resolve all issues of pensioners related to their monthly pension and revision of pension etc.
 - h) Any other tasks specifically assigned to PFCs.
- x WPFCs can be increased according to requirements with the approval of Member (Finance) WAPDA.

6. Other Post Retirement Benefits

6.1 Electricity Allowance in lieu of Free Supply

- i. Option for Electricity Allowance was allowed to pensioners in lieu of Free Supply in the SoP for Payment of Pension 2017, owing to frequent and high flexibility in the tariff, the option for admissibility of Free Electricity Allowance in lieu of free electricity units deem unviable and may be declared void ab-initio.
- ii. The reimbursement of Electricity charges will be made only when supply of DISCO is not available in the respective area/society.
- iii. The reimbursement of electricity charges will be made at the admissible Unit rate of respective area Distribution Co.

6.2 Cash Medical Allowance/Medical Facility/Medical Reimbursement Claims

- i. The Cash Medical Allowance (CMA) to new pensioners will be allowed by default on the last day of service by discounting Medical Facility from the date of commencement of pension and will be calculated and paid with monthly pension accordingly. However, subsequent change from CMA to Medical Facility (MF) would be subject to Option Form submitted by the pensioner to Manager (A&F) Pension as per provisions contained in WAPDA Medical Attendance Rules. The option once exercised would be final and will not be changed thereafter. All the existing pensioners will be subject to current applicable rules for change of options from MF to CMA or vice versa.
- ii. Consequent upon the verification of the Medical bills submitted by the pensioners, the concerned MS/Incharge of WAPDA Hospital/Dispensary will directly forward the same to Manager (A&F) Pension, Lahore duly segregating the claims of Power, Water and Coordination Wings distinctly.

6.3 WWF Payments

- i. The Pension Directorate will make payment of WAPDA Welfare Funds (WWF) to pensioners/ widows etc. as admissible under the rules.
- ii. Demand of funds would be raised to Secretary Funds for WWF beneficiaries on quarterly basis for provision of funds in advance on the basis of corresponding figures of last year with additional recoupment on necessity if arises.
- iii. A separate banks account will be maintained for WWF grants amid maintaining complete record of receipt /disbursement with allied documents.
- iv. Monthly reconciliation with Banks and quarterly reconciliation with Secretary Funds WAPDA will be carried out.
- v. Biometric attendance and submission of life-certificate/non-marriage as per existing SOP issued by Secretary Fund vide their letter No.WWF/PDU/SOP/7144 dated 28.09.2018 will be discontinued and physical verification by banks/submission of non-marriage for pension at banks by the pensioners would be considered sufficient for the admissibility of WWF grants.

7. Funding

- i. After making payment of pension, the Manager(A&F) Pension will submit Wing wise recoupment claims of Monthly Pension along with Supplementary scrolls to GM (Finance) Water, Power and Coordination on 10th day of every month.
- ii. On submission of recoupment claims by the office of Manager(A&F) Pension for monthly pension and supplementary claim as per 5.1.2 on 10th day of each month, the concerned GM Finance concerned will provide the requisite funds of their Wing latest by 15th day of succeeding month including their Self Financing Units to minimize the deficit and ensure the availability of adequate funds for timely disbursement of Pension. Recording of accounting adjustments/IOT with formations/SFUs will be made at their own level.
- iii. The funding of pension payments will be made by the GM Finance (Power), (Water) and (Coord) for their respective Wing. In order to ensure making available adequate funds for timely pension payment on regular basis, the GM Finance concerned will make necessary provisions in the annual operational/ development budget of the related Wing. The provisions in annual budget for yearly pension charges will comprise of the followings:-
 - a) Yearly pension amount at the applicable rates of the employees who retired from the Drawing and Disbursing office/PD office of related wing as at 30th June of each year.
 - b) Commutation and pension in respect of officers and staff who will be retiring in the next financial year from the Drawing and Disbursing Office/PD office of related wing.

- c) Arrears(if any) for Pension revisions for retired employees of respective wing.
- d) Pension contribution at the prescribed rate/ amount for the serving employees of the related wing, entitled for pension after retirement as per respective service rules.
- iv. Pension Reserve Fund has already been established for Water and Coordination Wings being operated by the Dy. GMF (Fund) WAPDA.
- v. All the matters related to Pension Reserve Funds including but not limited to the contributions, investments and withdrawal and financial reporting etc. would be dealt by the office of Dy. GMF (Fund).

8. Budgeting

- i. O&M Expenditures of Pension Directorate during the FY as approved by the Authority would be borne by all Wings of the WAPDA corresponding to their number of pensioners.
- ii. The Manager (A&F) Pension will send claim to GM Finance of each Wing on quarterly basis to provide funds in advance on 15th day of each quarter for meeting O&M expenditures of the Pension Directorate.
- iii. Any excess/less payment of O&M share of each wing would be subject to adjustment in the next FY.

9. Staffing

- i. Currently, the total sanction strength of Pension Directorate and PDUs is 105 segregated as 57 and 48 respectively. The existing sanctioned strength and organogram of Pension Directorate is placed at **Annex-IX**.
- ii. Propose adjustment of the staff of Pension Directorate and PDUs/PFCs is as under:-

Sr. No	Description	AM A&F	Actt. Asstt.	NQ	Supervisor (DE)	Jr. Clerk	Total
1.	Total Sanction Strength of 8 PDUs	8	29	9	1	1	48
2	Staff Redesignated/ Upgraded and Shifted to Pension Directorate	5	13	8	1	1	28
3	Staff Surplus/Spared	3	16	1	-	-	20

- iii Post of One (1) Assistant Manager (A&F) will be upgraded to Deputy Manager (A&F) in BPS-18 and shifted to Pension Directorate Lahore for expeditious processing of Pension cases.
- iv Post of Three (3) Assistant Manager (A&F) will be re-designated as Assistant Director (P/SA) and shifted to Pension Directorate Lahore to meet the enhanced ICT Operations including Centralized Pension Disbursement System (CPDS), Data Center and PPO record digitization requirements.
- v Three (03) AM(A&F) Posts of PDUs will be declared as Surplus for further adjustment.
- vi Eight (8) Accounts Assistant of PDUs will be shifted to Pension Directorate.
- vii Five (05) Account Assistants of PDUs will be re-designated as IT Assistant and shifted to Pension Directorate, Lahore.
- viii Sixteen (16) Account Assistants of PDUs will be declared surplus.
- ix One (01) Supervisor (DE)/IT Officer of CRRK will be shifted to Pension Directorate
- x One (01) Junior Clerk of CRRK and Seven (07) Naib Qasid will be shifted to Pension Directorate Lahore accordingly.
- xi One (01) NQ of PDU(s) will be re-designated as Sweeper/Sanitary worker and shifted to Pension Directorate Lahore.
- xii One (01) N.Q. will be declared surplus.
- xiii Annual establishment expenses budget together with funding plan of the Manager (A&F) Pension Lahore will be got approved from the WAPDA Authority in June each year for the next financial year through O/O GMF(Coord).
- xiv Subsequent to the centralization of Pension Disbursement System, coupled with enhanced work load, the adjustment of PDUs staff to Pension Directorate Lahore will be made with minimum staff to be retained at Pension Directorate and with adjustment of surplus staff to Head office to commensurate with the work load requirements. Accordingly prudent assessment of the staff

requirements at Pension Directorate has been worked out with total of strength of 85 Nos respectively. Revised Job description and organogram is placed at **Annex-X**.

xv The Revised/Proposed Sanction Strength of Pension Directorate and as under:

Sr.#	Post Name	BPS	No. of Post(s)
1.	Manager (A&F)	19	1
2.	Dy: Manager (A&F)	18	2
3.	Dy. Director (P/SA)	18	1
4.	Asstt. Manager (A&F)	17	5
5.	Asstt. Director (P/SA)	17	3
6.	Account Officer	16	5
7.	IT Officer/Supervisor (DE)	16	4
8.	Assistant Private Secretary	16	1
9.	Account Assistant	15/16	26
10.	IT Assistant	15	5
11.	Steno Grade-II	14	1
12.	Junior Clerk	7	11
13.	Driver (as per no. of vehicles)	7	1
14.	Daftari	-	02
15.	Naib Qasid	-	12
16.	Dak Runner	-	1
17.	Chowkidar	-	02
18.	Sweeper	-	02
	Total		85

10. Post Audit

Post audit of the pension cases approved by the Manager(A&F) Pension Lahore and that of monthly payments disbursed will be conducted by the audit parties of the Chief Auditor WAPDA once in a year. Any Audit observation relating to payment of pension must be communicated to the concerned formation of related Wing of WAPDA.

11. Accounts

The office of Manager(A&F) Pension will maintain prescribed books of accounts and send monthly accounts i.e. Balance sheet, P+L account and cash flow statements duly generated from GL module, to the office of GM Finance (Coord). A Committee headed by the Member (Finance) and GMF(Power), GMF (Water), GMF(Coord) & Chief Auditor as members will review the quarterly accounts together management report of the office of Manager(A&F) Pension Lahore for the related quarter. The annual accounts of the office of Manager(A&F) Pension Lahore will be audited by a Chartered Accountant firm as per related IPSASs and will be approved by the WAPDA Authority by 30th September each year together with management report for the related year.

Annexures

SOP-2023 ANNEX-I Check List of Documents for Pension Case**Check List of documents required for submission of Pension case (for Fresh cases)**

A. Following documents / information are to be supplied with Pension Claim duly attested:

- 1 One set of pension paper duly completed and countersigned
- 2 Service Book / Service Statement (in original) duly completed and signed.
- 3 No Demand Certificate of entire service.
- 4 Last Pay Certificate (in original) duly signed from both side.
- 5 Retirement Order duly attested.
- 6 Three passport size photographs of the claimant duly attested with name.
- 7 Three sets of CNIC of the claimant duly attested.
- 8 DCS Option Form duly attested by schedule bank and counter signed by retiring office (as per specimen in Annex-V of SOP-2023).
- 9 Indemnity Bond on judicial paper of Rs.50 (Fifty rupees) duly counter signed by the head of retiring office/formation (as per specimen in Annex-VI of SOP-2023).
- 10 Medical Facility cancellation certificate for Cash Medical Allowance (CMA) issued by concerned WAPDA Hospital or Dispensary or option for availing of Medical Facility after retirement duly counter signed by retiring office.
- 11 Pages 1 to 5 of pension papers to be signed by either appointing authority/head of concerned office/formation.
- 12 Section (6) of 5th page must be signed by the competent authority and the clause whichever is not applicable paragraph No.1 be crossed out and initialed by the appointing authority.
- 13 No FIA/NAB case pending certificate issued by LAW Division WAPDA for BPS-17 and above officers and by concerned head of retiring office for BPS 16 and below.
- 14 Option for prevailing rate of commutation
- 15 No Enquiry pending certificate issued by GM M&S WAPDA for BPS-17 and above officers and by head of retiring office for BPS 16 and below.
- 16 No audit para pending certificate issued by retiring office.
- 17 If the officer/official remained on deputation a clearance certificate from concerned GAD Section regarding pension contribution charges is required.
- 18 List of Family members including status of wife/wives, date of birth in Christian era, and marital status of each family member duly countersigned by retiring office.
- 19 Family Registration Certificate (FRC) issued by NADRA in respect of retiree and duly attested by retiring office.
- 20 On removed of an employee following documents may be provided for pay verification:
 - a. Pay comparison chart duly attested by retiring office
 - b. Seniority list of both employees duly attested
 - c. Attested copy of service book/statement to whom anomaly was established
- 21 Entries of Service verification from date of appointment to retirement should be made in service book.
- 22 Statement showing extraordinary leave duly verified.
- 23 Certificate/undertaking for refund of over payment of pay/arrears made during service
- 24 A consolidated service certificate of entire service issued by retiring office.
- 25 Option for Pension exercised by the ex-employee within stipulated period or Certificate under Rule-3 Chapter-1 of WAPDA Pension Rules.

26 B. For Re-Employed retirees (only)

- a. Re-employment letter in WAPDA duly attested
- b. Attested copy of Discharge certificate of previous department
- c. Undertaking of non-availing Medical Facility from Armed Forces Hospital/Dispensary i.e. CMH, Fouji Foundation (for Ex-Military pensioner only) duly countersigned by retiring office/officer not below than BPS-18

27 C. In case of Invalid Pension Case

- a. Medical Board Proceeding along with Form-C (in original) duly countersigned by DG (MS) WAPDA for invalid Pension / Gratuity may be in conformity with Clause-3 (ii) Chapter-III of WAPDA Pension Rules, 1977 as amended vide Office Order No. FO (B&F)/37-9-Vol-V/7628/7928 dated 10-06-1978.

28 D. In case of In Service death (Family) Pension

- a) As above (1 to 26)
- b) Form 2 (Pen) duly countersigned by retiring office.
- c) Death Certificate of Employee issued by NADRA and duly attested by retiring office.
- d) Non-Judicially Separated Certificate c/signed by Chairman/Secretary Union Council
- e) Non-Remarried Certificate c/signed by Chairman/Secretary Union Council
- f) One Widowhood Certificate c/signed by Chairman/Secretary Union Council

E. Revision of Pension

For Conversion Into Family or Re-grant of Family Pension (Revision Cases)

- 1 Form Pension-2 duly countersigned by Incharge of Pension Facilitation Center.
- 2 03 sets Thumb & Finger impression
- 3 Non Judicially Separated Certificate dully countersigned by Chairman/Secretary Union Council
- 4 Non Re-Married Certificate dully countersigned by Chairman/Secretary Union Council .
- 5 One-Widow Certificate dully countersigned by Chairman/ Secretary Union Council .
- 6 Family list as per date of birth in Christian era +marital status dully countersigned by Chairman/ Secretary Union Council .
- 7 Death Certificate issued by NADRA and dully countersigned by Chairman/Secretary Union Council.
- 8 Family Registration Certificate (FRC) issued by NADRA and dully countersigned by Chairman/Secretary Union Council.
- 9
- 10 DCS Option Form for Online Pension Disbursement dully attested by schedule bank (as per specimen in Annex-V of SOP-2023).
- 11 Indemnity Bond on judicial paper of Rs.50 (Fifty rupees) duly attested by Oath Commissioners (as per specimen in Annex-VI of SOP-2023).
- 12 03 sets of attested photographs of Claimant attested by Incharge of WAPDA Pensioners Facilitation Center
- 13 03 Nos. copies of CINC of Claimant (attested)
- 14 Original Pension Book (completed)
- 15 Last Payment Certificate
- 16 Free Supply Discontinuation Certificate (for Widowed/Divorced Daughters only)
- 17 Guardianship Certificate issued by court (for Guardian of minor or disabled pensioner)

Note: Specimen of complete pension papers along with required certificates are available at www.penions.wapda.gov.pk/downloads



PAKISTAN

WATER AND POWER DEVELOPMENT AUTHORITY

042-99210287, 99213914
 Fax 042-9213145
 Web pension.wapda.gov.pk
 Email: pension@wapda.gov.pk
 No. Manager/Pension/PPO NO./

Pension Directorate, WAPDA,
 42-Bank Square, the Mall,
 Lahore
 Dated: / /

PENSION PAYMENT ORDER

Pension Payment Order (PPO) No. 68817 is approved by Manager (A&F) Pension WAPDA in favor of Mr./Mrs. NAME S/O FATHER NAME going to retire from WAPDA service on 18/07/2022 as DRIVER from the office of RETIRING OFFICE, with following rates per month:-

(1) Monthly Pension (Rs.)	35,200/-
(2) Cash Medical Allowance (CMA) (Rs.)	11,314/-
(3) Orderly Allowance (Rs.)	0
Total Rs. (1)+(2)+(3):	46,514/-

In words: Forty six thousands five hundred fourteen only

The cheque on account of commutation amounting to Rs. **2,339,948.0 (deducting Recovery if any)** plus initial arrear for the of **19/07/2022** to **31/05/2023** amounting to Rs. **367,529.00** will be paid by RETIRING OFFICE. The monthly pension will be paid through Centralized Pension Disbursement System in the light of new SOP-2023 for payment of pension. The commutation with initial arrear amount will be paid by the retiree office with below details:

Commutation	Rs.	1,983,441.0
Recovery on account of Over Payment will be adjusted to concerned quarter by retiring office	Rs.	(11,022.0)
Arrear of Monthly Pension including CMA (from 19/07/2022 to 31/05/2023)	Rs.	367,529.0
Total	Rs.	2,339,948.0

Note: In the light of SOP-2023, the Cash Medical Allowance (CMA) **Rs. 11,023/- per month** has also been approved/updated from the date of commencement of pension in Centralized Pension Disbursement System by default.

Asstt. Manager (A&F)
 O/o Manager (A&F) Pension
 WAPDA

Cc to:

- RETIRING OFFICE** It is requested that after making payment of the amount Rs. **2,339,948.00** on a/c of commutation and arrear of pension for the period of **19/07/2022** to **31/05/2022** to above named pensioner, and communicate its confirmation to all concerned. Please also make sure the pensioner will not avail any medical facility from any concerned WAPDA Medical Unit after CMA has been allowed.
- ASSISTANT DIRECTOR (P/SA) DE SECTION, PENSION DIRECTORATE, LAHORE** with request to update monthly pension rates approved against above PPO No in CPDS.
- NAME , ADDRESS.**, Please approach your parent office for receiving of commutation and arrear (if admissible) dues.



PAKISTAN WATER AND POWER DEVELOPMENT AUTHORITY

Pension Payment Order
Disburser's Portion

PHOTO

PPO/Claim No. : 68817/ 68654-SW

Date of Ret. /Death: 18/07/2022

Debitable to: WATER WING

Gross Pension:	38,171.00
Commututed Portion	13,359.85
Net Pension 65.00%	24,811.15
Commutation:	1,983,440.74

Note: The Cash Medical Allowance (CMA) amounting to Rs. 11,023/- has been approved and updated in Centralized Pension Disbursement System (CPDS) w.e.f. 19/07/2022 in the light of SOP-2023.

Period	Increases
Net Pension	24811.15
15% in 07/2011	3721.67
7.5% in 07/2015	2139.96
15% in 07/2022	4600.92
Monthly Pension	35,274.00

Place for the signature of pensioner
on the first payment made.

Type of Pension and date of order sanctioning it	Personal Identification	Height	Date of Birth	Residence	Monthly Pension Rs.
SUPERANNUATION	-	5-6"	19.07.1962	ADDRESS.	35,274

The,

Assistant Director (P/SA), Data Entry Section (DES)
WAPDA Pension Directorate,
Lahore.

1. UNTIL FURTHER NOTICE, and on expiration of every month, be pleased to pay to NAME S/O W/O, H/O FATHER NAME the sum of Rupees 24,811.15 (plus increases) being the amount of PENSION (as detailed above) as DRIVER, OFFICE OF , upon the receipt of the pensioner's portion of this order for the amount according to Pension SOP-2023 for pension disbursement. The payment should commence from 01/06/2023 till further orders.

Deputy/Asstt. Manager (A&F) Pension,
O/o Manager (A&F) Pension,
WAPDA

List of Scheduled Banks for Centralized Pension Disbursement:-

Sr. No.	Bank Name
01	Allied Bank Limited (ABL)
02	United Bank Limited (UBL)
03	Habib Bank Limited (HBL)
04	Muslim Commercial Bank (MCB) Limited
05	National Bank of Pakistan (NBP)



PAKISTAN WATER AND POWER DEVELOPMENT AUTHORITY

OPTION (D.C.S) FORM FOR DIRECT CREDIT OF PENSION THROUGH BANK ACCOUNT

Claimant:

Name of Employee:

S/O, W/O:

Designation:

 BPS:

Retiring Office & IOT Code:

Date of Birth:

Appointment Date:

Date of Retirement:

Kind of Pension:

Date of Commencement of Pension:

Chargeable To:

Where Payable:

Centralized Pension Disbursement Section, WAPDA Pension Directorate, Lahore

Claimant CNIC Number:

Postal Address:

New Postal Address (if diff. than above):

Email :

Mobile No.:

 Res. Telephone #:

I hereby opt to draw pension through Direct Credit System (DCS) and have also submitted *Indemnity Bond to the WAPDA.

*The Pensioner shall produce an indemnity Bond to keep the WAPDA indemnified about liabilities with all sums of money whatsoever including mark-up of his/her Pension Account. The Pensioner would further undertake that his/her legal heirs, successors, executors shall be liable to refund excess amount, if any, credited to his/her Pension Account either in full or in installments (as agreed mutually) equal to such excess amount.

Dated:- _____

Claimant's Signature/ Thumb Impression

Bank Account Details (to be verified by the Bank after marking as pension account in the light of Instructions issued by State Bank of Pakistan)

Account Title (in Capital):

Account Number (Full):

Bank Name & Address:

Branch Code:

Dated:- _____

Authorized Signature
(With Bank Stamp)

INDEMNITY BOND

**The,
MANAGER (A&F) PENSION WAPDA,
LAHORE.**

In compliance with the WAPDA Pension SOP 2023 (Revised) instructions for payment of pension through your Bank Account, I agree to indemnify you and keep you indemnified about liabilities with all sums of money whatsoever including mark-up of my Pension Account. I further undertake that my legal heirs, successors, executors shall be liable to refund excess amount, if any, credited to my Pension Account either in full or in installments equal to such excess amount.

Co-Indemnifier/Nominee/Successor/

Signature (Retiree)

Next of Kin: _____

Name of Retiree: _____

CNIC#: _____

Date of Retirement _____

Address: _____

Bank Account No. _____

Signature: _____

CNIC#: _____

Witness-I

Name: _____

Name: _____

CNIC#: _____

CNIC#: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

Witness-2

ALIVE CERTIFICATE
(For Unverifiable Biometrically pensioners only)

It is certified that Mr./Mrs/Miss ----- S/o, W/o, D/o -----
----- having PPO No. -----

CNIC#	_____	_____	_____	_____	_____	_____	—	_____	_____	_____	_____	_____	_____	—	_____
-------	-------	-------	-------	-------	-------	-------	---	-------	-------	-------	-------	-------	-------	---	-------

Mobile # ----- PTCL # ----- E-mail ID -----

----- Bank Account # ----- Name of Bank &
Branch ----- Resident of -----

----- called on me as on -----/-----/----- and
he/she is ALIVE.

(Valid for 6 Months only)

**Signatures of Registrar
with seal/stamp
WAPDA/ Govt. owned Hospital**

Name of Attesting Officer -----

Signature of Claimant

Official Stamp-----

Note: Attesting Officers may sign this certificate in case of the person is unable to undergo bio-metric verification in a schedule bank due to infirmity or his/her finger prints do not matching due to old age or genetic condition or bed-ridden.

WAPDA Online Pension System (WOPS) v - 2.0

PAKISTAN WATER AND POWER DEVELOPMENT AUTHORITY



NO MARRIAGE CERTIFICATE

(For Family Pension under the Age of 60 years only)

I do hereby solemnly affirm that I, Mst. -----
widow/daughter of Late ----- Designation ex -----
having PPO No. ----- retired from the office of -----
-----, have not yet remarried and am still his widow. Furthermore I have never been judicially
separated from him during life of my husband. My particulars are as under:-

CNIC# — —

Mobile # ----- **PTCL #** ----- **E-mail ID** -----

Bank Account # ----- **Name of Bank & Branch** -----

Signature of widow/daughter

Signature of Attesting Officer

Name _____

Official stamp-----

Date -----/-----/20-----

Countersigned by

Union Council Chairman/Secretary

Name: _____

Official Stamp with Address: -----

Note:- Gazetted Officers may sign this certificate which is purely for pension transfer purpose from WAPDA to Pensioner's Bank account. This certificate is valid for six months only. The Claimant need to produce this certificate to Schedule Banks in the months of March and September. This Certificate will dispensed off after widow/daughter/widower or the case may be attain the age of 60 years.

WAPDA Online Pension System (WOPS) v - 2.0

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Director (Sectt.)
WAPDA Secretariat
WAPDA House, Lahore

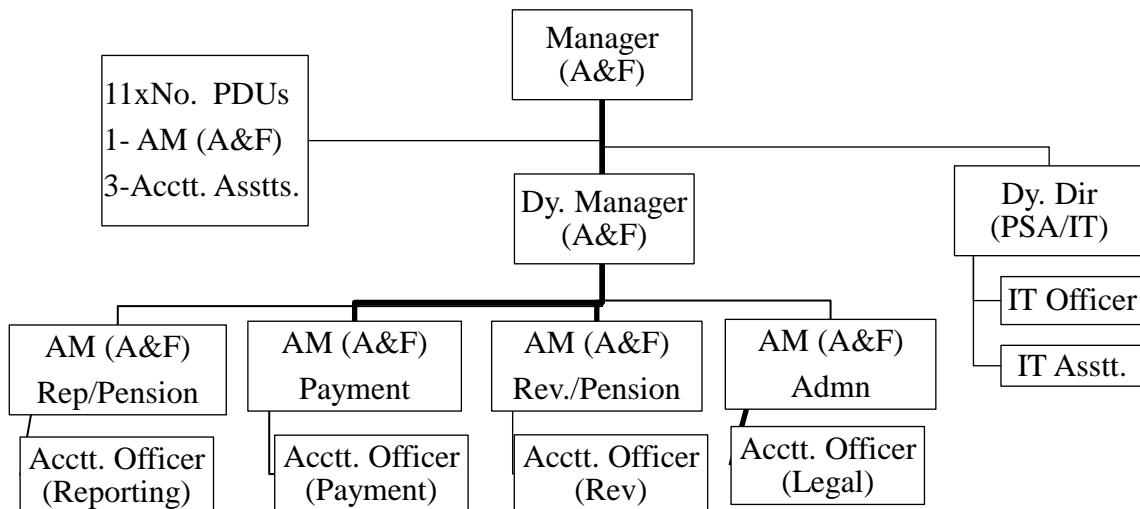

General Manager Finance (Co-ord):
WAPDA, Wapda House, Lahore.

WAPDA Pension Directorate, Lahore

CS

corate, Lahore
Accounts & Finance) Pension
Society, The Mall, Lahore
Canner

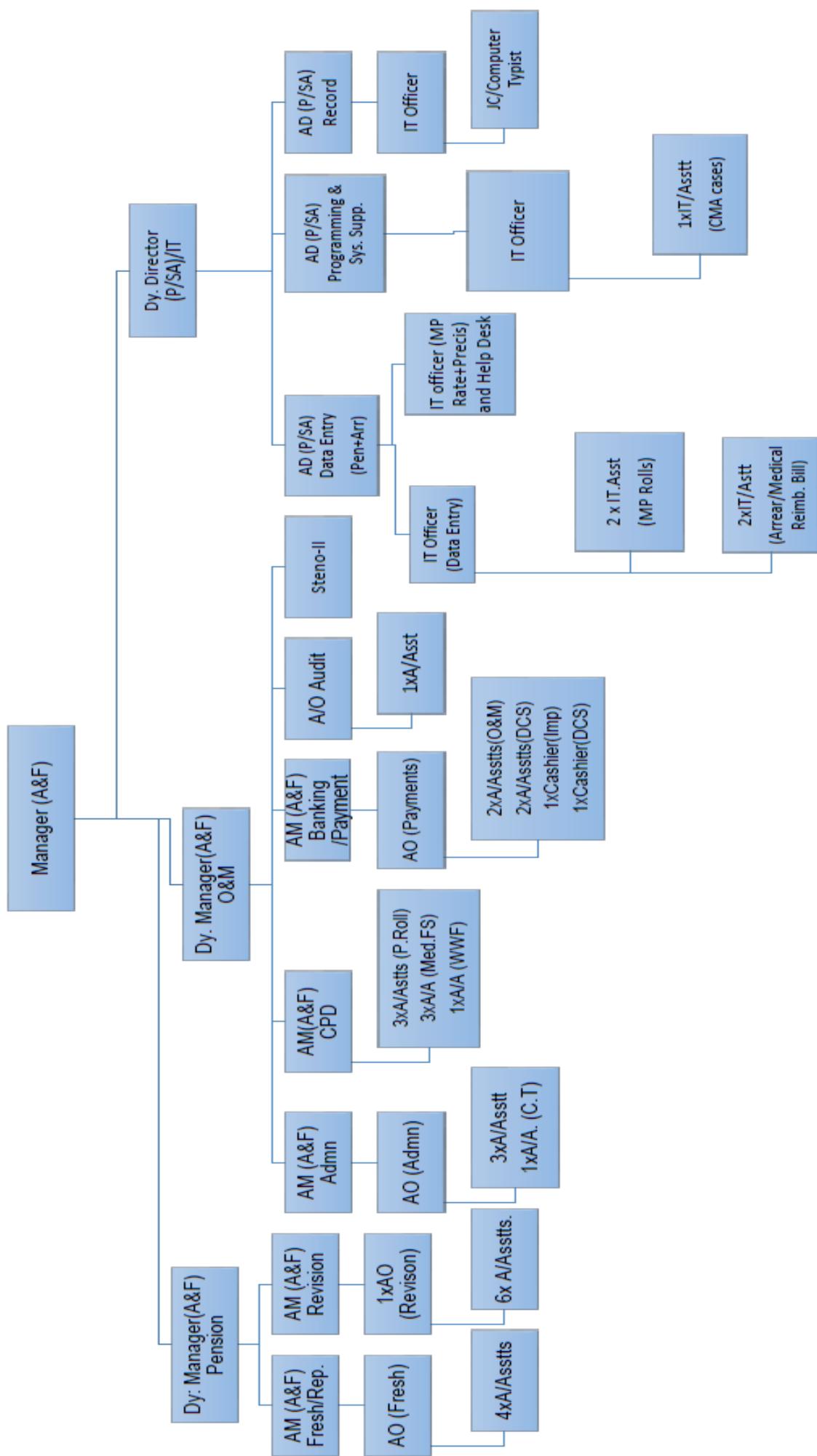
SOP-2023 ANNEX-IX Existing (prior to SOP-2023) Sanctioned Strength and Organogram of Pension Directorate and PDUs



Existing Sanctioned Strength of Pension Directorate

Nomenclature	BPS	Post(s)
Manager (A&F)	19	1
Deputy Manager (A&F)	18	1
Deputy Director (IT)	18	1
Asstt. Manager (A&F)	17	4
Accounts Officer	16	5
IT Officer/SDE	16	3
APS	16	1
Acctt. Assistant	14	18
Steno Grade-II	14	1
Junior Clerk	7	10
Driver	7	1
Daftar/N.Q./Chowkidar/Sweeper etc.	-	11
Total Staff:	-	57

SOP-2023 ANNEX-X Revised Organogram of Pension Directorate



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of 24
Director (Sectt.)
WAPDA Secretariat
WAPDA House, Lahore


General Manager Finance (Co-ord:
WAPDA, Wapda House, Lahore.

WAPDA Pension Directorate, Lahore



Revised TORs of Each Section in Pension Directorate

Pension Directorate would be divided into three main sections. Section Wise Responsibilities in Centralized Pension Disbursements are assigned as under

1. Pension Processing Section
2. O&M Section
3. IT Section

The Detail of Each section with sub sections with detail job portfolio are as under

1. Pension Section

This section is headed by Dy. Manager A&F Pension reportable to Manager A&F (Pension). This section is sub divided into three section dealing with fresh and revision/ conversion of pension cases respectively and Pension facilitation centers as below;

i. Fresh Pension Reporting Section (FPRS) Headed by AM (A&F)

- Receipt of all fresh pension cases in respect of self and family in case of in-service death of employee from all three wings.
- Scrutiny and validation of Pension Papers as per check list
- Detailed Scrutiny of Service records, Pay and emoluments, NOCs etc in the light of relevant rules.
- Return case to retiring office in case of deficiency pointed out during scrutiny.
- Assign the Claim No. in Claim Register as well as in Online Pension System.
- Process the case in the light of Wapda pension rules as amended upto date.
- Put up Fresh Precis for approval of Manager A&F (Pension)/sanction of Pension Payment Order (PPO).
- Issue PPO order of approved cases.
- Maintain complete record of all finalized fresh cases.

ii. Revision Pension Reporting Section (RPRS) Headed by AM (A&F)

- Receipt of all pension revision cases in respect of self and family in case of death of employee from all three Wings.
- Scrutiny and validation of Revised Pension Papers as per check list
- Detailed Scrutiny of PPO Book/Payment ledger.
- Processing of the revise cases in the light of Wapda pension rules as amended upto date.
- Put up revised summary for approval of Manager A&F (Pension)/sanction of Revised Pension Payment Order (RPPO).
- Issue Revised PPO order of approved cases.
- Maintain complete record of all revised cases.

iii. Pension Facilitation Centers (PFCs)

- The Existing Pension Disbursing Units will be renamed as “WAPDA Pension Facilitation Center”.
- The WAPDA Pensioners Facilitation Centre (WPFC) will be managed by the Accounting Units of respective PD/Formation office which are already working under their office premises/administration.
- The Facilitation center will initiate Revision of Pension cases (Restoration, Conversion into Family, re-grant of family pension, Revision of LPC etc) and forwarded to Pension Directorate Lahore after complete pre-audit of available documents.
- Receive application/options for change from Cash Medical Allowance (CMA) to Medical Facility (MF), vice versa and forwarded the same to Pension Directorate Lahore.
- Receive Free Electricity Reimbursement Claims (in case of absence of supply by DISCO) after complete scrutiny (pre-audit) and submit to Pension Directorate Lahore for payment to pensioners.
- Verify Free Electricity Forms of pensioners and update record in Pension Disbursement System accordingly.
- Appear in courts/Wafaqi Mohtasib Cells etc on behalf of Pension Directorate.
- Coordinate with Pension Directorate to resolve all issues of pensioners related to their monthly pension and revision of pension etc.
- Any other tasks specifically assigned to PFCs.

2. O&M Section

This section will be headed by Dy. Manager A&F (O&M) and directly reportable to Manager A&F (Pension). This section is sub divided into four sub-sections as below:

i. Admin Section Headed by AM (A&F)

- Look after the all Administrative matters of Pension Directorate and allied offices.
- Provide administrative support to all the staff of Pension Directorate and Facilitation Centers
- Maintaining all the record of payroll and O&M Expenditures of the Directorate.
- Process and approve salary payrolls/bills and send to Banking section for payment
- Process and approve employee bills(Rent, Medical etc and send to Banking section for payment
- Budget preparations and controls.
- Procurement for pension directorate within the budgetary constraints.
- The section will deal with all type of Pensioner complaints and litigation matters
- Attendance and production of record amid assistance of Wapda counsel in court cases.
- Deal with court cases/ Wafaqi Mohtasib/ Complaints and related matters / correspondence and Prime Minister Portal complaints.

ii. Centralized Pension Disbursement (CPD) Section Head by AM (A&F)

- Upon receipt of Monthly Pension rolls from Data Entry Section, the CPD section will thoroughly review, verify and approve rolls from Manager(A&F) Pension.
- Perform Complete Audit of Monthly Pension Rolls by Reviewing each PPO entry in the Monthly pension roll.
- Approval of Monthly Roll upto 27th day of each month.
- Pre-Audit of Medical and Free Supply Reimbursement Claims
- Initiate and Approve Medical and Free Supply Reimbursement Claims from competent authority.
- The CPD section will arrange the approval of Supplementary rolls by 15th of month prior to sending in the Banking Section.
- Book Keeping of all payment transactions/vouchers including pension payments and O&M expenses.
- Entry of expenses and accruals in General Ledger Module
- PPO Book Payment entries (old entries pre-PDUs Payments drawn from DISCOs desks)
- Prepare Wing wise pension reimbursement claims from GMF Concerned
- WAPDA Welfare Funds (WWF) payments to beneficiaries in accordance with revised SoP.

iii. Banking (Payment) Section headed by AM(A&F)

- Prepare Bank Wise PPOs Pension Disbursement Sheets of Monthly and Supplementary bills accordingly in hard and soft forms
- Send Payment Advices to Schedule Banks
- Re-conciliation with Banks PPO wise.
- Payable/Receivable statements of GMF Concerned.
- Pensioner verification/Bio-Metric Attendance validation with Banks
- Stop/Unstop Monthly Pension of pensioners who failed to appear for bio-metric verification or failed to produce life certificate
- Manage status of pension bank accounts and balances
- Maintain cash books, payment vouchers of all banks including O&M expenses etc
- Payment of employee benefits i.e. salaries, reimbursement bills, rent bills etc.

iv. Audit Section will be headed by Accounts Officer

- The section will deal with all Audit matters in connection with internal/external.
- Coordinate with Internal and External Auditors for annual audit assignments
- Arrange necessary documents/reports from different Sections of Pension Directorate on the demands of Audit party.

- Submission of replies to audit within stipulated time.
- Prepare for and coordinate with all DAC, PAC and IAC matters
- Prepare compliance reports in response to audit observations etc.

3. IT Section

This section will be headed by Dy. Director P/SA and directly reportable to Manager A&F (Pension). This section is sub divided into three sections dealing with data entry of monthly and supplementary pension rolls, pension calculation, WOPS system support and pension record management etc as below:

i. Data Entry Section (DES) head by AD(P/SA) DE:

Fresh Cases:

- Upon receipt of new PPO Order/Notifications and Disburser's portion along with Indemnity Bond and DCS Option Form etc, the DE Section will update pension rates, enter pensioner bank account details along with necessary information in Centralized Pension Disbursement System for making part of Monthly rolls.

Revised Cases (Conversion into Family and Re-grant of Family Case):

- Upon receipt of Revised PPO Order/Notifications and Disburser's portion along with Indemnity Bond and DCS Option Form etc, the Computer Section will update pension rates, enter pensioner bank account details along with necessary information in Centralized Pension Disbursement System for making part of recurring Monthly rolls.

Monthly Pension Rolls/Supplementary Bills

- Initiate/Run Monthly Pension Rolls in Centralized Pension Disbursement System (CPDS) by 20th day of every month.
- Monthly Pension Roll will be processed, reviewed, verified in Centralized Disbursement System by 24th of every month
- After complete review and verification, Officer In-charge will Post (lock) rolls and send Monthly Rolls to CPD Section by 24th of the month.
- Initiate/Process and enter arrear/reimbursement payments through Supplementary Payment Bills separately in between 6th to 10th of every month
- Enter and post Medical Reimbursement claims, free supply bills of pensioners in Supplementary payments rolls
- The supplementary Bills after complete review and scrutiny will be sent to CPD section by 15th of each month.
- Update Banks and Bank Account Details of pensioners reported by Banking/CPD Section
- Data Entry of Recovery Excess/Over Payments from Pensioners after Revised PPO Orders
- Close PPO Numbers on advice of CPD section/banking section.
- Provides pensioners information and customized reports to Wapda Authority and offices of GM(F) Power, GM(F) Water, GM (F) Coord and SFUs on their demand

Pension Calculations Precis (Revised)

- Enter complete details of Claimant with scanning of fresh photograph in Pension Authorization Module
- Data Entry and validation of claimant details in Pension Authorization Module
- Calculate and Print Revised Precis (Restoration, Conversion into Family, Re-grant to Family, TSU, LPC Revised etc) of Pension and send to Revision section.

Help Desk/Focal Person

- Listen to all calls of pensioners on help line and provide them appropriate information about their queries
- Coordinate with all Sections of Pension Directorate to collect information about Pension cases
- Accurate tracking of pension cases (including fresh and revision types)
- Made Pre-Audit of Pension documents on Help Desk at Facilitation Center before sending to relevant section.

ii. Programming and System Support (PSS) headed by AD (P/SA)

- Programming, Development and modifications in WAPDA Online Pension System (WOPS) including its sub-modules (Authorization, Centralized Pension Disbursement System, Re-imbursement System, Diary & Dispatch Module and Pension Verification Module) in accordance with business rules/requirements.
- Provide continues training, technical support to the staff of Pension Directorate and Facilitation Centers for smooth implementation of WOPS and its sub-modules
- Provides regular support and guidelines in troubleshooting hardware, software and network operations at Pension Directorate and Facilitation centers levels.
- Complete Administration of Server machine and allied equipment including LAN and WAN networks to keep up the system alive 24/7.
- Maintain periodical backup of WOPS Modules and Databases including Pension and Pearl GL Module.
- Coordinate with different computer hardware vendors to initiate and process the procurement of computers and related equipment.
- Promptly coordinate with these vendors for repair and maintenance of computers and related equipment, and also perform technical vetting of such repairs when required.
- Update and Maintain pension website and upload relevant documents accordingly when required.
- Initiate and Get approval of CMA to Medical Facility cases and issue CMA Stoppage order

iii. Pensioners Data Center (PDC) headed by AD (P/SA) (Record Section)

- Scan each Fresh PPO file including pension papers, LPC, Family List, CNIC, Service Book/Statements etc
- Scanning of existing PPO files including pension papers, LPC, Family List, CNIC, Service Book/Statements etc
- Manage and keep PPO Files in Order appropriately in the respective racks at record room.
- Issue PPO File on request and enter the same in PPO File Record Management Module (PFRMM)
- Receive and place PPO File in record after entry in (PFRMM).
- Contact and coordinate with Pension Cells of DISCOs/Ex-WAPDA formations relating to transfer of PPO files and identification of chargeability of PPO.
- Update WOPS database on transfer/receive of PPO file accordingly