



No.Acct.P&G-10/ /PTB
GOVERNMENT OF PAKISTAN
MINISTRY OF COMMERCE
PAKISTAN TOBACCO BOARD

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Dated: 02-08-2017

Mr.Laiq Daraz Khan,
Deputy Secretary (Admn/Fin),
Ph.051-9201498.

Subject:- **MINUTES OF THE MEETING REGARDING COMPLIANCE REPORT FOR PRESENTATION IN WAFAQI MOHTASIB OMBUDSMAN'S SECRETARIAT REGARDING ESTABLISHMENT OF PENSION CELL.**

The undersigned is directed to refer ministry of commerce latter No.12(5)/2016-HR/CP dated 25th July 2017 on the subject noted above and submit annotated reply/complain report on behalf of Pakistan Tobacco Board as given below

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| i | Appointment of focal person (BS-20 officer) within the Ministry and in all attached Departments for dealing with the issues of pensions. This information must be uploaded on the website along with contact number of Focal Persons of every Ministry/Davison /Department. | The Deputy Director (B&F) is the focal person for dealing with issue of pensions and pensioners in Pakistan Tobacco Boards |
| ii | Establishment of independent pensioner's cell for dealing with the issues of pension cases and for complaints of Government employees within the ministry and in all the Departments. The correspondence with the AGPR on pension issues must be replied by the focal Person within 48 hours. This information must be uploaded on the website along-with contact number of focal Persons of every ministry/Davison/Department .Every agency must draw a template showing the flow and activity of every pension case till its finalization by AGPR. Monthly report must be submitted to this Secretariat. | Pension cell in PTB was established in 2011. The cell consists of an Accountant and a pension clerk. PTB is a self- sustaining organization and pension cases are finalized internally and pensioners are paid directly by PTB through National Bank of Pakistan. |
| iii | Parent department should initiate the case for finalization of pension dues within the time frame fixed by Government. Automated system within the Ministry/Division/Department be established for processing of pension cases with the help of AGPR or PIFRA or CGA which may be connected with AGPR for early settlement of pension claims of Government employees. | Pension cases are finalized before retirement or within one month of retirement. |
| iv | Head of Agency must fix one hour in every week for pending pension cases and for complaints of their employees. The Focal | Every Monday from 9 a.m to 10 a.m is fixed for pending pension cases and for complaints of PTB employees, if any. The focal person will hear |

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| | person should also fix one hour in a day for hearing employees grievances related to pension. Monthly report must be submitted to this Secretariat. | grievances of pensioners on every Monday from 10 a.m to 11 a.m |
| v | Service book of the employees must be computerized, properly maintained and timely updated. The list of officials who will retire in next six months must be prepared and uploaded on website of every Ministry/Division/Department well before the date of retirement. This information must be shared with AGPR on fortnight basis. Monthly report must be submitted to this Secretariat. | Noted for compliance. |
| vi | Maintain computerized list showing the dates of retirement of all their officers and staff that are going to retire within a particular financial year and their names should be uploaded on the website. | Noted for compliance. |
| vii | Head of Department should monitor and ensure fast track completion of service records and their entries in computerized system. He should also hold meetings with AGPR after every two months for resolution of pending pension cases. Report in this regard must be submitted to this Secretariat | Since pension cases are finalized internally, therefore, AGPR's office is not involved in pension cases of PTB. |
| viii | Ensure that all the pension cases should be processed and finalized well before the retirement dates of employees. The cases under process should be uploaded on website of every Ministry/Division/Departments and cases pending for more than 30 days should be resolved in next 7 days by the respective Focal Person of the Ministry/Division/Department in meeting with Focal Person of AGPR. Action may be taken against the person(s) responsible for delaying the pension cases under intimation to this Secretariat. | Noted for compliance. |
| ix | Process of pension cases (Data) of Federal Agencies and AGPR must be automated and interconnected in next 30 days. | The process is already automated. |
| x | Establish Automated Monitoring and Evaluation system within the Ministry/Division/Departments for reviewing/evaluating the process and completion of pension cases. Monthly Report must be submitted to this Secretariat. | Noted for compliance |

s/d

(M.ZUBAIR KHAN)
Deputy Director (B&F)

CC:

1. Chairman, PTB
2. Secretary, PTB

PAKISTAN TOBACCO BOARD

Dated: August 09, 2017

I. O. N.

Subject:- **FOCAL PERSON FOR PENSIONER'S FACILITATION AND COMPLAINTS.**

It is hereby notified that the Deputy Director (B&F) shall be the focal person for dealing with issues of pension and pensioners in Pakistan Tobacco Board.

Every Monday from 9 a.m to 10 a.m is fixed for pending pension cases and for complaints of PTB employees, if any. The focal person will hear grievances of pensioners on every Monday from 10 a.m to 11 a.m

s/d

(M.ZUBAIR KHAN)

Deputy Director (B&F)

(0919217065).

CC:-

1. Secretary, PTB.
2. Notice Board
3. System Administrator, for uploading on PTB website.
4. Accts.P&G-10/PTB
