

**Pension Workshop for DDOs and Pensioner's Adalat organized for the Office of the Commissioner of Police, Mumbai on 28<sup>th</sup> April 2022**

A Pension Workshop for the Drawing and Disbursing Officers of the Office of the Commissioner of Police, Mumbai was held on 28<sup>th</sup> April 2022 at the Headquarters of the Commissioner of Police, Mumbai.

The Workshop, attended by 80 officials from 20 Drawing and Disbursing Officers, was inaugurated by Ms. Jaya Bhagat, Principal Accountant General (A&E)-I, Maharashtra, Mumbai and Shri. Raj Kumar Vhatkar, Joint Commissioner of Police (Admin), Mumbai. Shri. Yogesh Kumar, D.C.P (HQ) and Shri. Karan Vohra, Dy. AG (Pension) were also present.

A presentation on the various initiatives rolled out by the Office of the Principal Accountant General (A&E)-I, Maharashtra, so as to provide better public service delivery and reach out to the pensioners was shared at the inauguration ceremony. These innovative initiatives include a Knowledge Channels with instructional videos hosted on the interactive and vibrant official website of the PAG Office and on online Helpdesk. Pension related initiatives including the roll out of e-ppo for the entire Mumbai region, 'Pension at the Doorstep' services in the form of Online Pension Samvaad and Online Pension and GPF Sewa Patra (Digital Dropbox) were shown and explained to the I.P.S officers and DDOs.

During the Workshop a presentation was also made on procedures and documents to be submitted to ensure timely processing of Pension and Provident Fund cases.

In the afternoon, a Pensioner's Adalat was held at the Naigaon Branch of the Commissioner of Police Office, where in around 500 pensioners were attended to by ten officials from the Office of the Principal Accountant General (A&E)-I, Maharashtra, Mumbai. Pensioner's issues were patiently heard and resolved on the spot as far as possible. The new initiatives such as Pension Samvaad, Pension Sewa Patra, Help Desk email etc., whereby the AG office is providing the pensioners with pension related services right in their homes, were explained by the Deputy Accountant General (Pension).

The Pensioners Association members expressed their happiness at these new initiatives taken by the Principal Accountant General (A&E)-I, Maharashtra, Mumbai.

The Pensioners were satisfied with the response they received and the efforts of the Office of the Principal Accountant General (A&E)-I, Maharashtra, Mumbai to reach out to them and address their needs.



**CP Office Mumbai- DDO's Workshop Inauguration 28-04-2022**



**CP Office Mumbai- DDOs in Workshop 28-04-2022**



**CP Office Mumbai- Officers hearing the issues in Pension Adalat 28-04-2022**



**CP Office Mumbai- Pensioners in the Adalat 28-04-2022**

**Pension Workshop for Police Department DDOs at the Office of the  
Director General of Police Maharashtra in Mumbai on 26-04-2022**

1. A Pension Workshop for Drawing and Disbursing Officers (DDOs) of the Police Department under jurisdiction of this office was held at the Conference Hall in the Office of the Director General of Police Maharashtra, Mumbai on 26-04-2022.
2. The Workshop was inaugurated by Shri. Anup Kumar Singh, Addl. Director General of Police (Administration), Maharashtra and Ms. Jaya Bhagat, Principal Accountant General (A&E)-I, Maharashtra. Shri S. Jaya Kumar, Inspector General of Police (Administration) and Shri Karan Vohra, Deputy Accountant General (Pension) were also present during the Workshop.
3. 61 DDOs along with their representatives and 9 Officers/Officials from the Office of the Pr. Accountant General (A&E)-I, Maharashtra were present at the Workshop.
4. A presentation on ensuring smooth and quick processing of Pension and Provident Fund cases was made to the DDOs by our officials.
5. A video on various initiatives undertaken by the Office of the Pr. Accountant General(A&E)-I, Maharashtra with the purpose of streamlining the process of pension authorization and providing better public service delivery and facilitating outreach to the Pensioners, was shown to the DDOs and IPS officers assembled. Innovative initiatives including e-PPO, Online Pension Samvaad, Online Pension and GPF Sewa Patra, a vibrant and interactive PAG Office Website, Knowledge Channel Videos and the Online Helpdesk etc. were shared and explained.
6. During the Workshop, a two-hour Question-Answer session was held, wherein the DDOs' queries related to Pension and GPF were answered by PAG (A&E)-I, Maharashtra officers.
7. The workshop was very well received and elicited a positive response from the officers and staff of the Office of the DGP Maharashtra and Police Department, Maharashtra.

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**DGP Office- Workshop Inauguration 26-04-2022**



**DGP Office- DDOs in the Workshop 26-04-2022**



**DGP Office- Workshop addressed by Ms. Jaya Bhagat, Pr.AG 26-04-2022**



**DGP Office-- Workshop addressed by Shri. Anup Kumar Singh, ADGP (Admin) 26-04-2022**