

KRA Report for the quarter ending 31.03.2020 in respect of DAG (Pen) Office the A.G. (A&E) J&K, Srinagar (w.e.f 01.01.2020 to 31.03.2020) cases
 Kind Attention - Sr. A.O (PNR-I) Jammu
 received w.e.f 01.12.2019 to 29.02.2020.

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| 1. | Original/family pension cases (Details in Annexure-L) | This Quarter | | | | Last Quarter | | | | | | |
|----|--|---|-------------------------------------|----------------------------|--|---|-------------------------------------|---|--|--------------------------------------|---|--|
| | | Opening balance | Additions | Total | Clearance within 1 month & % thereof | Closing balance | Opening balance | Additions | Total | Clearance within 1 month & % thereof | Closing balance | |
| | | 850 | 3447 | 4297 | 1867/2471 (75.55%) | 1826 | 276 | 2470 | 2746 | 4271/1896 (75.26%) | 850 | |
| 2. | Revision cases (details in Annexure-L) | Opening balance | Additions | Total | Clearance within 3 month & % thereof | Closing balance | Opening balance | Additions | Total | Clearance within 3 month & % thereof | Closing balance | |
| | | 6842 | 9441 | 16283 | 8980/9571 (93.82%) | 6712 | 5994 | 10373 | 16367 | 8997/9525 (94.45%) | 6842 | |
| 3. | Disposal of complaint cases (details in Annexure-L) | Opening balance | Additions | Total | Clearance within 1 month & % thereof | Closing balance | Opening balance | Additions | Total | Clearance within 1 month & % thereof | Closing balance | |
| | | Nil | 18 | 18 | 18(100%) | Nil | Nil | 34 | 34 | 29/34(85.29%) | Nil | |
| 4. | Information to subscribers | Is there provision for viewing status of pension online? | | | | Yes, there is provision for viewing the status of pension on line. | | Is there provision for viewing status of pension online? | | | Yes | |
| | | Are pensioners being intimated through SMS regarding status of pension cases? | | | | Yes, the SMS has been started from 18.09.2018 the day on which Nation Wide Pension Adalat was held. | | Are pensioners being intimated through SMS regarding status of pension cases? | | | Yes, the SMS has been started from 18.09.2018 the day on which Nation Wide Pension Adalat was held. | |
| 5. | Digitization of pension records Annexure -R | No. of records to be digitized | No. of records digitized | % of digitized records | Closing balance of records to be digitized | No. of records to be digitized | No. of records digitized | % of digitized records | Closing balance of records to be digitized | | | |
| 6. | Registration of pensioners or intimation through SMS | Total No. of pensioners | No. of pensioners registered to SMS | % of registered pensioners | Closing balance of pensioners to be registered | Total No. of pensioners | No. of pensioners registered to SMS | % of registered pensioners | Closing balance of pensioners to be registered | | | |

Accounts Officer (Pen-Co-ord)

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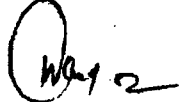

Annexure -P

Details of Complaint Cases

| Opening balance | Addition during the quarter | Total | Clearance | Closing balance | No. of finally settled cases out of clearance | No. of interim reply issued out of clearance |
|-----------------|-----------------------------|-------|-----------|-----------------|---|--|
| Nil | 18 | 18 | 18 | Nil | 18 | Nil |
| | | | | | | |
| | | | | | | |

Complaint Cases


| | | | | | Total number (OB-Addition) | Cases cleared and % thereof |
|----|--|--|--|--|----------------------------|-----------------------------|
| a) | Total number of cases cleared | | | | 18 | 18 (100%) |
| b) | Number of cases settled within 1 month | | | | 18 | 18 (100%) |
| c) | Number of cases settled within 1 month and within 2 months | | | | | |
| d) | Number of cases settled beyond 2 month | | | | | |


 Accounts Officer (Co-ord)


Annexure -Q

Pension Cases

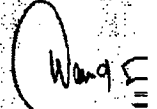
| | | OB | Addition | Total Number (OB+ Addition) | No. of Cases cleared | % of clearance |
|----|---|--------|----------|--------------------------------|----------------------|----------------|
| a) | Total number of pension cases cleared | 850 ✓ | 3447 ✓ | 4297 ✓ | 2471 ✓ | (57.50%) ✓ |
| b) | Number of cases settled within 1 month | | | | 1867 ✓ | (75.55%) ✓ |
| c) | Number of cases settled above 1 month and within 2 months | | | | 604 ✓ | (24.44%) ✓ |
| d) | Number of cases settled beyond 2 month | | | | | |
| 2. | <u>Revision Cases</u> | | | | | |
| a) | Total number of revision cases cleared | 6842 ✓ | 9441 ✓ | 16283 ✓ | 9571 ✓ | (58.77%) ✓ |
| b) | Number of cases settled within 3 months | | | | 8980 ✓ | (93.82%) ✓ |
| c) | Number of cases settled beyond 3 month | | | | 591 ✓ | (06.17%) ✓ |


 Accounts Officer (Co-ord)
 22/05/15

Annexure-R

Details of digitization of Pension Records

| Period upto which records has been counted for digitization | Opening balance (No. of records to be digitized) | Addition of records during the quarter | Total No. of records to be digitized | No. of records digitized during the quarter and %thereof | Period upto which records have been digitized | Total No. of records digitized (commulative) | %of records Digitized (commulative on total) |
|---|--|--|--------------------------------------|--|---|--|--|
| Uptodate | NA | NA | NA | NA | NA | NA | NA |
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 Wang F
 Sr. Accountant