



PAKISTAN  
WATER AND POWER DEVELOPMENT AUTHORITY

746-WAPDA House Lahore

SECRETARY

No.S/AD(Coord)03003/MTG/2641-42

Dated 23-08-2023

GM (Fin) Coord.  
Manager (A&F) Pension

Sub: **Minutes of Authority Meeting Held on August 04, 2023**

Following decision(s) were made by Authority, in its meeting held on August 04, 2023 in respect of item note relating to your organization:

**Item-12: Finance: Approval for Standing Operating Procedure (SOP)-2023 for Centralized Pension Disbursement to WAPDA Pensioners (Revised)**

Discussion

- 12.1 GM(Fin) Coordination apprised that an IHD was held on Centralized Pension Disbursement System at Committee Room WAPDA House Lahore on 25-07-2023 chaired by Chairman WAPDA and attended by all three Members of the Authority along with General Managers Finance of all Wings. General Manager Finance (Coord) presented the detailed presentation on the proposed amendments incorporated in the revised SOP 2023 for the transformation from existing decentralized procedures covered under SOP 2017.
- 12.2 The Authority approved Pension SOP in 2017 for implementation of DCS System (introduced by Federal Govt.) and to provide post-retirement benefits to WAPDA pensioners & their families in dignified manners while ensuring best possible practices by ensuring timely, accurate and transparent monthly pension payments directly into pensioner bank accounts.
- 12.3 Subsequently, the Authority also promulgated WAPDA Pension Disbursement System dated 22.06.2017 for activation/establishment of Pension Disbursing Units (PDUs) and to bring residual WAPDA pensioners to WAPDA's indigenous pension payment desks. In the light of SOP 2017, a WAPDA Online Pension System (WOPS) with multiple sub-modules have been developed and implemented successfully at Pension Directorate and PDUs, till now, out of total 21,313 pensioners, 18,912 (89%) pensioners are getting online pension every month directly into their bank accounts whereas 2,401 (11%) are getting Pension through DISCOs Payment Desks.
- 13xNo. Pension Disbursing Units (PDUs) are authorized to disburse monthly pension directly into pensioner's bank accounts.
  - Pension Directorate arranges funds from GMF concerned and releases the same to designated PDUs according to their demand/imprest limits each month.
  - Every pensioner is required to submit Indemnity Bond and DCS Option Form (duly verified by scheduled bank) to PDU after issuance of PPO Order by Pension Directorate.
  - The pensioner is required to visit in person to PDU twice in a year in the months of January and July each year for physical verification. The pensioner also submits life certificate (duly attested by class-I gazetted officer) through courier/registered post to PDU twice in months of April and October each year.
  - In case of family pension, the widow/widower, daughter or the case may be required to submit non-marriage certificate to PDU in the months of April and October.
  - A bed-ridden pensioner shall submit Medical Certificate (duly attested by MS/DMS of WAPDA/Govt. Hospital) as well as life-certificate through registered post to PDU quarterly in the months of Jan, Apr, July and Oct. to PDU.

O/o Director (Pension)	
Diary No: 1376 dt: 25/8	
Sr. B&AO (Pension)	
B&AO (Admin / Rev.)	
B&AO (Rep./Legal/Rev)	
B&AO (Revision)	
L&AO (Payment)	



- g. An overseas pensioner will get their physical verification through video call to Incharge of PDU twice in year in the months of January and July. The overseas pensioner will also submit life certificate (duly verified by resident country Consulate General or Attache' of Pakistan Embassy) to PDUs in the months of April and October each year.
  - h. In case, pensioner fails to submit life-certificate or have not visited in person to PDU with in given due date, the PDU shall stop pension and inform the pensioner accordingly.
  - i. Each PDU has total 5xNo. sanctioned strength consisting of 1xAsstt. Manager (A&F), 3xAcctt. Assistants and 1xNaib Qasid.
- 12.4 Centralized Pension Disbursement SOP 2023 has been drafted for transformation from decentralized to Centralized Pension Disbursement System by restructuring the role of Pension Directorate to ensure the timely and expeditious processing of Pension cases and payment amid minimizing the hassle to the pensioners.
- 12.5 Some salient features of new SOP 2023 are as under:
- i Pension Directorate will disburse monthly pension directly into pensioner's bank accounts through main bank accounts under Centralized Pension Disbursement System (CPDS).
  - ii Every retiree will submit his/her Indemnity Bond and DCS Form (duly verified by scheduled bank and c/s by retiring office) to Pension Directorate along with pension papers before issuance of PPO order.
  - iii 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 Pension Disbursement System (CPDS).
  - iv PPO books for new pensioners will be discontinued and computerized Pension Payment Ledger would be treated as PPO book/ledger.
  - v The scheduled banks will be responsible for physical verification of WAPDA pensioners.
  - vi The pensioner shall undergo biometric verification twice in a year in the months of **March and September** in scheduled banks. Production of life-certificate **discontinued** in accordance with Federal Government SOP.
  - vii In case of family pension, the pensioner shall submit non-marriage certificate to the banks twice in a year in the months of **March and September**. Non-Marriage certificate will be **dispensed** after the widow/widower/ unmarried daughter or sister, widow/divorced daughter or the case may be, attain the age of sixty years or above.
  - viii A bed-ridden pensioner will provide life-certificate duly verified by MS/DMS of WAPDA/ Govt. Hospital in the months of **March and September** to schedule banks. A rep of Manager (A&F) will visit in person to bed-ridden pensioner once in a year for physical verification at his/her residence.
  - ix The Overseas pensioner will get their physical verification twice in year in the months of **January and July** via video call to Pension Directorate and Pension Directorate will forward the verified screen shot to respective bank in lieu of live certificate.
  - x The Cash Medical Allowance (CMA) will be allowed by default to all new pensioners from the date of commencement of pension. CMA to Medical Facility (MF) will be subject to Option exercised by pensioner once as per provisions contained in WAPDA Medical Attendance Rules. The Medical Reimbursement claims submitted to WAPDA Hospital/Dispensary for verification will be forwarded directly to Pension Directorate by the respective medical unit after verification. The necessary instructions to Medical Units will be issued through DG (MS) accordingly.
  - xi Free Electricity facility to Non-DISCOs distributor will be admissible at respective DISCOs rate. Admissibility of Electricity Allowance in lieu of free electricity allowed in SOP 2017 will be declared void ab-initio.



- xii For WWF beneficiaries, the Pension Directorate will make WWF payments as per admissible rules/rates. The existing SOP issued by Secretary Fund vide their letter No.WWF/PDU/SOP/7144 dated 28.09.2018 will be discarded and physical verification by banks/submission of non-marriage certificates for pension at banks by the beneficiaries would be considered sufficient for the admissibility of WWF grants.
- xiii Pension Directorate will lodge monthly reimbursement claims for recurrent monthly pension and supplementary scrolls directly to respective GM Finance of concerned Wing including SFUs by 10<sup>th</sup> of each month.
- xiv GM Finance concerned will release the funds by 15<sup>th</sup> of each month to Pension Directorate accordingly.
- xv The O&M expenditure of Pension Directorate during the FY approved by Authority would be borne by all three Wings in proportionate to their number of pensioners.
- xvi Pension Directorate will send O&M claims to GM Finance concerned on quarterly basis and the GM Finance concerned will provide their O&M share in advance before 15<sup>th</sup> day of each quarter.

**12.6 Pension Disbursing Units/ Facilitation Centers:**

- 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) Peshawar
  - 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 PDUs will be renamed as **"Pensioners Facilitation Centers (PFCs)"** and will act as one window facilitation center for WAPDA pensioners.
- iii The PDUs approved/activated and working under the administrative control of Pension Directorate would be **deactivated**.
- 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 with revised nomenclature as **"WAPDA Pension Facilitation Centre"** to provide one window facilitation to all pensioners in coordination with Pension Directorate as per clause 5.3(ix) of SOP 2023.
- 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 facilitation center as per responsibilities mentioned in 5.3(ix) of SOP 2023.



- vii PDUs/Facilitation Centers at Mangla, Tarbela, CRR Karachi and NJHPC Muzaffarabad would continue to render their services for pensioners of DISCOs/NTDC and GENCOs till repatriation to their parent entities.
  - viii Furthermore, the Accounting Units of the 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(ix) SOP 2023 in addition to their existing assignments. The necessary instructions to designated Hospitals/Dispensaries will be issued through the office of DG (MS) WAPDA accordingly.
  - ix WPFCs can be increased according to requirements with the approval of Member (Finance) WAPDA.
- 12.7 Staff Adjustment of Pension Disbursing Units:**
- i The proposed Staff adjustment according to workload of Pension Directorate proposed as under:
  - ii Post of One (1) Assistant Manager (A&F) of PDU will be upgraded as Deputy Manager (A&F) Pension in BPS-18 and shifted to Pension Directorate Lahore for expeditious processing of Pension cases.
  - iii Post of Three (3) Assistant Manager (A&F) of PDUs will be re-designated as Assistant Director (P/SA) and shifted to Pension Directorate Lahore to meet the enhanced Information and Communication Technology (ICT) operations including Centralized Pension Disbursement System, digitization of pension record with expanded Data Center at Pension Directorate.
  - iv One (1) Assistant Manager (A&F) of PDU(s) will be shifted to Pension Directorate as AM (A&F) (CPD Section).
  - v 03 x AM(A&F) Posts of PDUs will be declared as Surplus for further adjustment.
  - vi 08 x Accounts Assistant of PDUs will be shifted to Pension Directorate.
  - vii 05xAccount Assistants of PDUs will be re-designated as IT Assistant and shifted to Pension Directorate, Lahore.
  - viii 16 x Account Assistants of PDUs will be declared surplus.
  - ix One (1) Supervisor (DE)/IT Officer of CRRK will be shifted to Pension Directorate
  - x One (1) Junior Clerk, (7) Naib Qasid will be shifted to Pension Directorate Lahore accordingly.
  - xi 1x NQ of PDU will be re-designated as Sweeper/Sanitary worker and shifted to Pension Directorate Lahore.
  - xii 1xN.Q. will be declared surplus.
  - xiii The revised sanctioned strength and organogram of Pension Directorate is at **Annex-I.**
- 12.8** Foregoing in view, GM (Finance) Coordination solicited approval of Authority for the following:
- a. Centralized Pension Disbursement SOP 2023 comprising the salient amendments as outlined at Paras 12.5 and 12.6.
  - b. Proposed Staff Adjustment of current PDUs in Pension Directorate at Para 12.7 above.
- Decision**
- 12.9** Foregoing in view, Authority accorded approval of the following:
- a. Centralized Pension Disbursement SOP 2023 (**Annex-II**) comprising the salient amendments as outlined at Para 12.5 and 12.6 above.
  - b. Proposed Staff Adjustment of current PDUs in Pension Directorate at Para 12.7 above.
  - c. Digitization of the process on priority.



12.10 Authority further directed to present revised organogram to the Authority. The sanctioned strength will remain as original i.e. 57.

Further necessary action may be taken and implementation status be intimated to this Secretariat within a fortnight for information of the Authority.

(Muhammad Amjad Misbah)  
Director (Secretariat)

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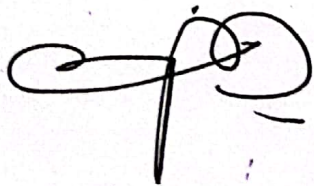
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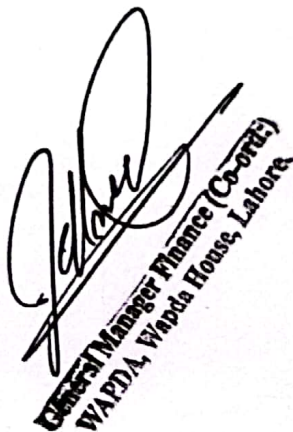
Revised Sanctioned Strength of Pension Directorate:

Annex-I

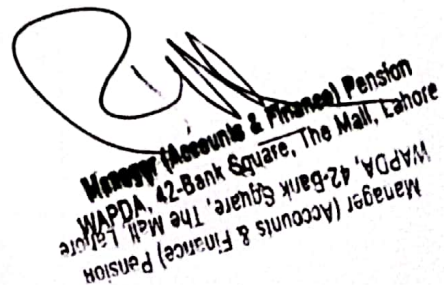
Sr.#	Post Name	BPS	No. of Post(s)
1.	Manager (A&F)	19	1
2.	Dy: Manager (A&F)	18	2
3.	Dy. Director (P/SA)	18	1
4.	Asstt. Manager (A&F)	17	3
5.	Asstt. Director (P/SA)	17	3
6.	Account Officer	16	3
7.	IT Officer/Supervisor (DE)	16	4
8.	Assistant Private Secretary	16	1
9.	Account Assistant	15/16	26
10.	IT 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
	<b>Total</b>		<b>85</b>



Director (Sectt.)  
WAPDA Secretariat  
WAPDA House, Lahore



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



Manager (Accounts & Finance) Pension  
WAPDA, 42-Bank Square, The Mall, Lahore  
WAPDA, 42-Bank Square, The Mall, Lahore



**Revised Organogram of Pension Directorate for Centralized Pension Disbursement**



Director (Security)  
WAPDA Secretariat, Lahore  
WAPDA House

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

Manager (Accounts & Finance) Pension  
WAPDA, 42-Bank Square, The Mall, Lahore





(II)

Annex-II

**PAKISTAN**  
**WATER AND POWER DEVELOPMENT AUTHORITY**

**DRAFT**

**Standing Operating Procedures (SOP) 2023**


**For**

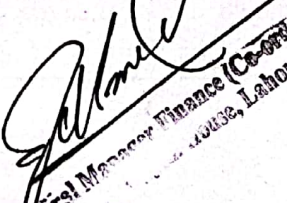
**Centralized Pension Disbursement to WAPDA Pensioners**

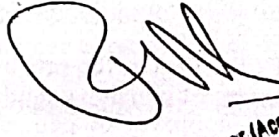
**By**

**WAPDA Pension Directorate, Lahore**

**Dated 31.07.2023**

  
Director (Sectt.)  
WAPDA Secretariat  
WAPDA House, Lahore

  
Director, Manager Finance (Co-ord.)  
WAPDA House, Lahore

  
Manager (Accounts & Finance) Pension  
WAPDA, 42-Bank Square, The Mall, Lahore



**DRAFT OF STANDING OPERATING PROCEDURE**  
**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 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. 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.

Page 2 of 2  
 Director (Secy.)  
 WAPDA Secretariat  
 WAPDA House, Lahore

General Manager Finance (Coordination)  
 WAPDA, Wapda House, Lahore

WAPDA Pension Directorate, Lahore  
 Manager (Accounts & Finance) Pension  
 WAPDA, 42-Bank Square, The Mall, Lahore



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 office 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 of choice 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.

Page 3  
Director (Secy)  
WAPDA, Secretariat  
WAPDA House, Lahore

General Manager (Finance)  
WAPDA, Wapda House, Lahore.

Manager (Accounts & Finance) Pension  
WAPDA, 42-Bank Square, The Mall, Lahore  
Pension Directorate, Lahore



## 5. Pension Disbursement

### 5.1 Responsibility of Manager(A&F) Pension Lahore

#### 5.1.1 Recurrent Monthly Pension:

- The Manager (A&F) Pension will disburse monthly pension to all WAPDA pensioners centrally through Centralized Pension Disbursement System.
- 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 20<sup>th</sup> day of every month.
- The monthly pension roll will be verified, reviewed and posted in system and send to Centralized Pension Disbursement Section (CPDS) for approval by 23<sup>rd</sup> day of every month.
- Subsequent to the pre-audit of the Monthly Pension rolls, the CPD Section will solicit the approval of Manager (A&F) Pension upto 27<sup>th</sup> day of every month and forward to Banking Section for onward disbursement of pension.
- 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 27<sup>th</sup> day of every month.
- 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.
- 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

- Computer/Data Entry(DE) Section will enter Arrear/Reimbursement payments through Supplementary Payment Bills separately in between 6<sup>th</sup> to 10<sup>th</sup> of every month and forwarded the same to CPD Section by 13<sup>th</sup> day of each month.
- The CPD section will arrange the approval of Supplementary rolls by 15<sup>th</sup> of month prior to sending in the Banking Section.
- 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 15<sup>th</sup> of the month.
- Banking Section will make sure payment of Supplementary rolls up to 20<sup>th</sup> day of each month by sending PPO and Bank wise disbursement sheets to respective banks accordingly.

#### 5.1.3 Pensioner Verification

- The Schedule Banks will be responsible for physical verification of pensioners as per the procedure laid down in 5.2(iii)&(iv)&(v) below.
- 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.
- 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.
- 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.
- 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.
- 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.

*[Signature]*  
General Manager (Accounts & Finance)  
WAPDA, Wapda House, Lahore.

*[Signature]*  
Manager (Accounts & Finance) Pension  
WAPDA, 42-Bank Square, The Mall, Lahore

*[Signature]*  
Director (Secct.)  
WAPDA Secretariat  
WAPDA House, Lahore



**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 incapacity 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 10<sup>th</sup> to 15<sup>th</sup> 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.

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Director (Sector)  
WAPDA Secretariat  
WAPDA House, Lahore

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

Manager (Accounts & Finance) Pension  
WAPDA, 42-Bank Square, The Mall, Lahore  
WAPDA Pension Directorate, Lahore



- 7- PDU Dir Pension Lahore
- 8- CMTL Choker Niaz Baig, 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.

*[Signature]*  
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WAPDA, Wapda House, Lahore.

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Manager (Accounts & Finance) Pension  
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*[Signature]*  
WAPDA Pension Directorate, Lahore  
Director (Secy.)  
WAPDA Secretariat  
WAPDA House, Lahore



**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 10<sup>th</sup> 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 10<sup>th</sup> day of each month, the concerned GM Finance concerned will provide the requisite funds of their Wing latest by 15<sup>th</sup> 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.

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Director (Secretary)  
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WAPDA

General Manager Finance (Coord)  
WAPDA House, Lahore  
WAPDA

Manager (Accounts & Finance) Pension  
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WAPDA

WAPDA Pension Directorate, Lahore



- 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 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 15<sup>th</sup> 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 of 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

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WAPDA Pension Directorate, Lahore

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Director (Secy.)  
WAPDA Secretariat  
WAPDA House, Lahore



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.

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

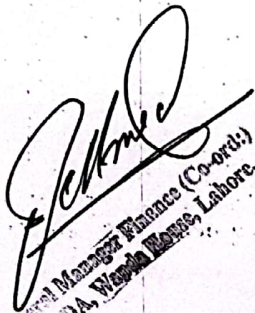
Sr.#	Post Name	BPS	No. of Post(s)
1.	Manager (A&F)	19	1
2.	Dy. Manager (A&F)	18	2
3.	Dy. Director (P/SA)	18	1
4.	Asstt. Manager (A&F)	17	5
5.	Asstt. Director (P/SA)	17	3
6.	Account Officer	16	5
7.	IT Officer/Supervisor (DE)	16	4
8.	Assistant Private Secretary	16	1
9.	Account Assistant	15/16	26
10.	IT 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

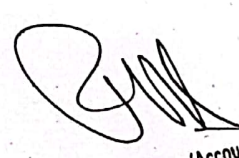
#### 10. Post Audit


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 30<sup>th</sup> September each year together with management report for the related year.

  
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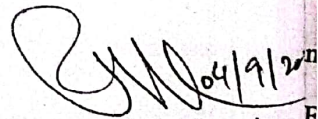




(1)

**Subject: Approval for Standard Operating Procedure (SOP) 2023 for Centralized Pension Disbursement to WAPDA Pensioners (Revised)**

- 1) PUC is minutes of meeting issued by the Wapda Secretariat for the agenda item 12 on the captioned matter conveying the approval of Authority subsequent to meeting held on 4<sup>th</sup> August 2023 at Mega Complex Islamabad.
- 2) Pursuant to directives of worthy "C" comprehensive revised SOP 2023 for centralized disbursement of Pension to WADA pensioners was presented by the GM Finance (Coord) with detail proposed restructuring of Sanctioned strength of Pension directorate through staff adjustment of PDUs to meet with enhanced work quantum. The Proposed sanctioned strength of Pension directorate was revised to 85 from existing 57 with shifting of minimum required staff from PDUs amid upgradation and redesignation of some posts to achieve the objectives of digitized database and centralized disbursement of Pension at Head office level.
- 3) Detailed staff adjustment of PDUs staff was placed at Para 12.7 in the item note leading to total strength of Pension directorate to 85 from current level of 57. However during discussion it was apparently agreed by the Authority for the proposed sanctioned strength of the Pension directorate at level of 85 with further direction that revised organogram be presented to Authority afterward. Additionally the enhanced strength was also subject to embargo for placement on the additional posts from outside/Market through recruitment.
- 4) Now as per minutes of Authority meeting (PUC) it is conveyed at Para 12.10 that sanctioned strength of the Pension Directorate would be 57 however proposal for staff adjustment of PDUs at Para 12.7 is also approved by the Authority vide Para 12.9 (b). The aforesaid concurrent approvals seems to be contradictory and not in line with the conclusion of the Authority meeting as narrated in preceding para.
- 5) In view of the foregoing it is requested that case may please be forwarded to Secretary Wapda for review of the minutes of agenda item 12 on the captioned matter as summarized in the para 3 ante enabling this office to step forward for the implementation of the centralized disbursement of Pension to WAPDA pensioners through deployment of additional staff as per proposed strength of pension directorate please.

  
Manager (A&F) Pension

6) DY.GM (Fubds)/GMF(Coord)





6. As explained in NP 1-5 above, there is a slight/minor contradiction regarding sanctioned strength of Pension Directorate after approval of Revised SOP-2023 for 'Centralized Pension Disbursement System'. As per para 12.7 of minutes of the Authority meeting (F/A), the proposed Staff Adjustment of PDUs in Pension Directorate has been approved with revised total sanctioned strength of 55 whereas in para 12.10 total sanctioned strength is mentioned as 57. Para 12.7 of the MoM nullifies the approval granted for para 12.7.

7. As the Centralized Pension Disbursement is under implementation stage and worthy 'C' during discussion on this point directed that revised organogram will be presented after successful implementation of Centralized Pension Disbursement System as proposed in revised SOP-2023.

8. In view of the above, Secretary WAPDA office may please be requested to rectify the para 12.10 of the approved minutes and issued necessary corrigendum enabling this office to implement Centralized Pension Disbursement successfully please.

9. Submitted please.

10. Member Finance

*[Signature]*  
07/09

(SMFC)

07/09-2023

Secy WAPDA

