

No. 1/1(51)/2024-P&PW(F)/9852

भारत सरकार/Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय /Ministry of Personnel, PG & Pensions
पेंशन एवं पेंशनभोगी कल्याण विभाग/ Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhavan, Khan Market,
New Delhi, Dated the 24th October, 2025

OFFICE MEMORANDUM

Subject : Guidelines for referring the cases to Department of Pension & Pensioners' Welfare (DoPPW) for advice / clarification / consultation.

Department of Pension & Pensioners' Welfare (DoPPW) is the Nodal Department for Pension and pension related policy matters for Central Government employees. DoPPW has formulated and issued many rules like CCS (Pension) Rules, 2021, regulations / OMs / guidelines etc. The implementation of these rules is the responsibility of the concerned Ministry / Department / Office. Wherever any difficulty in interpretation / implementation in respect of any particular rule is found, they can seek advice / clarification from DoPPW. It implies that the concerned office should first examine the case with reference to the relevant rules / regulations and shall come to a tentative conclusion. Even thereafter, if any advice / clarification / consultation with reference to any specific rule(s) / point(s) is required, the case may be referred to DoPPW.

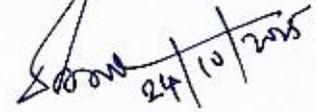
2. The rules notified by DoPPW are self-explanatory and have provisions / clarifications for varied situations. It has, however, been observed that some Ministries / Departments / Offices refer certain cases involving above rules to this Department in routine manner without the cases being examined thoroughly at the first level in the respective Ministry / Department. Some offices refer such cases directly. This practice has resulted in situations where this Department is required to examine such cases ab-initio on behalf of the concerned Ministry / Department even those cases that could ideally be resolved at their level or Ministry / Department without any need to refer to this Department if examined properly by them initially.

3. As stated above, this Department has already circulated detailed rules / regulation / guidelines, the authority for their implementation. Decision making in most of the cases rests with the concerned Ministries / Departments / Offices. This Department vide OM of even number dated 12.12.2024 had circulated general guidelines regarding referring the cases to DoPPW for advice. However, it has been observed that still few offices do not follow these guidelines resulting delay in furnishing advice by DoPPW.

4. In view of the above and to avoid delays in decision making, the following fresh guidelines for referring the matter to DoPPW henceforth for advice / clarification / consultation are prescribed as under:

- i. The employees of railways, statutory bodies, Defence personnel, autonomous bodies, PSU/Banks etc are not covered under the rules notified by DOPPW. Hence, only the cases covered under the rules of DoPPW should be referred for advice.
- ii. The cases should initially be examined at the level of concerned Ministry / Department / Office thoroughly with reference to the provisions of the concerned rules / regulations.
- ii. If, after such examination, a department still encounters difficulties, ambiguities or need otherwise, it may refer the matter to this Department incorporating the following:
 - a. A comprehensive proposal detailing the background, examination carried out by the department and its tentative conclusion.
 - b. Specific references to the rule / provisions on which advice / clarification / consultation is required.
 - c. detail of the case if not specifically covered by the prevalent rules / regulations. The justification of the exemption, if any, required.
 - d. While sending the proposal, the name, designation (telephone numbers and e-mail ids) of the concerned officers may also be indicated.
 - e. The proposal well in advance along with all relevant record preferably through e-file (where e-file system is functional) should be referred through the administrative Ministry / Department along with their comments with the approval of the Secretary concerned. This is equally essential for the Ministries / Departments for maintaining uniform stand in all the similar cases concerning offices under their control.

5. The contents of this Office Memorandum may please be given wide publicity and brought to the notice of all concerned.

 24/10/2025

(ध्रुवज्योति सेनगुप्ता) / (Dhrubajyoti Sengupta)
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To,

All Ministries/Departments/Organisations.
(As per standard list)

Copy to:

1. President's Secretariat/Vice President's Secretariat/Prime Minister's Office/Supreme Court Rajya Sabha Secretariat/Lok Sabha Secretariat/Cabinet Secretariat/ UPSC / CVC/ C&AG/ Central Administrative Tribunal (Principal Bench), New Delhi.
2. All Officers in the DoPPW.