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எனது இல. } Letter No. : 05/2023
My No. }

ඔබේ අංකය }
உமது இல. }
Your No. }

දිනය }
திகதி } 04.05.2023
Date }

To All District Secretaries,
All Divisional Secretaries,

Guidelines to submit grievances of Departmental Officers attached to District Secretariats and Divisional Secretariats and to avail services through the Administration Division of the Department of Pensions.

Please be informed that an online system has been introduced to accept administrative issues of Development Officers, Pensions Officers, Management Service Officers and Document Assistances serving in all District Secretariats and Divisional Secretariats being attached to the Department of Pensions and to solve them swiftly and efficiently via online in order to minimize their direct enquiries by telephones.

02. Accordingly, the path for submitting grievances and issues to be solved from head office of the Department of Pensions via online is provided by Annexure 01.

03. You are kindly informed to make aware the officers concerned to submit their issues via online and the necessity of submitting their issues in advance of addressing the Administration Division in that regard.

Sgd:

A. Jagath D. Dias

Director General of Pensions

Annexure 01

Guidelines to submit grievances of officers attached to Divisional Secretariats and to submit issues and avail services through the Head Office of the Department of Pensions.

01. Logging into system

Log into internet by clicking on Google Chrome Icon available in your computer or using any other web browser.

Type www.pensions.gov.lk on address bar to log into the website of the Department of Pensions. And click on DS PORTAL Icon on the following interface appears.



02. Then type User Name and Password on the USER LOGIN details and select Login command to enter the system.

USER LOGIN

Username: *

Password: *

Log in

[Request new password](#)

Access denied

You are not authorized to access this page.

Design & Developed by Department of Pensions Pensions.

03. Then you will approach to following page. Select Report to Admin Branch cited under LEAVE.

[Home](#) [Pensions](#) [Revisions15](#) [Revision17](#) [WOP](#) [Modifications](#) [Deductions](#) [Surcharges](#)

[Reports](#) [Settings](#) [Logout](#)

Pension Payments for 2023 March is Ready

Submitted by admin on Wed, 03/08/2023 - 06:32

Do Not Send the file if Arrears is less than 7,50000 just Submit an AR Form

Submitted by admin on Thu, 02/23/2023 - 18:23

Submit AR Form To Activate Head Office Hold Pensions without Life Certificates

Submitted by admin on Mon, 02/20/2023 - 14:35

LEAVE

- Agrahara Posted
- Operator Details
- **Report to Admin Branch**
- Loan Certified
- Submit Your Leave Details

TEST1

- My account


LINKS

- Warrant
- Application Status
- 2017 Revision

04. Then following page will be appeared. Click on Insert New Grievance.

[Home](#)

Report to Admin

 [Insert new Grisvance](#)

- No results

[Printer-friendly version](#)

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05. Select your post in DESIGNATION (1) item appears in the following page which could observe. Then select type of the issue in PROBLEM RELATED (2) and insert your issue within PROBLEM BOX (3). Then upload soft copies, if any related to the issue in Problem Box (4).

DESIGNATION	<div>1</div> <div><input type="radio"/> PO <input type="radio"/> DO <input type="radio"/> DA <input type="radio"/> MA</div>
PROBLEM RELATED	<div>2</div> <div><input type="radio"/> Transfer <input type="radio"/> Promotion <input type="radio"/> Leave <input type="radio"/> Increment <input type="radio"/> Allowance <input type="radio"/> Service Confirmation <input type="radio"/> Other</div>
PROBLEM	<div>3</div> <div></div>
SUPPORTIVE DOCUMENT	<div>4</div> <div><div>Choose File</div> <div>No file chosen</div></div>

Printer-friendly version

Confirm data

 |

Reset