



විශ්‍රාම වැටුප් දෙපාර්තමේන්තුව  
ஓய்வூதியத் திணைக்களம்  
DEPARTMENT OF PENSIONS



පලමුවන මහලය, මැලිගාවත්ත, කොළඹ 10.

மாணிகாவத்தை செயலகம். மாணிகாவத்தை. கொழும்பு 10.

Maligawatte Secretariat, Maligawatte, Colombo 10.

අංකය }  
இல. }  
No. }

PN/Circular/2011

දිනය }  
திகதி }  
Date }

24.03.2011

**Pension Circular 03/2011**

To all District Secretaries/ Divisional Secretaries

**Implementing client attentive program for  
retired senior citizens**

The Department of Pensions as a client attentive service providing government institution has implemented many programs for its effective service. Island wide living over 470,000 senior citizen pensioners who dedicated their precious time of their lives to the public service and other pension beneficiaries are provided with service from Divisional Secretariats of their respective residential areas. However, stern attention has drawn to several incidents of insufficient and discourtesy service providing which has been reported to the Department of Pensions and to the Ministry of Public Administration and Home Affairs. It has identified and reported by pensioners' associations that following reasons have been caused to this situation.

1. Involving several sections of Divisional Secretariats for pension preparations (Unavailability of pension division)
2. Lack of staff for pension purposes
3. Delays in attending duties
4. Lack of supervision on coordination with pension paying banks, post offices
5. Attending with discourtesy to senior citizens, deficiency in providing instructions and guidance
6. Unavailability of general methodology in Divisional Secretariats in attending pension processes
7. Not solving matters that can be solved at Divisional Secretariats, it self

Director General	Telephone 2431647	Fax 2342078	W&OP	Telephone 2332346	Fax 2432214	Policy	Telephone 2329580
Director	2432008	2342078	PSPF	2324375	2332347	Forces	2320439
Director (F)	2434974	2391403	L.G.U.	2342525	2342525	Computation	2434414
Internal Auditor	2329634	2329634	Registration	2329178	-	Payments	2431612

E-mail: pensions@sltnet.lk  
Web site: www.pensions.gov.lk

Accordingly, the secretary to the Ministry of Public Administration and Home Affairs has stressed that an efficient and productive public relation with higher quality is required for providing better service on pension. Therefore, it is informed to adhere following instructions.

01. Separate division for pension

- Single unit for pension at the Divisional Secretariat
- Supplying physical resources to make this success
- Providing special facility to retired senior citizens
- It has revealed that the shortage of staff for pension purposes at Divisional Secretariats has been caused to irregular the proceedings with regard to pension record room, surcharge register, control record, railway warrant register, resident certificate register, pensioners' record on Grama Niladhari division, pension file register, unpaid pension register, monthly payment record, minors' register, abatement records, ten year completion record. Therefore providing sufficient staff for pension purposes
- Formally assigning the responsibilities and duties to Pension Officers at every possible situation and giving Pension Officers the authority to certify under complete supervision of a Staff Officer.
- Providing facility to keep efficient and productive pension record room

02 Client attentive service


- Cordially accepting senior citizens, keeping eye contact with the client at conversations
- Listening to them carefully, identifying their matters and giving them confident, accurate answers and correct directions
- Expeditious fulfillment of duty
- Paying special attention on pension matters on public days
- Respecting the dignity of retired religious leaders, senior public officers

- Serving elders and disabled with generosity
- Paying higher attention on communication pattern, language, sound control
- Politeness in communicating by letters
- Making healthy relation between Grama Niladhari and retired community
- Forwarding irresolvable matters at Divisional Secretariats to the Department of Pensions
- Taking proper action on requests regarding pension

03. Coordinating banks and Post Offices

- Proper forwarding of relevant documents for monthly pension payments
- Obtaining details on monthly pension payment
- Taking prompt action to get receive unpaid monthly pension having checked with records
- Paying special attention on issues arise at banks, post offices on pension paying dates
- Updating banks and post offices regarding pension payments

Common procedural manual on pension at the Divisional Secretariats and Instruction Manual for Grama Niladhari will be issued in due course.

  
**K A Thilakaratne**  
Director General of Pensions

Copies:

1. Secretary to the President
2. Secretary to the Prime Minister
3. Secretary to the Ministry of Public Administration and Home Affairs
4. Auditor General