

SPECIAL PENSION QUERIES—GENERAL INFORMATION OF ALL REPLY TO BUNCH QUERIES

1. This section covers the common replies to the queries about award of Special Pension, raised by ex-sailors through individual letters commencing dated **19 Jun 19**.
2. Since all such letters as mentioned above, have same queries (word-by-word), it is administratively prudent for this office to bunch them together and offer replies. Hence, the replies to these queries are as follows:-

<u>Sr. No.</u>	<u>Query No.</u>	<u>Query</u>	<u>Reply by NAVPEN</u>
1	02	Who is responsible for attending such applications in your office? Please intimate, his/ her name and designation and address.	The query is vague in its specificity. It is hereby intimated that all applications / letters received by the unit are attended to by different personnel at different levels, which may procedurally differ from each other, depending on the type of matter the letter seeks to highlight. Hence, no specific name can be forwarded.
2	03	Please intimate the daily progress of my application from the date of receipt till date.	Within the existing procedures/norms followed at this office, no record of daily progress of the letter /applications received by the office is maintained and hence the requisite information cannot be furnished under section 7 (9) of RTI Act, 2005.
3	04	Names, designations, and office addresses of officials with whom my application was lying during this period and details of action taken by him/ her	Refer reply to query No. 2.
4	05	Present status and date by which this matter will be completely resolved.	The status of progress made in processing of applications (by NAVPEN) is uploaded twice a month (fortnightly) on NAVPEN website. You are advised to visit NAVPEN website on URL ' www.indiannavy.nic.in/NAVPEN '. Further, the completion date by which the subject matter would be completely resolved, cannot be given by NAVPEN since the PPO issuing authority is CDA (P)/ CDA(N) who are not under the administrative control of Indian Navy.

5	06	In case my application is kept pending at your office for some further requirements, please inform the details of such requirements if any and the date from which it was kept pending.	All applications under process at NAVPEN are scrutinized and verified and all the requirements arising due to deficiency of documents/ discrepancy in forms/ records are duly intimated to the individual / pension claimants by post, if any.
6	07	If any communication is sent to me in this connection, please provide a copy of same.	Relevant copies of letters forwarded to each individual pension claimant, is being dispatched, if being sought.
7	08	Name, Designation of head of Vigilance Department, his address, e-mail ID and phone NO. / Mobile No. to whom complaint can be lodged by me against your office.	NAVPEN is administratively under the control of Headquarters, Western Naval Command, Mumbai and operationally under the direct command of Integrated Headquarters, Ministry of Defence (Navy)/ DPA, New Delhi. For getting relevant address/ contact number of the Naval authorities, you are advised to visit Indian Navy website on URL 'www.indiannavy.nic.in'.

3. Notwithstanding above, in the context of the subject, following points are hereby disseminated for information of all:-

(a) **Commencement of Processing of Pension Claims at NAVPEN**

Please note that the actual process of making of Pension Claims at this office commences only after receipt of corrected/ completed filled-up pension forms along with all requisite documents from the claimants.

(b) **Appellate Authority** RTI applicants may file an Appeal with the First Appellate Authority at the following address within 30 days of receipt this letter if reply is found to be unsatisfactory:-

The Logistics Officer in-Charge
Naval Pension Office
Sion Trombay Road
Mankhurd, Mumbai 400088

By publishing of this 'General Information Notice', it is expected that ex-sailors with similar queries as covered above, would not be required to write to NAVPEN for seeking replies individually, since it unnecessarily increases correspondence and workload, thereby wasting precious man-hours.