

MINIMUM TIME LINES REGARDING PROCESSING OF CASES

FOR IMPROVED SERVICE DELIVERY

PENSION

Nature of Cases	Time line	Remarks
Payment of pension / commutation on retirement	Within 14 Days	Subject to the completion of all codal formalities
1 ST Disbursement of pension through Direct Credit System	Up to 5 th of a month.	<ul style="list-style-type: none">➤ Fresh cases received up to 5th of each month will be finalized in the same month➤ The cases received after 5th of each month will be processed in next month
LPC on retirement	Within 15 days of the date of retirement	Subject to the completion of all codal formalities

PERSONAL CLAIMS

Nature of Cases	Time line	Remarks
TA /DA of Officers / JCOs /ORs / Civilians	Within 7 working days	Subject to the completion of all codal formalities
DSOP / DSP/ G.P Fund advance bills	Within 7 working days	Subject to the completion of all codal formalities
DSOP / DSP/ G.P Fund Final bills	Within 15 working days	Subject to the completion of all codal formalities
Issuance of Pay Slips	Within 7 working days	Subject to the completion of all codal formalities

ISSUANCE OF PROVIDENT FUND STATEMENTS

Nature of Cases	Time line	Remarks
DSOP / DSP / GP Fund statements	Annual statement issued by 30 th September of each year	Subject to the completion of all codal formalities

CONTRACTORS CLAIMS

Nature of Cases	Time line	Remarks
Contractual Payments	Within 7 working days	Subject to the completion of all codal formalities
Payments of contingent claims	Within 7 working days	Subject to the completion of all codal formalities

MEDICAL CLAIMS

Nature of Cases	Time line	Remarks
Reimbursement of Medical Charges retired defense paid civilians	Within 7 working days.	Subject to the completion of all codal formalities

ASSISTANCE PACKAGE

Nature of Cases	Time line	Remarks
Payments of claims	Within 1 week	Subject to the completion of all codal formalities
Recruitment	Within 14 days	Subject to the completion of all codal formalities