

STANDARD PROCEDURE FOR PENSION PORTAL

I. The following details of pensioner will be transferred from ERP to Pension Portal immediately after retirement from Port Service

1. Name
2. Designation & Cadre
3. E.C.No.
4. Date of Retirement
5. Department
6. Last Basic Pay Drawn
7. Pan Card No.
8. Aadhar Card No.
9. Blood Group

Detailed Procedure for operating the pension portal by the pensioners

Access the pension portal through NMPA website –

<https://newmanglaoreport.gov.in> Pensioner corner.

A. Login

User Name i.e. E.C. No.

Password	EC No. Date of birth
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For Ex. It EC No. is 2098 & DOB :12.07.1981, password will be 209812071981

This will be default user name of password

- i) There is an option for changing of Password in Pension portal
- ii) The PPO No. will be automatically generated in ERP System.
- iii) Pensioners can upload the joint photo with spouse

B. OTP is compulsory for Pensioner/Family pensioner

C. The Pensioners can download/upload the following details in Pension portal

D. Facilities for pensioners/Family Pensioners

- i) Download - Pension pay slip maximum of 12 months
- ii) Download -Form No.16
- iii) Upload - Copy of the first page of bank pass book, copy of the Aadhar, PAN, photo change of address if any, etc.
- iv) Upload- Life Certificate/JeevanPraman Certificate by December
- v) Intimation for Savings for the purpose of Income tax

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- vi) Intimation for enhancement of pension on attaining age of 80 years & above
- vii) Intimation for Restoration of commutation of pension after 15 years
- viii) Feedback from Pensioners/Family Pensioner can be provided
- ix) Any grievances

E. Family Pensioners for sanction of Pension following to be submitted

- i) Death certificate in original duly attested
- ii) Form No.14 duly filled and attested i.e. Non-re-marriage certificate duly attested, Non employment certificate duly attested
- iii) Copy of the first page of pass book of Bank and cancelled cheque.
- iv) Copy of the PAN and Aadhar duly attested
- v) Passport size photos
- vi) Any grievances can be submitted.

The above details to be uploaded and same to be sent to Pension Cell within 7 days after uploading in Pension portal.

F. Escalation Matrix:

Provision for automatic Escalation of grievances to next higher authority when there is no action taken by the concerned officer of Pension cell as per escalation matrix.

Initial submission - Pension Cell

Escalation Level I - Dy.HoD (If no action taken at Pension Cell within 7 days)

Escalation Level II -HoD (If no action taken at Dy.HoD level within 4 days)

G. After submission of request, the Pensioner / Family Pensioner will get submit request No. in the Mobile No. mentioning that service request under process and pending for approval.

H. Any request received from pensioners to be notified in Group work list of e-office of pension portal. The concerned officer is to pull into worklist inbox files.

I. The request of the pensioner may approve/reject by the officer. If rejection, the comments to be given by the officer for the reason mandatorily. The comments made by the officer will be reflected to the pensioner in their login.

J. If, the request is accepted, officer has to move the file for approval of the higher authorities.

K. Pensioner/Family pensioners can track the request

L. Project manager will communicate the time line through mail to concerned officers

M. OTP is compulsory for Pensioners/Family Pensioner

N. Date of Death of Pensioner

Standard Operating Procedure – Pension Portal (Medical)

Medical Claim:

1. Pensioners or family pensioners can submit medical claim through pension portal.
2. The beneficiaries can log on to the Portal and download the Essential B Claim from the portal itself which can be filled by the beneficiary and uploaded along with the Bills, bank pass book and any other relevant documents under this tab. The claim amount can be entered manually by the beneficiary.
3. Once the bill is submitted, the request will be sent to the E – office of the AS/OS. The claims will be available in the Group work list which can be pulled to the inbox of the e-office. The bills after verification can be approved or rejected. If rejected comments are mandatory. Thereafter beneficiary can see the status of the request in the pension portal. If the claim is rejected, the comments can be seen by the beneficiary which can be complied and re uploaded for further approval.

Note:- Following are the timelines for the clearing of bills received:

- a. Forwarding Firm Bills in full shape to the Finance Dept. - 5 working days after receiving
- b. Forwarding Medicine Purchase Bills in full shape to the Finance Dept. - Within 9 working days after receiving.
- c. Forwarding In-patient and Out-Patient bills in full shape to the Finance Dept. - Within 15 working days after receiving
- d. Receiving & Processing Out-Patient Bills from the Finance Dept. - Within 4 working days after receiving

Medical Reports:-

1. This section has been integrated with the HMS. Any reports generated in the HMS vis. Lab reports etc. will appear in this section of the Pension Portal for easy access of the beneficiary.

Grievance section:-

1. The beneficiary can submit their grievances w.r.t medical bill claims, Medical allowance and any other grievance related to Medical.

2. The beneficiary can enter their grievances in detail in the tab provided for the same in the Portal. Section also allows the beneficiaries to attach relevant document w.r.t grievance.
3. Once the grievance is submitted, the request will be sent to the E – office of the Sr. Medical Officer. The grievance will be available in the Group work list which can be pulled to the inbox of the e-office for verification.
 - a. Sr. MO shall take necessary action for the grievance submitted within seven (7) days of receipt of the grievance in the e-office. Sr. MO can close the grievance by providing necessary comments at his/her end or forward the same to the higher authority for further action.
 - b. If no action is taken by the Sr. MO in seven (7) days of receipt of grievance, then the system will automatically escalate the grievance to Dy. CMO for further action. Dy. CMO can close the grievance by providing necessary comments at his/her end or forward the same to the higher authority for further action.
 - c. If no action is taken by the Dy.CMO in four (4) days of receipt of grievance, then the system will automatically escalate the grievance to CMO for further action. CMO can close the grievance by providing necessary comments at his/her end or forward the same to the higher authority for further action.
 - d. The beneficiary can see the status of the grievance in the pension portal. The comments can be seen by the beneficiary along with the action date. If the grievance is pending for action, then the status will be displayed as under examination.

Circular:-

1. This sections contains hospital related circulars for the benefit of the beneficiaries.

Some of the details available are :-

- a. NMPA Referral Hospital List
- b. Procedure and Instructions
- c. OM - Ward Rates
- d. Visiting Consultants
- e. Ambulance Service for NMPA Beneficiaries
- f. Any other notifications issued by the Port from time to time.

Shankar