

Government of West Bengal
Department of Higher Education
College Sponsored Branch
Bikash Bhavan, 6th Floor, Salt Lake, Kolkata – 700 091

No. 388-Edn(CS)/ 10M-41/2025

Date : 11th June, 2025

NOTIFICATION

Higher Education Department had previously issued Memo. No.267L-DPI-14012/1/2024-OFFCR (DPI)-DP, dated 26.09.2024 delineating /notifying Standard Operating Procedure (SOP) relating to pension cases of ex-Employees of Government aided Colleges and Day Students' Home under Higher Education Department.

In order to ensure that the pension is issued on time and the timeline given in the SOP is followed, our Pension Cell is constituted under the DPI, West Bengal comprising of following persons:

- 1) Director of Public Instruction (DPI) as Escalation Officer,
- 2) One Joint/Deputy/Assistant Director(JDPI/DDPI/ADPI) as Nodal Officer and
- 3) One Staff/Data Entry Operator(DEO)

This Cell helps monitoring the pendency and ensure disposal of pension cases in time. Any Officer/Employee clarify with delay in processing his/her pension papers from timeline enumerated in the SOP may write an email to the Nodal Officer at pension.grievancel@gmail.com

The Nodal Officer shall respond or take necessary action to redress the grievance and shall respond within 30 days.

In case the concerned person does not receive any reply or satisfy with the reply, he/she can escalate it to DPI to the mail address pension.escalation2@gmail.com

The DPI shall respond to the escalation email within 30 days.

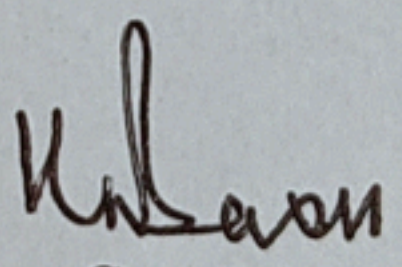
In case of non-receipt of reply, the second escalation can be made to Principal Secretary to the mail address pension.secretary@gmail.com

Sd/-

Deputy Secretary to the
Government of West Bengal

Copy forwarded for information and necessary action to:-

1. The Principal Accountant General(A&E), West Bengal, Treasury Building, Kolkata - 700001;
2. The P.S. to the Addiditonal Chief Secretary, Finance Department, Govt. of West Bengal;
3. The DPI, West Bengal, Bikash Bhavan, 6th Floor, Salt Lake, Kolkata-700091;
4. The Pay & Accounts Officer, Kolkata Pay & Accounts Office-I, 11A, Mirza Ghalib St, Kolkata-700087;
5. The Pay & Accounts Officer, Kolkata Pay & Accounts Office-II, 11A, Mirza Ghalib St, Kolkata-700087;
6. The Pay & Accounts Officer, Kolkata Pay & Accounts Office-III, SUBHANNA, SGO Complex, DF Block, Salt Lake, Kolkata -700064;
7. The Director of Treasuries & Accounts, Mitra Building, 3rd Floor, 8, Lyons Range, Kolkata-700001;
8. The Director of Pension, Provident Fund & Group Insurance (DPPG), Purta Bhavan, 2nd Floor, Salt Lake, Kolkata-700091;
9. The Private Secretary to the Hon'ble MIC, Higher Education Department, Bikash Bhavan, 5th Floor, Salt Lake, Kolkata – 700 091;
10. The Sr. P.S. to the Principal Secretary, Higher Education Department, Government of West Bengal, Bikash Bhavan, 6th Floor, Salt Lake, Kolkata – 700 091;
11. The Sr.P. S. to the Senior Special Secretary, College Sponsored Branch, Higher Education Department, Government of West Bengal, Bikash Bhavan, 6th Floor, Salt Lake, Kolkata – 700 091;
- ✓ 12. The Joint Secretary, IT Cell of this Department, Bikash Bhavan, 6th Floor, Salt Lake, Kolkata – 700 091, with request to upload this Notification in the official website of this Department;
13. The Special Law Officer & Ex- officio Deputy Secretary, Higher Education Department, Bikash Bhavan, 6th Floor, Salt Lake, Kolkata – 700 091;
14. Office Copy.


Deputy Secretary to the
Government of West Bengal