

**Government of West Bengal  
Department of Higher Education,  
Science and Technology & Biotechnology  
BikashBhavan, Salt Lake, Kolkata-700091**

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**NOTIFICATION**

With a view to ensuring timely disbursement of pension to the teaching and non-teaching employees of Grant-in-Aid Colleges of West Bengal, the proposal for e-Pension was under active consideration of the State Government for sometime past. After careful consideration, the Governor is now hereby pleased to allow introduction of e-Pension scheme as an initiative of ICT based Governance Application to extend the service to all the regular full time teaching and non-teaching employees of Grant-in-Aid Colleges of West Bengal.

The scheme for payment of pension through e-Pension system will be applicable for all pensioners or family pensioners of regular full time teaching and non-teaching employees appointed in substantive posts of Grant-in-Aid Colleges of West Bengal with effect from 2<sup>nd</sup> April, 2018.

'e-Pension' Portal/Website with url: (<https://epension.wbhed.gov.in>) will be utilized by all the stake-holders to discharge the roles assigned under the scheme to each of them.

The procedure to be followed by the concerned stake-holders in the 'e-Pension' portal of the Department for teachers and non-teaching employees of Grant-in-Aid colleges in West Bengal are outlined in 'Standard Operating Procedure' (SOP) as annexed hereto.

By order of the Governor,

  
O.S.D. and Ex-Officio Secretary to the  
Government of West Bengal

Enclosure : As stated

# **Standard Operating Procedure**

**for**

**On-line Pension Processing System for Teachers and Staffs of  
Grant-in-Aid Colleges in West Bengal**

**(<https://epension.wbhed.gov.in>)**

**Education Directorate**

**Department of Higher Education, Science & Technology and  
Biotechnology, GoWB**

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## A. Introduction:

The Department of Higher Education, Science and Technology & Bio Technology, Government of West Bengal has decided to implement Pension as an initiative of ICT based e-Governance Application to extend the service to the teaching and non-teaching employees of Grant-in-Aid Colleges of West Bengal after their retirement from the service. The system is a web based online application with the URL of <https://epension.wbhed.gov.in> and going to be implemented under the close supervision of Pension Branch of Education Directorate and Directorate of Public Instruction. The said application is supposed to produce documents to submit to Accountant General West Bengal to start the disbursement of pension to the employees. The initiative has been taken place from the financial year 2016-17 with the preparation of blue print, finalization of process flow, ICT orientation programme for college employees, guidelines for implementation. The system will help to monitor the overall process, possible bottle neck, MIS reports etc. This online application will enhance communication between regular employees, colleges & Departmental authorities.

## B. General Information:

1. At the initial stage the application will be rolled out for the employees of Grant-in-Aid Colleges in West Bengal.
2. All the regular fulltime teaching and non-teaching employees appointed in Substantive posts are beneficiaries of the application.
3. In the beginning phase the application will deal with the profile of the employees prior to retirement of 8 months.
4. Concern College profile will also be approved by the system.
5. Both the College and DPI authorities are involved in the process flow of the application.
6. A default User Id and Password will be provided to each stakeholder which has to be changed according to the concern user.

## C. Significance of ePension:

It will help in timely disbursement of pension to the incumbent and provide proper information to the stakeholders. The application has the provision to send alert to the employee to prepare their pension papers. The stakeholders and beneficiaries will have the tracking facilities at any given time. The process will enhance the scope to authorities in fast mobilization of pension process. Early action may be taken from administrative end for any wrong functional movement from incumbent or college authority end.

The said ICT system will provide the intact database of Grant-in-aid colleges and employees which will help the department to take any administrative decision.

## D. Coverage:

All the Grant-in-aid colleges are supposed to be covered under the e-Pension application.

## E. Introduction of Stakeholders:

### Admin Level

- a) Additional Chief Secretary(ACS)
- b) Secretary (SEC)

### Department Authority

- a) Director of Public Instruction(DPI)
- b) Nodal Officer
- c) Additional DPI/Joint DPI (Accts./Pension)[Addl.DPI/IDPI Accounts/Pension]
- d) Head Assistant (Pension)[HA(Pension)]
- e) Head Assistant (UGC/NGC/Training)[HA(UGC/NGC/Training)]
- f) Dealing Assistant (Pension)[DA(Pension)]
- g) Dealing Assistant(UGC/NGC/Training)[DA(UGC/NGC/Training)]

### College Authority

- a) President/ Administrator
- b) Principal/ Teacher in Charge/ Vice Principal
- c) College Authorized Teacher
- d) Head Clark/Authorized Non-Teaching Staff(HC/ANTS)
- e) Data Entry Operator(DEO)

### Employee Level

- a) Incumbent(Pensioner)

## F. Stakeholder wise responsibilities:

### 1. Intra College Process

#### 1.1. Data Entry Operator (DEO):

- At the very beginning DEO of a college will insert the concerned college profile to the application and forward to the level of Head Clark/Authorized Non-Teaching Staff.
- DEO is responsible to insert the employee profile to the system with due instruction of Principal and other college authority. DEO may have the access to insert employee profile after the approval of college profile from DPI end.
- DEO will also have the option for edit employee profiles as well college profiles in case of rejection or modification of profiles. Changes in approved Employee profile subject to permission of Principal.
- DEO will forward the filled-up employee profile to Head Assistant/Dealing Assistant to process at next level of approval.
- Profile view option and download college Profile and employee profile (in PDF format) are always available at DEO level for random monitoring.
- After approval of employee profile pension forms will be generated with download option at DEO end.

- DEO will be eligible to track the Pension Forms submission status at AG details update section.
- DEO must change the default password, provided at time of first login, for the security purpose.

### 1.2. Head Clark/Authorized Non-Teaching Staff(HC/ANTS):

- Head Clark/Authorized Non-Teaching Staff(HC/ANTS)of college will receive the college and employee profile from DEO to verify and process it to next level.
- Head Clark/Authorized Non-Teaching Staff level has the options to edit the profile, view of profile, forward to the Bursar and send it back to the DEO for rectification.
- The option to download employee profile in PDF format is available under Head Clark/Authorized Non-Teaching Staffdashboard for future reference.
- Employee pension forms are also available to view and download at this end
- Head Clark/Authorized Non-Teaching Staff will be eligible to track the Pension Forms submission status at AG details update section.
- Provided default passwordmust be changed according to their choice for the security reason.

### 1.3. College Authorized Teacher:

- College Authorized Teacher will receive the college profile or employee profile forwarded from HC/ANTS and after verification bursar may forward it to the next level i.e. Principal/Teacher in Charge/ Vice Principal or reject it on account of encountering any error to send the profile back to the HC/ANTS for necessary rectification.
- College Authorized Teacher may also receive profiles from Principal for any kind of changes or rectifications. Bursar is to forward the received profile to the HC/DC for the further process.
- College Authorized Teacher has the privilege to view the college profile details and employee list with the individual details with the download option of profile in PDF format.
- Download option of pension form is available at this end after approval of employee profile.

### 1.4. Principal/Teacher in Charge/ Vice Principal

- Principal of the college is the highest authority to check and forward the profiles to the DPI end.The principal of the college has the online privilege to unlock any employee profile to update the information after approval of DPI and before the sending of Pension form.
- Principal has the administrative authority to assign the any work privilege to any stakeholderofcollege authority i.e. Principal can shift work responsibility among existing stakeholder in absence of other stakeholders.

- Any changes in the profiles may be applied subject to approval of the Principal/Teacher in Charge/ Vice Principal[TIC/VP].

### 1.5. President/ Administrator:

- President/Administrator is the authority to verify and forward the Principal/TIC/VP profile to DPI end. President may unlock the Principal/TIC/VP profile.
- The stakeholder has the option to send the pension form of Principal/TIC/VP to the DPI.
- President/Administrator may view the profile of any employee of the college.

## 2. Intra Department Process

### 2.1. Director of Public Instruction(DPI):

- The verified College or Employee profile will be received at DPI end from college authority for further processing.
- In case of college profile verification DPI will forward the college profile to the Nodal Officer (UGC, NGC and Training colleges.)
- The college and employee profile will be sent to DPI end for final approval, after proper verification from Nodal Officer, HA and DA levels.
- DPI is the last approval or rejection authority of college profile as well as employee profile. Both the college and employee profiles will be functional after getting the approval from DPI.
- The DCRB papers of the employee supposed to be sent from college end to DPI end after approval of employee profile. The DCRB papers will be approved by DPI after prior verification of Addl.DPI/JDPI, HA and DA of Pension Branch. Calculation of Pension and Gratuity amount may be initiated at DA Pension after approval of DCRB papers.
- College profile and employee profile may be unlocked from DPI end with remarks on request from the college end.
- DPI may download DCRB papers of employees.
- DPI may view the pension calculation and various pension related forms.
- DPI has the option to view submission status of pension papers to Accountant General West Bengal.

### 2.2. Nodal Officer(UGC, NGC&Training):

- Nodal Officer will receive the college profiles of respective establishment from the DPI.
- The college profile is supposed to be drilled down to the HA UGC/NGC/Training from this level of user.
- Nodal Officer will verify and forward college profile to DPI with remarks after verification from Head Assistant UGC/NGC/Training.
- Nodal Officer has the option to view college list and download college profile.

### 2.3. Head Assistant, UGC/NGC/Training (HAUGC/NGC/Training):

- HA will receive the college profile from Nodal Officer for further verification.
- HA has the provision to allot received college profile to the chosen DA of concerned section.
- HA will verify the college profile and forward to the Nodal Officer after the verification from DA with remarks.

### 2.4. Dealing Assistant, UGC/NGC/Training (DA UGC/NGC/Training):

- DA UGC/NGC/Training will receive the college profile from respective HA.
- The college profile will be verified with various documents for authentication and sent back to the concerned HA with proper remarks.

### 2.5. Additional Director of Public Instruction / Joint Director of Public Instruction, Accounts/ Pension (Addl.DPI/JDPI Accounts/Pension):

- For prior approval of college profile, the JDPI Pension will receive the employee profile and pension papers from DPI end.
- Addl.DPI/JDPI, Accounts/ Pension will forward the employees' profile to the HA Pension for the verification process.
- Addl.DPI/JDPI accounts/Pension will get back the employee's profile after verification from HA.
- The verified employee profile will be forwarded to the DPI.
- Thereafter the DCRB papers of the approved employees will be received from DPI and forwarded to the HA pension.
- Addl. DPI/JDPI Pension stakeholder has the option to check the DCRB papers and other supporting testimonials after verification from HA Pension.
- Addl. DPI/JDPI Accounts/Pension will forward the DCRB papers with remarks, if any, to DPI for final approval.
- The Pension or Gratuity calculation will be verified and approved by the Addl./JDPI Accounts/Pension and the various pension related forms will be generated from this end.

### 2.6. Head Assistant Pension (HA Pension):

- HA Pension will receive the employee's profile and DCRB forms from Addl.DPI/JDPI Accounts/Pension.
- HA Pension will forward employee profile and DCRB papers to the selected DA Pension for verification.
- HA Pension will verify and forward employee profile and DCRB papers to the Addl.DPI/JDPI Accounts/Pension with remarks.
- HA Pension will verify and forward calculated pension amount to the Addl.DPI/JDPI (Accounts/Pension).
- HA pension has the option to view submission status of DCRB papers to Accountant General West Bengal.



### **2.7. Dealing Assistant Pension (DA Pension):**

- DA Pension will receive the employee's profile, DCRB forms from HA Pension.
- DA will verify the Employee profile and DCRB papers with all the documents and information and send back to HA Pension with remarks.
- Pension amount calculation and Gratuity will be done at DA end and various pension related forms will be generated thereafter.
- Details of submission of Pension papers at Accountant General West Bengal will be submitted and updated from this end.

### **3. Incumbent (Pensioner):**

Employees or the incumbents have the following provisions:

- View profile
- Track profile
- Download profile
- Track and view pension status

### **4. Administrator/Nodal Officer (Admin):**

Administrator/Nodal Officer has the scope to view reports and activities for changing various parameters.

### **5. Secretary (SEC):**

Secretary has the provision to view reports regarding disbursement of pensions.

### **6. Additional Chief Secretary (ACS):**

Additional Chief Secretary has the provision to view various reports regarding disbursement of pension for formation of administrative decisions.

**\*\*Every Stakeholder has the option for changing the Password. All the stakeholders may change the password at a regular interval for security purpose. All the stakeholders under college level and Department end have the opportunity to track each and every process.**

Data Capturing Format for the Superannuation cases and Death cases are enclosed under Appendix section. Moreover the system generated Pension Forms are also attached under the same.

**APPENDIX**