



KRITAGYATA

Pension Sanction and Payment Tracking System

<https://kritagyata.assam.gov.in>



Agenda

1.

Introduction to Kritagyata

2.

Workflow of the Application

3.

Demo of the Application

4.

Interactive Discussion



Pension Types

Major Types of Pension:

1. **Compensation Pension** :

This is admissible when an employee is discharged due to abolition of permanent post and if he/she is not appointed to another post [Rule 69].

2. **Invalid Pension** :

This is admissible if an employee retires from service on account of an bodily/mental infirmity and applies for an invalid pension [Rule 82].

3. **Superannuation Pension** :

This is admissible to an employee who is entitled to or compelled to retire at a particular age as prescribed by the Govt. from time to time [Rule 93].

4. **Retiring Pension** :

This is admissible to an employee who is permitted to retire after completing qualifying service for 25 years or such less time as may be prescribed [Rule 96].



Pension Types

Types of Retiring Pension:

1. Voluntary Retirement at the initiative of the Govt. Servant :

Under FR 56(c), a Govt. servant may opt for VRS at any time on attainment of 50 years of age or 20 years of qualifying service, whichever is earlier.

2. Compulsory Retirement at the initiative of the Government :

Under FR 56(b) Government may retire an employee in the public interest by giving 3 (three) months' notice or pay in lieu of notice after he/she has attained 50 years of age or 25 years of qualifying service, whichever is earlier.



Voluntary Retirement [*under FR 56(c)*]

Requirements for applying for “VRS under FR 56(c)”

1. Government Employee must be in service.
2. Government Employee must have completed **50 years of age** or **20 years of net qualifying service**, whichever is earlier.

Proportional Weightage for Pension and DCRG

Under FR 56(c), the net qualifying service shall be allowed a notional weightage for a period not exceeding 5 (five) years subject to the condition that total service rendered by the Govt. Employee *does not exceed 33 years* in any case.



Voluntary Retirement [*under FR 56(c)*]

Scenarios for VRS under FR 56(c)

Sl. No.	Age of Govt. Employee (on the date of VRS Retirement)	Total Qualifying Service	Eligible for VRS?	Eligible for Proportional Weightage?
1	< 50 years	< 20 years	×	×
2	≥ 50 years	< 20 years	✓	×
3	< 50 years	≥ 20 years	✓	✓
4	≥ 50 years	≥ 20 years	✓	✓



Pension Types

Family Pension:

Family Pension refers to the pension paid to the family after death of the Government Servant / Pensioner. It is admissible to the defined family members.

Types of Family Pension:

1. Compassionate Family Pension

2. Normal Family Pension

3. Physically Handicapped Dependent Family Pension

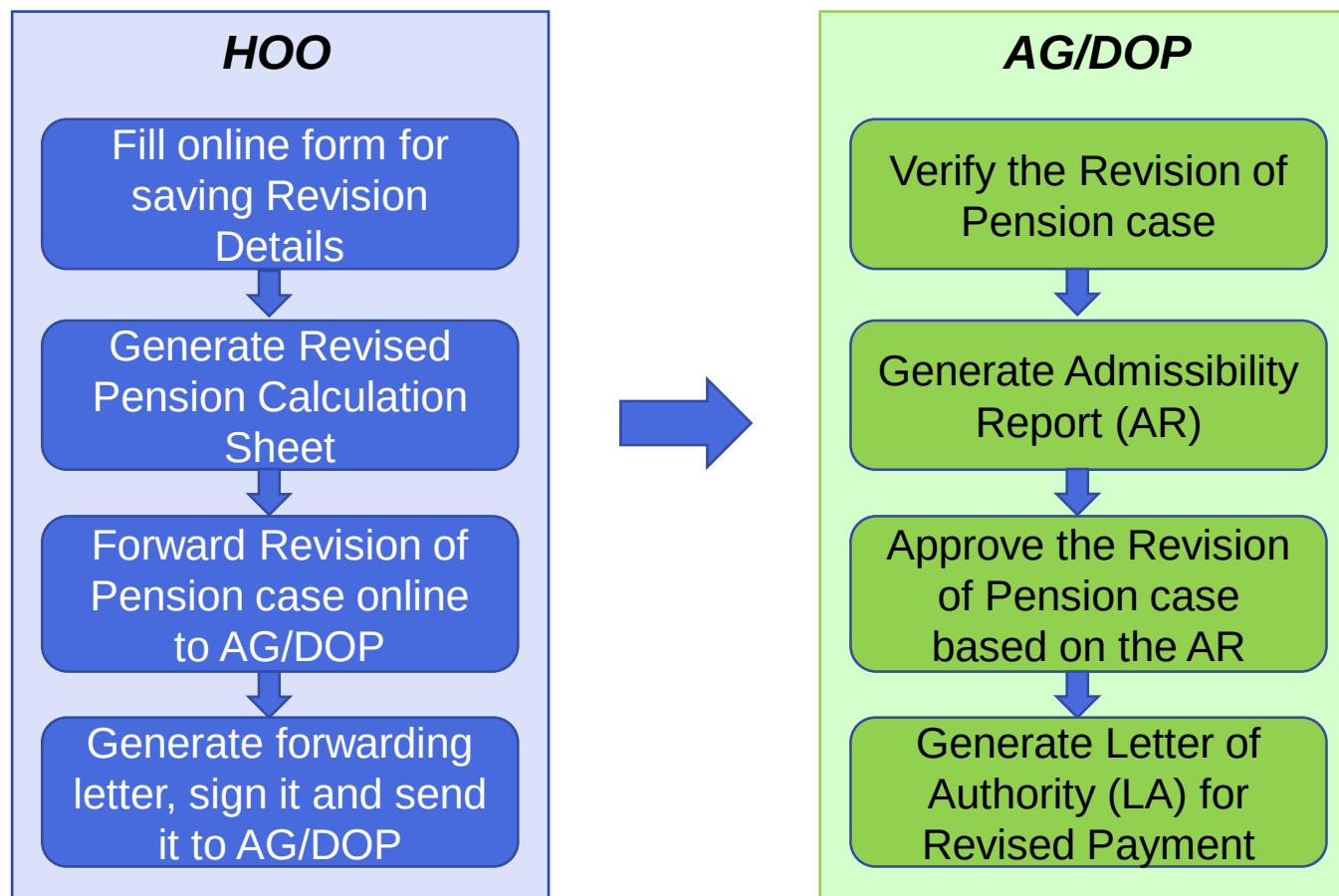
4. Unmarried Dependent Daughter Family Pension

Claimant Selection as per AS(P) Rules 1969



Revision of Pension (for Normal Pension)

Process Flow





Need for a Pension Tracking and Sanction System

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- 1 | Settlement of Pension cases takes time as there is no mechanism to track the status of authorization of sanctions and release of pensionary benefits either by the
 - Retiree or
 - by the Departments
- 2 | Employees nearing retirement are often hit with the problems due to lack of awareness about the government systems



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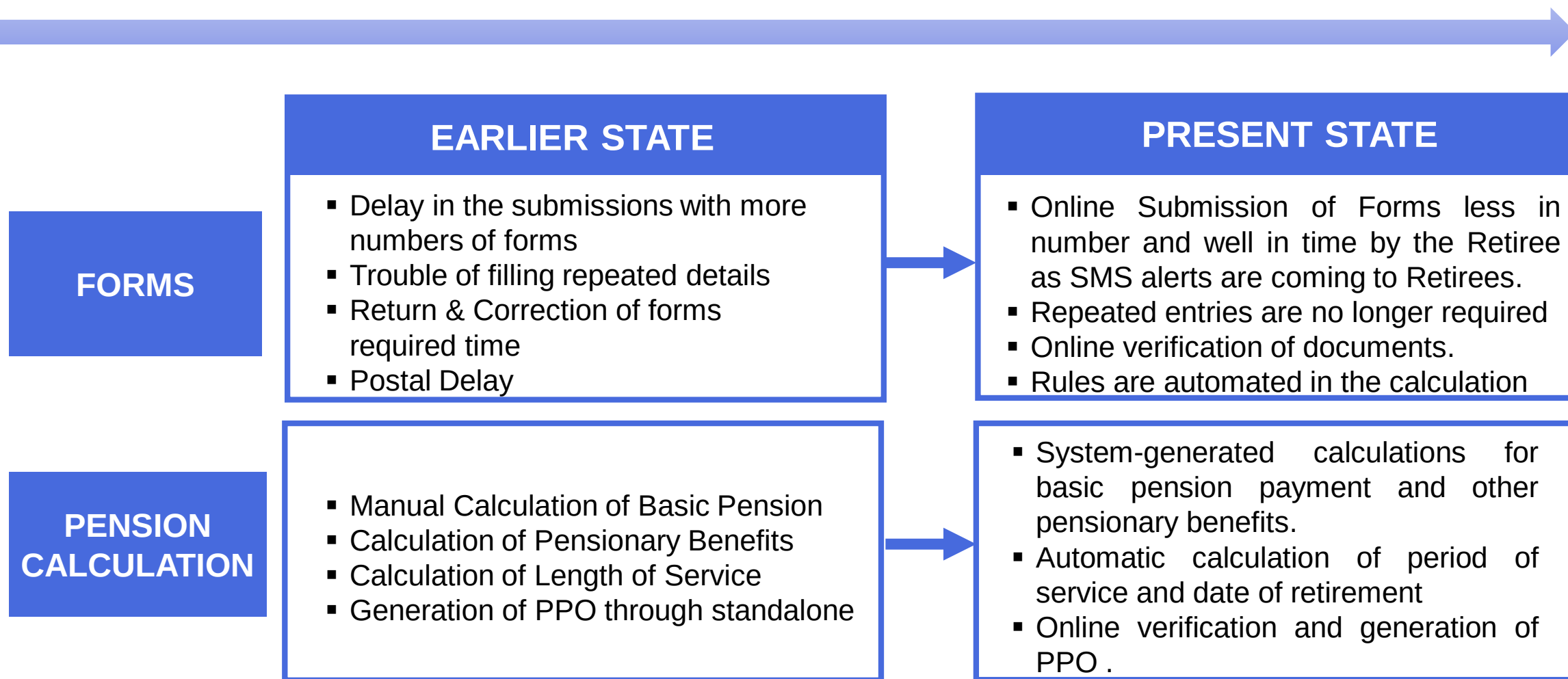
- The Hon'ble Chief Minister of Assam on the 25th of September 2019 decided that the Online Pension System in Assam should be implemented in the line of Government of India.



- The existing application of Government of India **Bhavishya** was decided to be adopted for the Government of Assam under the name "**KRITAGYATA**".



Results of Gap Analysis



Pilot Launch of Kritagyata

In a State level function organised by the P & PG Department, the Hon'ble Chief Minister of Assam, Shri Sarbananda Sonowal flagged off the implementation of the National Informatics Centre (NIC)-developed Online Pension Sanction and Payment Tracking System on October 01, 2020. Christened Kritagyata, it is a mark of the State Government's gratitude for a lifetime of service from its retired employees.



Review by Hon'ble Chief Minister of Assam



Dr. Himanta Biswa Sarma, Hon'ble Chief Minister of Assam reviewed the activities of NIC developed portal "Kritagyata" on 26th June 2021. Hon'ble CM suggested that all other pension cases apart from superannuation should also be shifted in a phased manner to Kritagyata along with the SMS Alert system. Hon'ble Chief Minister of Assam has directed that, sending of Physical Service Books to be dispensed with. Scanned copy of service book along with service verification reports are to be sent online.





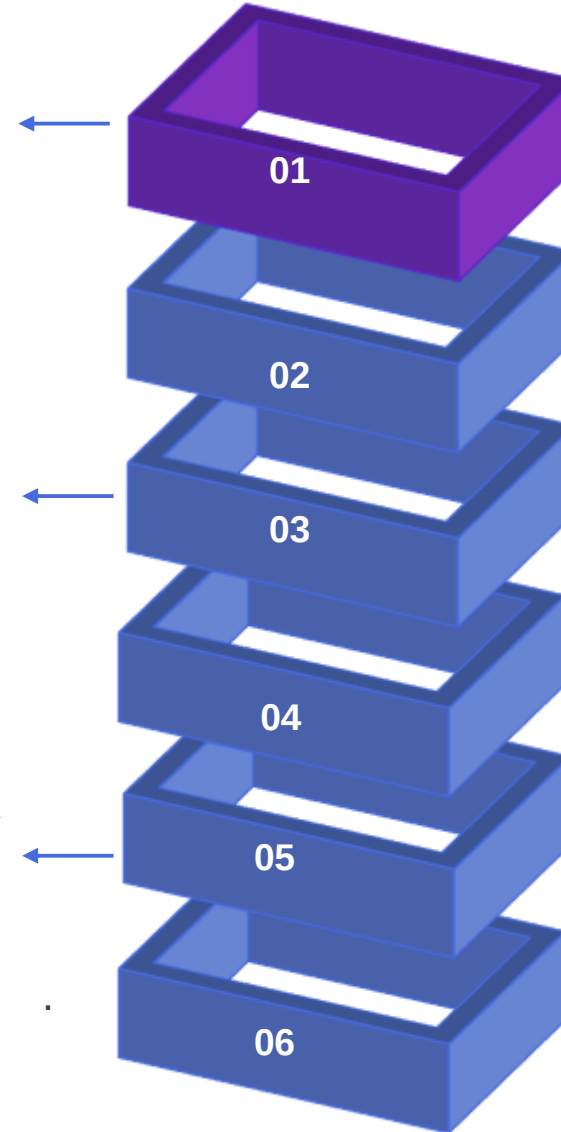
Objective & Features

Kritagyata aims to reach pensioners and bring them under a 'one-stop solution' digital platform.

Citizen Centric: Retiree can submit forms online and track the Status. FAQ is available.

Effective Error Correction: Online return and receiving of corrected forms with record of all remarks is available. Monitoring of updated status

Action History & Tracker: Details of action taken at each stage are recorded. Period wise/Office wise Pension Case Received/Approved/Rejected are available.



Integrated Alert System: Helps Retiree to obtain SMS/Email alerts for important information. The system sends alerts to each stakeholder for every action due & performed.

Business Rule: No manual calculation . All calculations follow Government Business Rules . Provision for online submission of undertaking/certificates etc.

Time Management: Timely disbursement of first & subsequent pensions



Key Benefits



TIME

Submission of forms by the retiree well in time before the date of retirement. Time Delay is minimized.



FORM FILL-UP

Less number of forms are required to be filled. Trouble of filling repeated details of name and address is minimized



CORRECTION

Correction in forms can be done by office if required. No manual calculation reduces chances of Human error.



ONLINE

Online return and receiving is possible. No chance of misplacement of documents



ACCESS TO JEEVAN PRAMAAN

Submission of Life Certificate through Digital Mode

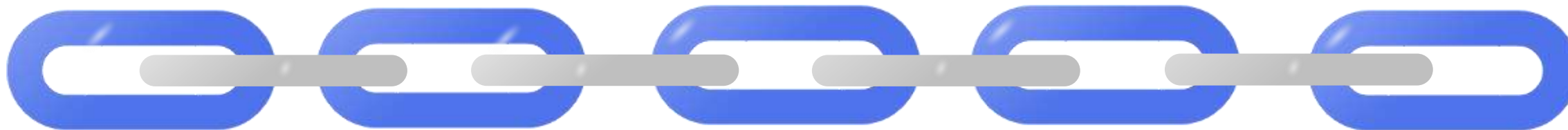


TRACKING

Monitoring and tracking of the updated status is made possible from time to time



Roles



1 Retirees/
Pensioners

2 Drawing and
Disbursing
Officers
(DDOs)

3 Head of Office /
Custodian of
the Service
Books

4 Director of
Pension

5 AG
(Accountant
General),
Assam



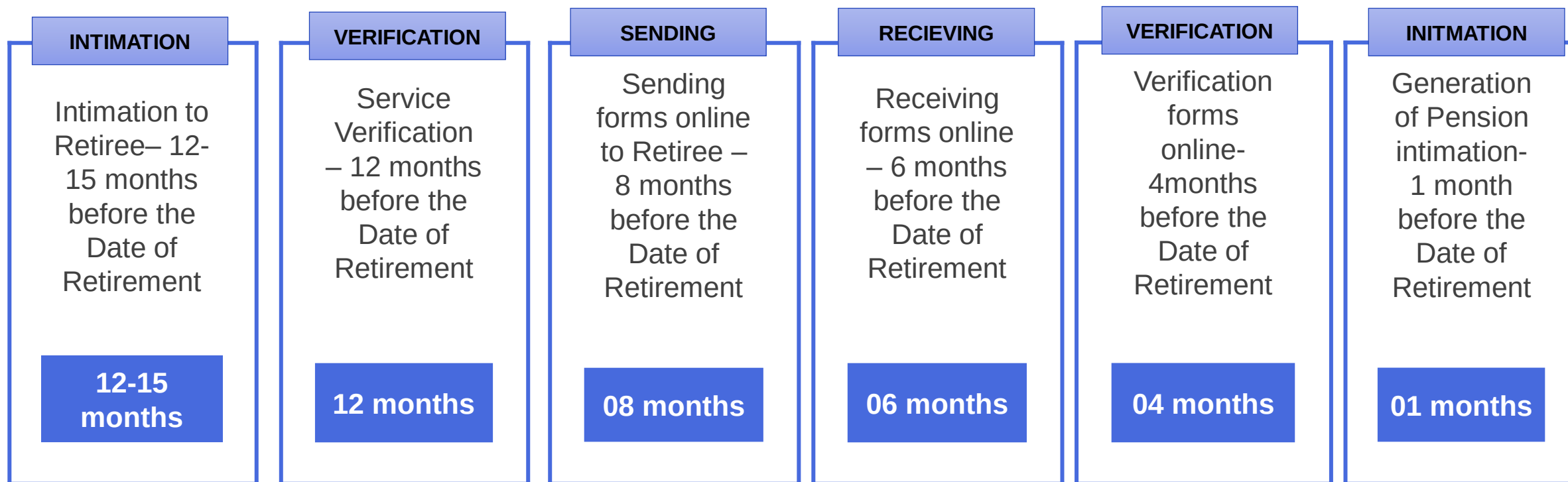
Pension Seva Kendra



Government of Assam



Timeline for Pension Processing in Kritagyata



Timeline in Months from the Date of Retirement



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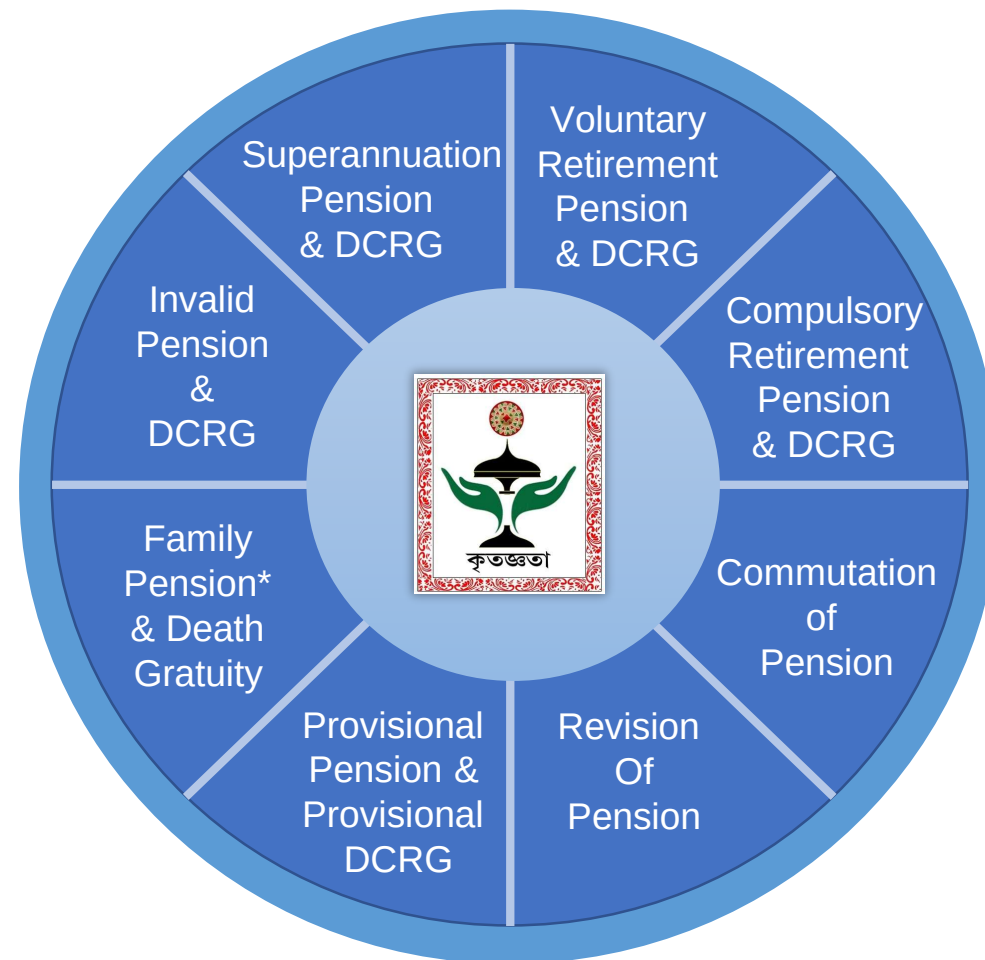
Pension Sanction and Payment Tracking System



Present Status (as of 14th October 2026)

Departments Registered	53
Offices Registered	3,635
Retirees Added	85,264
Cases Processed by HOOs	75,348
Total PPOs issued	71,157
Percentage of Approval	94.44%

Modules Available



* also includes 'Unmarried Dependent Daughter' & 'Disabled Child' Family Pension



Process Flow (for Superannuation / VRS / Compulsory / Invalid)

1 | DDO

Generates
online
credentials for
the Retirees

2 | Retiree

Submits online
forms, family
and nomination
details

**3 | Head of Office
(HOO)**

Verifies

- The forms
- Bank details
- Uploaded Photos
- Receives signed documents and final acceptance of detailed pension forms
- Basic pay drawn 10 months before retirement
- Calculates Basic Pension
- Generation of Form 7 with details of calculations
- Editing of Basic Pay due to fixation of pay, if any
- Provisional Pension and/or DCRG Sanction (*optional*)
- Generation of forwarding letter
- Online submission of forms to Pension Sanction Authority Director of Pension

**4 | AG/Director
of Pension**

- Verification of details
- Issue of Sanction
- Issue of PPO

Action

Utility

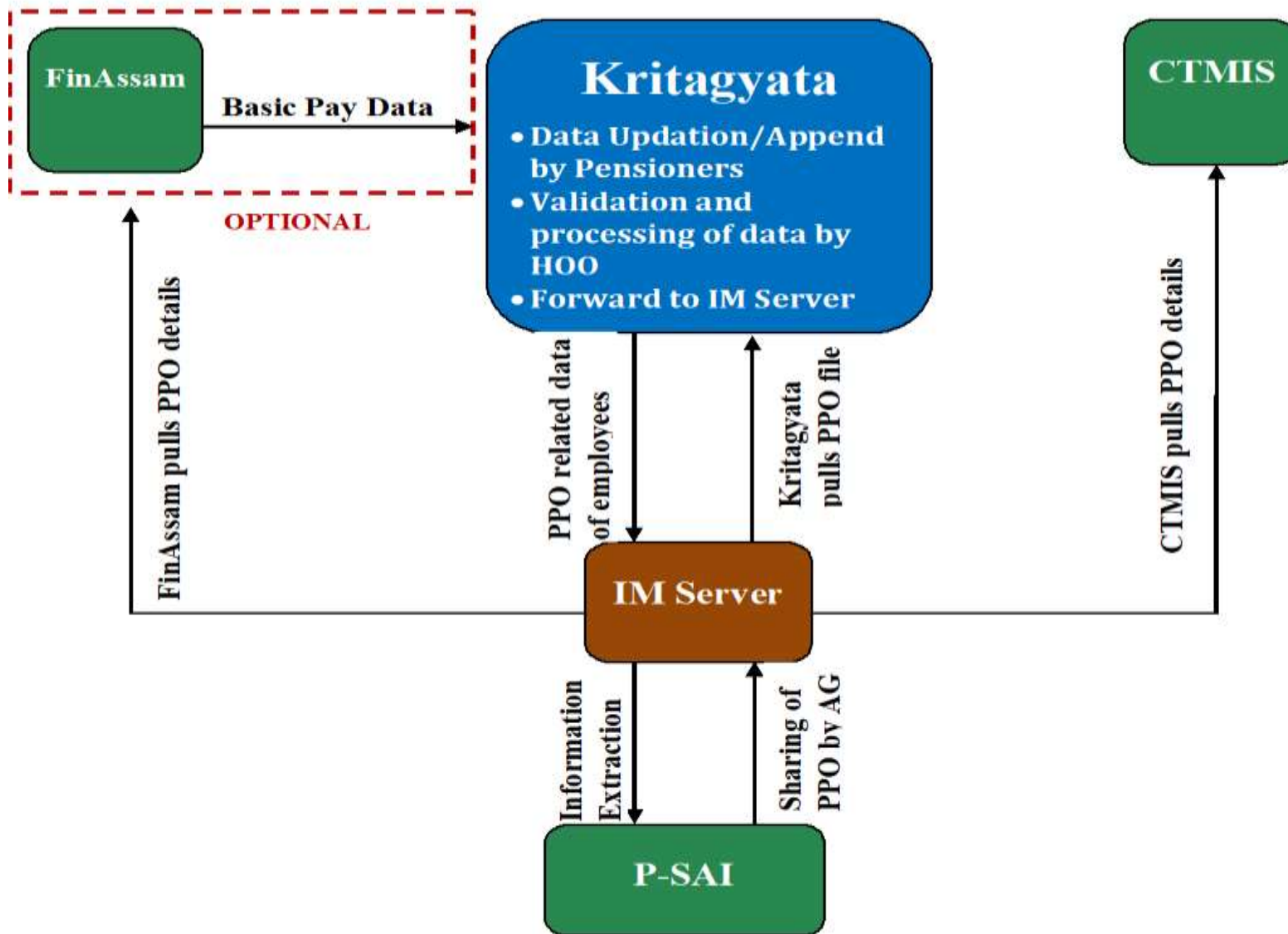
PPO Approval

APPROVAL OF PPO

(Action to be Taken 2 Months Before Date of Retirement)

PPO Not Approved : 0 PPO Approved : 20

Integration Model



(DATA FLOW DIAGRAM)



DDO/HOO Registration

Registration Form

(for HOO/DDO and their Dealing Hand)

[Download Registration Form](#) | [Who Can Register Online](#) | [FAQs](#)

Note: Employees retiring has to contact their DDO/HOO to get themselves registered on Kritagyata Portal.

*** Mandatory Field!**

Name	Title*	First Name *	Middle Name	Surname
	-Select-			
Date of Birth*		Date of Retirement *		
State Government *		Department		
Government of Assam		Home (Passport Merged) Department		
Attached Office / Subordinate		Division / Office		
DISPOL007/AG - COMMDT. 4TH A.P.BN., KAHILIPARA		---Select---		
Designation*		Functional Designation*		
		DDO & HOO		
DDO Code *		AG/DOP Code*		
DISPOL007/AG		Accountant General		
Official Address*				



DDO/HOO Registration





Preview: Kritagyata Login Page

GOVERNMENT OF ASSAM PENSION & PUBLIC GRIEVANCES DEPARTMENT



Kritagyata

Pension Sanction & Payment Tracking System

(Developed under *Bhavishya* Platform)



Digital India
Power To Empower

[About Us](#) [Nodal Officers List](#) [FAQs](#) [Contact Us](#) [Registration](#) [Login](#)

Login on Kritagyata

Please provide your Login Id / User Id

pK9WQW. 

CONTINUE



Online Pension processing

(for Superannuation / Voluntary / Compulsory / Invalid cases)

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Major Steps to be followed:

- 1. Retiree Account Creation** (by DDO/HOO)
- 2. Retiree Online Form Fill-up** (by Retiree)
- 3. Service Verification** (by HOO)
- 4. Forms Verification** (by HOO)
- 5. Fill FORM-7 and FORM-8** (by HOO)
- 6. Provisional Pension and/or DCRG Sanction** (by HOO) *[Optional]*
- 7. Send to AG/DOP** (by HOO)



Online Pension processing

(for Superannuation / Voluntary / Compulsory / Invalid cases)

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Scanned Files to be uploaded:

(Retiree)

1. Single Photograph
2. Signature
3. Joint Photograph
4. PAN Card

Format : **JPG/JPEG/PNG**
File Size : **Less than 70KB/140KB**



(Each Family Member)

1. Single Photograph
2. ID Proof

Format : **PDF**
File Size : **Less than 140KB**



(HOO)

1. Service Verification Certificate
2. Non Liability Certificate



Online Pension processing

(for Superannuation / Voluntary / Compulsory / Invalid cases)

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Auto-generated Forms, to be *ink-signed* / *digitally-signed* and submitted to AG/DOP:

(Retiree Forms)

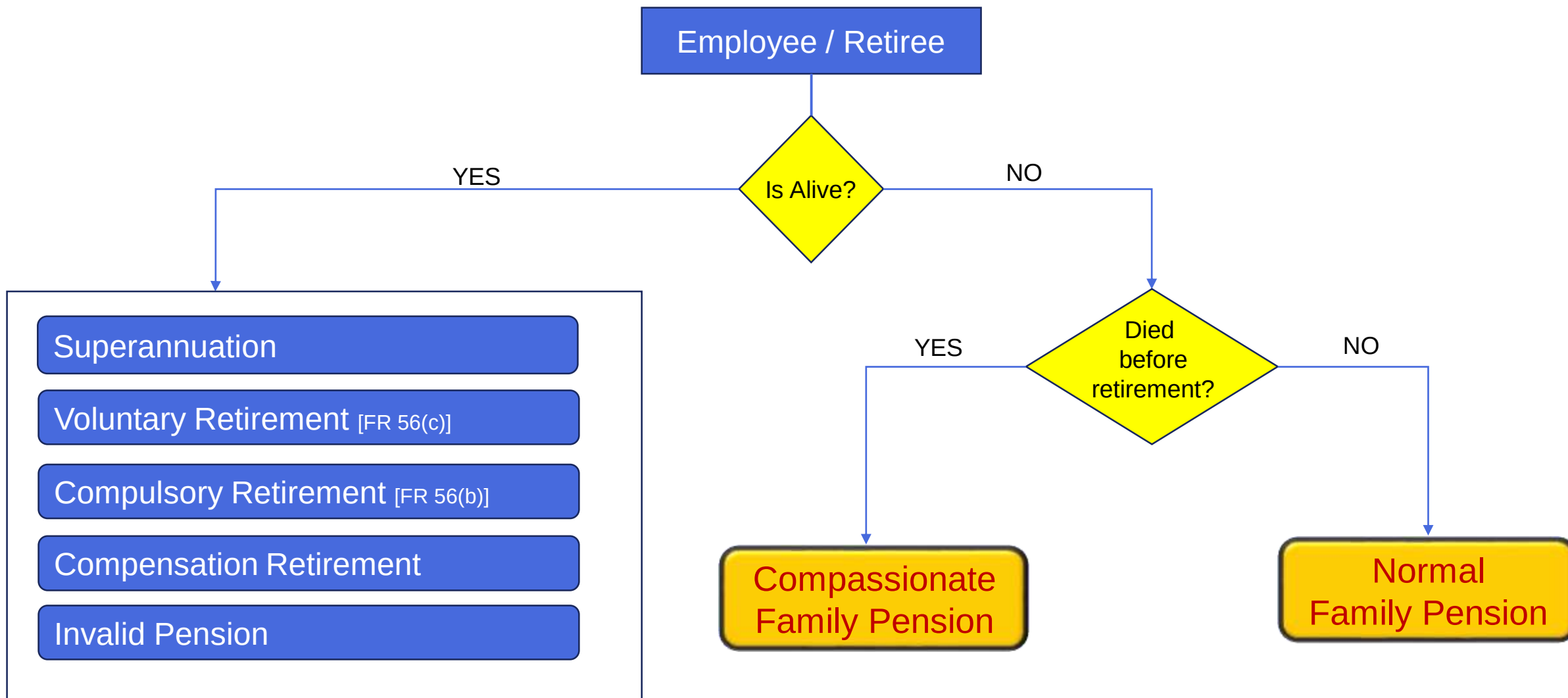
- 1) Form 1
- 2) Form A
- 3) Form 3
- 4) Form 5
- 5) Retiree **Undertaking**

(HOO Forms)

- 6) Form 7 (contains Pension Calculation Sheet)
- 7) Form 8 (Forwarding Letter to AG)



Pension Types



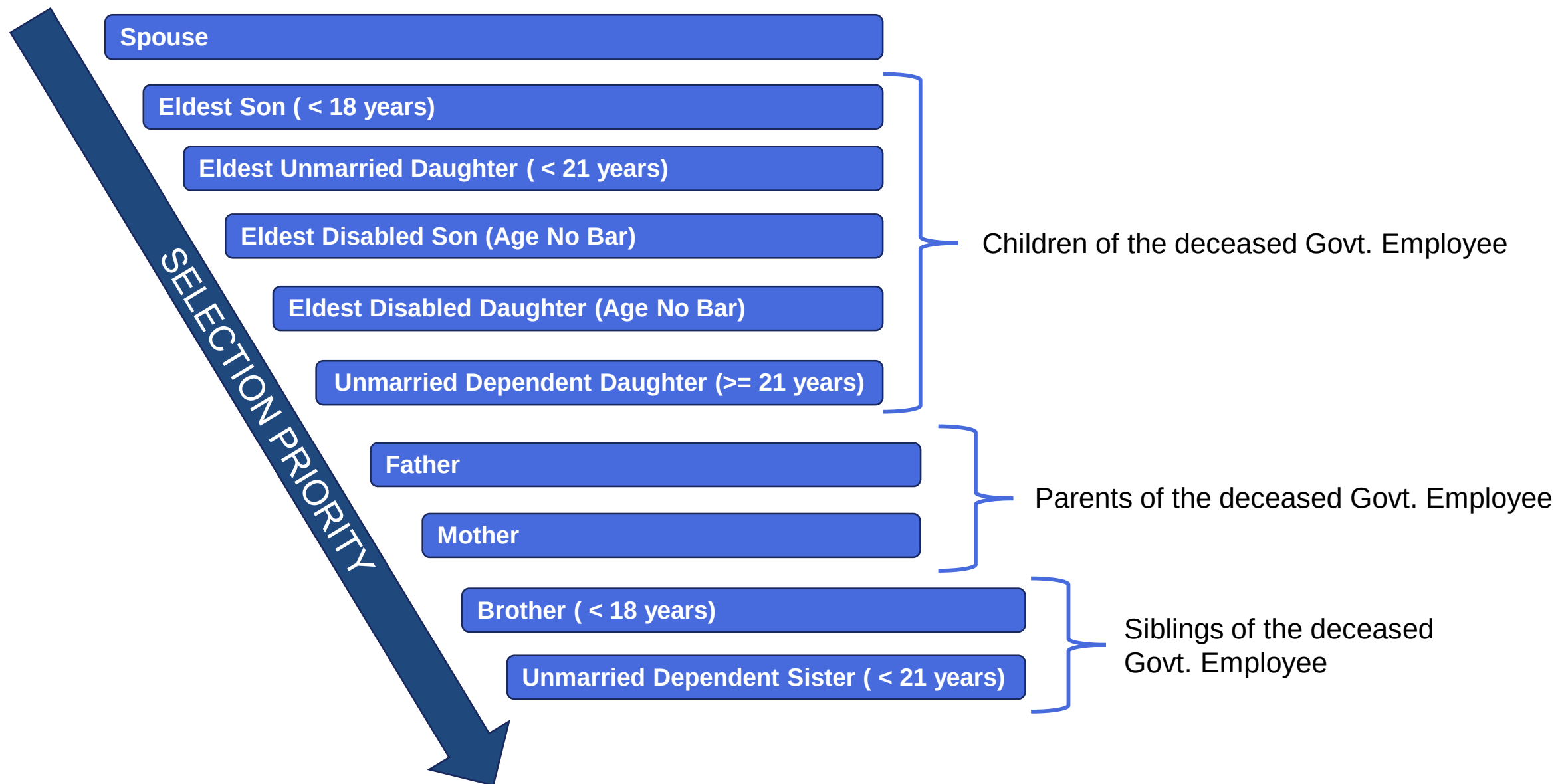


Compassionate Family Pension (CFP)

- **Compassionate Family Pension (CFP)** was introduced by Govt. of Assam in lieu of compassionate appointment for family of deceased Government Servant who died while in service **on or after 01-April-2017**.
- The objective of CFP is to provide immediate financial relief to the family members of the Govt. Servants who died in-service.
- The benefits of CFP are:
 - a) **Death Gratuity** → One-time lump-sum benefit paid to eligible family member(s) (*Minimum 5 years of continuous service is required to receive this benefit*).
 - b) **CFP Pension** → 100% of the last basic pay paid per month till the deceased employee's deemed superannuation (*Minimum 1 year of continuous service is required to receive this benefit*).
 - c) **Enhanced Family Pension** → 50% of the last basic pay paid per month from the next day of deemed superannuation for a period of 10 years or till 67 years of age of the deceased employee.
 - d) **Normal Family Pension** → 30% of the last basic pay paid per month after the Enhanced FP period ends.



CFP - Claimant Selection Logic





Beneficiary Selection for DCRG

(in case no valid nomination exists)

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Based on the list of family members of the deceased employee added

Relation List #1

Spouse

Son (age no bar)

Unmarried Daughter

(no dependency check
required)



Relation List #2

(if no family member exists from Relation List #1)

Daughter (Widow)

Father

Mother

Brother (Minor)

Sister (Unmarried / Widowed)



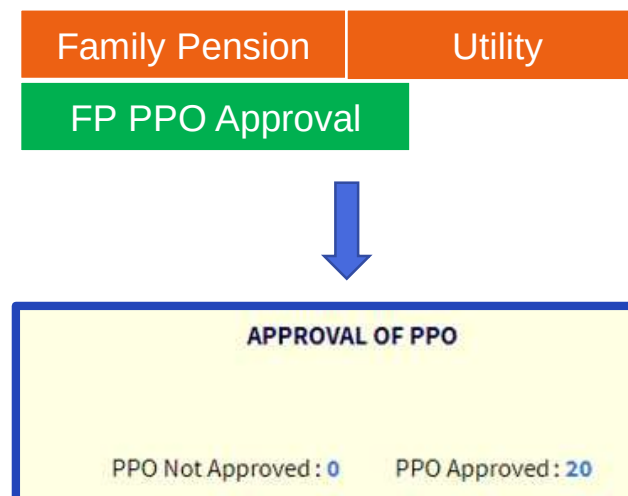
Process Flow (for CFP Cases of OPS)

1 | Head of Office (HOO)

- Add New Deceased Employee record
- Add other details of Deceased Employee-
Personal Details, Family Details, Nomination for DCRG
- Service Verification of Deceased Employee
- Fill Form 14 (if valid Claimant is auto-selected)
Personal Details, Bank Details, Document Upload, Checklist
- Fill Form 12 (for each eligible DCRG beneficiary)
- Fill Form 18 (for Assessment and Authorisation of Family Pension and/or DCRG)
- Fill Form 19 (for generation of Forwarding Letter for AG/DOP)
- Send to AG/DOP
- Print Forms

2 | AG/Director of Pension

- CFP PPO Verification
- CFP PPO Validation
- CFP PPO Approval





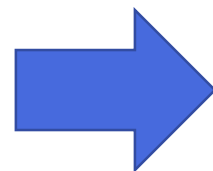
Process Flow (for CFP Cases of NPS)

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Head of Office (HOO)

- a) Add New Deceased Employee record
- b) Add other details of Deceased Employee-
Personal Details, Family Details, Nomination for DCRG
- c) Service Verification of Deceased Employee
- d) Fill Form 14 (if valid Claimant is auto-selected)
Personal Details, Bank Details, Document Upload, Checklist
- e) Fill Form 12 (for each eligible DCRG beneficiary)
- f) Fill Form 18 (for Assessment and Authorisation of Family Pension and/or DCRG)
- g) Fill Form 19 (for generation of Forwarding Letter)
- h) Finalize
- i) Print Forms



**Directorate of
Accounts &
Treasuries
(DoAT)**

[via the concerned Department]



Print Forms for CFP in Kritagyata

Sl. No.	FORM No.	Purpose	AS(P) Form No.
(A)	FORMS FOR INTIMATION		
1	Form 10	Form of intimation for DCRG where <u>valid nomination exists</u> .	Form 5
2	Form 11	Form of intimation for DCRG where <u>valid nomination does not exist</u> .	Form 6
3	Form 13	Form of intimation for CFP	Form 9
(B)	APPLICATION FORMS		
4	Form 12	Form of application for the grant of DCRG (Generated for each eligible DCRG Beneficiary)	Form 3A
5	Form 14	Form of application for the grant of CFP (Generated for the auto-selected CFP Claimant)	Form 10A
(C)	CALCULATION FORMS		
6	Form 18	Form for Assessment and Authorisation of CFP and/or DCRG	Form 20A
(D)	FORWARDING TO ISSUING AUTHORITY		
7	Form 19	Form of letter forwarding papers for the grant of CFP and/or DCRG	Form 21A
(E)	Family Details and Undertaking		
8	Form 3A	Details of Family Members of the Deceased Government Employee	
9	Letter of Undertaking/Consent Letter (separately generated for every CPF Claimant and DCRG Beneficiary)		



Normal Family Pension (NFP)

(Death/Ineligibility of Pensioner/Family Pensioner)

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Normal Family Pension module in Kritagyata is used for processing pension cases wherein:

- ✓ A retiree has died after Retirement (without receiving his/her pension), and there is a living family member of the deceased employee available who is eligible to receive family pension.

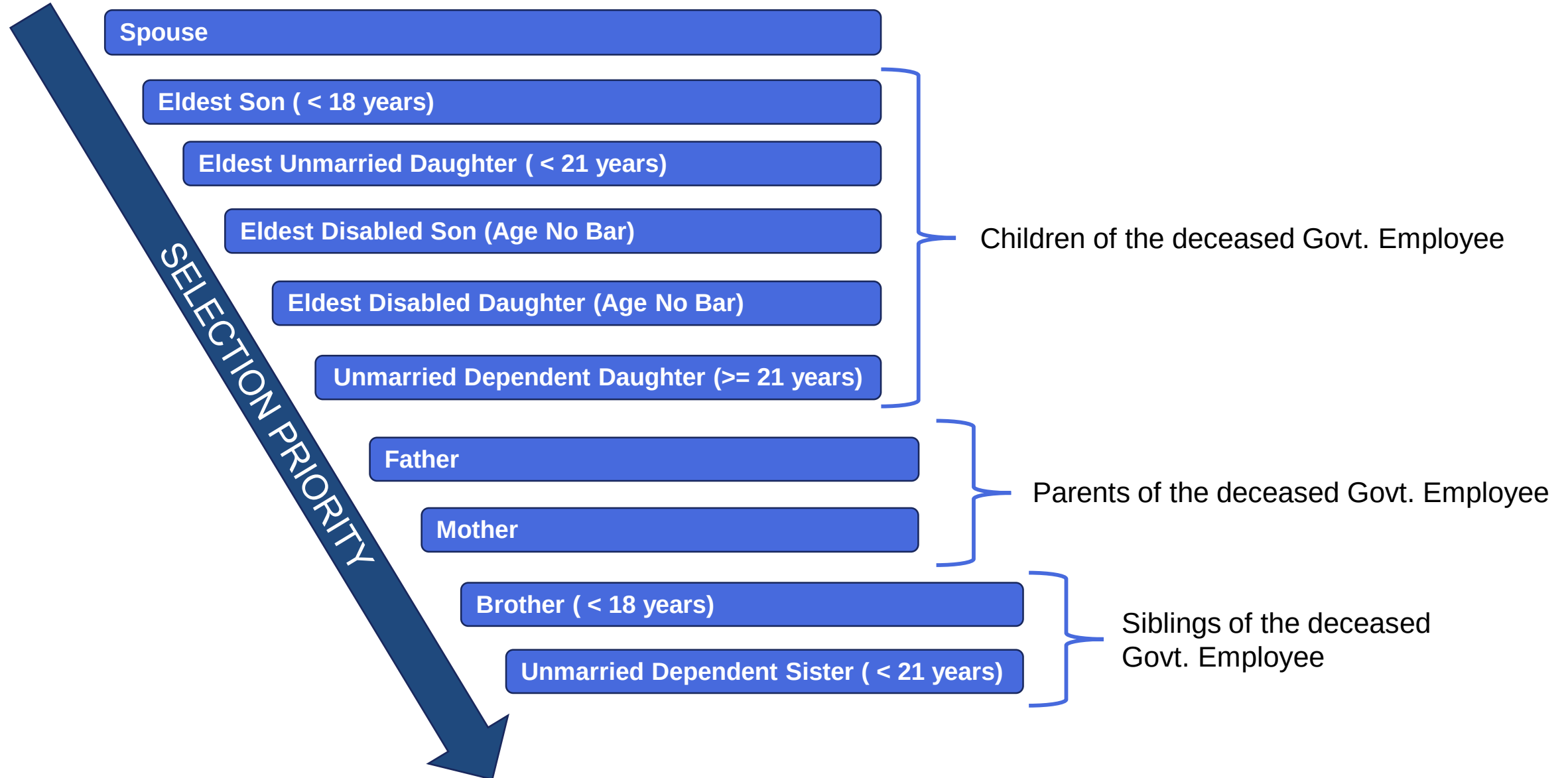
----- OR -----

- ✓ An existing pensioner expired or became ineligible to receive pension, and there is another living family member of the deceased employee available who is eligible to receive pension.

The claimant selection logic for NFP is the same as CFP and follows the ordered sequence as per the defined rules.



NFP - Claimant Selection Logic





Print Forms for NFP in Kritagyata

Sl. No.	FORM No.	Purpose	AS(P) Form No.
(A)	FORMS FOR INTIMATION		
1	Form 13	Form of intimation for Family Pension	Form 9
(B)	APPLICATION FORMS		
2	Form 14	Form of application for the grant of Family Pension (Generated for the auto-selected Family Pension Claimant)	Form 10
(C)	CALCULATION FORMS		
3	Form 20	Form for Assessment and Authorisation of Family Pension and/or DCRG	Form 20
(D)	FORWARDING TO ISSUING AUTHORITY		
4	Form 21	Form of letter forwarding papers for the grant of NFP and/or DCRG	Form 21
(E)	FAMILY DETAILS		
5	Form 3A	Details of the Family of the Deceased Government Employee	
(F)	UNDERTAKING		
6	Letter of Undertaking/Consent Letter (generated for the Family Pension Claimant)		

The Government of Assam values the notable contributions made by our retired patrons.

‘KRITAGYATA’

A step ahead to make **retirement** for Assam Government employees **easy** and **dignified**.

