



NAVGEN/IT/WEB/01(i)

QQ Nov 20

The Secretary
Navy Foundations

**CUSTOMISATION OF NAVPEN WEBSITE FOR USER FRIENDLY
ACCESS OF DATA FOR VETERANS**

1. NAVPEN website, <https://www.indiannavy.nic.in/navpen> is a microsite of Navy website on open domain (i.e. internet) for use by all veterans. A large number of updates and information related to pension/ pensionary benefits are being regularly hosted on it for the benefit and easy access of information by veterans.
2. The Naval Pension Office (NAVPEN) is looking after activities related to award of pension, (including Disability/ Invalid/ Family pensions) as also resolution of legal, Medical/ ECHS Verification issues, ex-servicemen welfare, etc for officers and sailors. The unit also acts as a nodal agency for matters pertaining discharge/release formalities and death in harness cases.
3. A large number of queries and correspondence are received from veterans with respect to change of records, documents and various procedures. A need was felt to make a dedicated Veteran's tab for dealing with queries and procedures in a comprehensive manner, topic wise. The NAVPEN website has therefore been customised to make it more user friendly. A number of features have been included to make it more informative to the veterans. NAVPEN website has been added with an additional Tab namely '**VETERAN'S GUIDE**' and has been customised in such a way that, it can be used as **One Point Solution** for many of the grievances posed by veterans. 'VETERAN'S GUIDE' tab has two options, Officers and Sailors. Links for the same are as tabulated below:-

SI	Category	Link
(a)	Officer retirees and their families.	https://indiannavy.nic.in/navpen/officers
(b)	Sailor retirees and their families.	https://indiannavy.nic.in/navpen/sailors

4. A number of Advisories/ Forms have been uploaded with all the relevant information related to it so as, the filled forms will not get rejected at NAVPEN and time can be saved which otherwise gets consumed in resubmitting. Some of the salient features provided in VETERAN'S GUIDE are as enumerated below:-

- (a) **Topic Based Comprehensive Solution.** Queries are sought by veterans for submission of applications on the various requirements like change of name, endorsement of spouse in PPO, updating of family details in records etc. In order to provide clarity in these subjects the information is arranged topic wise for

ease of access of the concerned subject. The related guidelines and forms for submissions are made available under these subjects.

(b) **Standardisation of Forms.** Updated/ revised forms have been uploaded to ensure submission of correct claims in prescribed formats to reduce iterations between veterans and NAVPEN.

(c) **Editable Documents/ Forms.** The documents/ forms provided are editable for ease of filling. These can be downloaded and subsequently filled on electronic media and printed, reducing the hand filling requirement on printed forms.

(d) **Sample Affidavits.** Several queries related to preparation of affidavits for various requirements are received at NAVPEN. In order to facilitate ease of preparation of affidavits, Sample Affidavits are provided as guidelines for case preparation.

(e) **Check off list.** A list of things that a veteran/ retiree must do in order to complete the claim process has been provided elaborately.

5. **NAV PEN Website.** NAVPEN website has been customised to provide information to the veterans regularly. In this regard regular updation and Advisories are provided to report existing or predicted conditions, often with an advice to Veterans and other stakeholders for dealing with them. Regular updation on various topics like Special Pension cases, Seventh CPC revision cases, Pre-2016 E-PPOs, latest PCDA Circulars etc. is carried out for all veterans to stay abreast with latest information. Thereby making the system more robust and thus reducing the need of veterans to contact NAVPEN for getting information on common issues. Additionally, Zilla Sainik Boards can obtain these information from the website to guide Veterans in far flung and remote areas.

6. In order to provide easy reference on the aforesaid subjects, VETERAN'S GUIDE tab has been added for ease of submission of claims/ corrections in records. The unit is geared to undertake timely processing of Service/ Family pension, Release formalities of retiring Officers/ Sailors and updation/ verification of documents of naval veterans. Details of information available in VETERAN'S GUIDE tab for Officer retirees and Sailor retirees are placed at **Enclosure 1** and **Enclosure 2** respectively.

7 It is hereby requested that wide publicity may be given.



(Manoj Sharma)
Commodore
Logistics Officer-in-Charge

Enclosure 1 to NAVPEN letter
NAVPEN/IT/WEB/01(i) dated 02 Nov 20

VETERANS GUIDE - OFFICERS

Sl.	Descriptions
1	Pension Forms for Retiring Officer
2	Revised Forms for Declaration of Family Particulars (To be Submitted to NHQ/DOP)
3	Contingent Bill for RG & DCRG (Retiring Officers with less than 20 Years Service)
4	Pension Forms Death in Harness (for Widow)
5	Pension Forms Death in Harness (for Parents)
6	Pension Forms for Grant of Family Pension - Unmarried, Widow, Divorced Daughters
7	Contingent Bill for Ex-Gratia Award to NOK
8	Action to be Taken by The Spouse & NOK on Demise of a Pensioner
9	Application for Change of Permanent Address (Retired Officers)
10	Endorsement of Spouse Full Date of Birth in PPO
11	Correction of Spouse Date of Birth in PPO
12	Endorsement of Second Wife Name in PPO
13	Endorsement of Handicapped Child Name in PPO
14	Correction of Pensioner Name in PPO
15	Correction of Spouse Name in PPO
16	Correction of Family Pensioner Name in PPO by Widow
17	Pension Handbook
18	Navy for Life & Beyond 2017
19	Navy for Life & Beyond 2012
20	Important Circulars issued by PCDA(P), Allahabad

Enclosure 2 to NAVPEN letter
NAVPEN/IT/WEB/01(i) dated 22 Nov 20

VETERANS GUIDE - SAILORS

Sl.	Descriptions
1	Endorsement of Marriage/Marriage Declaration Post Retirement
2	Endorsement of Death/Divorce of First Wife and Re-Marriage with Second Wife
3	Endorsement of Name of New Born-Child/ Adopted Child
4	Endorsement of Dependent Daughter or Sister Name in Records (Divorcee/ Widowed/ Unmarried)
5	Change of Name of Ex-Serviceman/Dependents
6	Change of Date of Birth of Ex- Serviceman's Dependents
7	Disability Certificate for Handicapped Child
8	Updation of Dependent/NOK's Death or Marriage in Records
9	Change of Permanent Address
10	Issue of Service Particulars to the Widow of Late Ex-sailors
11	Issue of Duplicate Discharge/ Service Certificate
12	Enrollment of Ex-Serviceman in DSC as JCO/ ORs
13	Pay Fixation Cases (Ex-sailors commissioned as Officers in other Services)
14	Employment Assistance to the Dependent of Disabled/Late Ex-Sailors
15	Issue of Sea Service Extract
16	Issue of Relationship Certificate/ Proforma 'C'
17	Verification of Canteen Smart Card and Dependent Card Forms
18	Issuance of Proforma 'A' and Character Certificate
19	Joint Notifications for Endorsement of Wife Details in Corr. PPO - Pre 86 Retiree
20	Joint Notifications for Endorsement of Wife Details in Corr. PPO - Post 86 Retiree
21	Joint Notifications for Endorsement of Handicapped Child in Corr. PPO
22	Family Pension Forms while Death in Service in case of Unmarried Sailor
23	Family Pension Forms while Death in Service in case of Married Sailor
24	Family Pension Forms for Widow- Death After Retirement
25	Family Pension Forms for Dependent- Death After Retirement
26	SG/DCRG Claim Form for Service Between 05 to less than 15 Years
27	Pension Forms- Condonation Claim for Service Pension
28	Counting of Artificer Apprentice Period Towards Pension
29	Counting of Boys Service Towards Pension
30	Counting of Lower Deck Service (Army Officer)
31	Counting of Lower Deck Service - Pensioner
32	Counting of Lower Deck Service - Non-Pensioner (Air Force, Coast Guard, Parachute Military or State Central Govt)
33	Pay Fixation Cases (Ex-sailors Commissioned as Officers in other Services)
34	Special Pension Status (Updated Every Fortnight)
35	Special Pension Forms
36	Advisories, List and Link to Download Pre-2016 E-PPOs Generated

37	Pension Hand Book by DPA
38	Navy for Life and Beyond- 2018