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எனது இல. } Letter No. : 05/2023
My No. }

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உமது இல. }
Your No. }

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திகதி } 05.05.2023
Date }

To All District Secretaries,
All Divisional Secretaries,

Guidelines to submit grievances of Departmental Officers attached to District Secretariats and Divisional Secretariats and to avail services through the Administration Division of the Department of Pensions.

Please be informed that an online system has been introduced to accept administrative issues of Development Officers, Pensions Officers, Management Service Officers and Document Assistances serving in all District Secretariats and Divisional Secretariats being attached to the Department of Pensions and to solve them swiftly and efficiently via online in order to minimize their direct enquiries by telephones.

02. Accordingly, the path for submitting grievances and issues to be solved from head office of the Department of Pensions via online is provided by Annexure 01.

03. You are kindly informed to make aware the officers concerned to submit their issues via online and the necessity of submitting their issues in advance of addressing the Administration Division in that regard.

Sgd:

A. Jagath D. Dias

Director General of Pensions

Annexure 01

Guidelines to submit grievances of officers attached to Divisional Secretariats and to submit issues and avail services through the Head Office of the Department of Pensions.

01. Logging into system

Log into internet by clicking on Google Chrome Icon available in your computer or using any other web browser.

Type www.pensions.gov.lk on address bar to log into the website of the Department of Pensions. And click on DS PORTAL Icon on the following interface appears.



02. Then type User Name and Password on the USER LOGIN details and select Login command to enter the system.

USER LOGIN

Username: *

Password: *

[Request new password](#)

Access denied

You are not authorized to access this page.

Design & Developed by Department of Pensions Pensions.

03. Then you will approach to following page. Select Report to Admin Branch cited uneder LEAVE.

The screenshot shows a web application dashboard. The header is dark red with white text for navigation: Home, Pensions, Revisions15, Revision17, WOP, Modifications, Deductions, and Surcharges. Below the header, there are links for Reports, Settings, and Logout. The main content area has three news items: 'Pension Payments for 2023 March is Ready', 'Do Not Send the file if Arrears is less than 7,50000 just Submit an AR Form', and 'Submit AR Form To Activate Head Office Hold Pensions without Life Certificates'. On the right side, there is a sidebar with sections: 'LEAVE' (with a red circle around the title), containing links for 'Agrahara Posted', 'Operator Details', 'Report to Admin Branch' (with a blue circle around the link), 'Loan Certified', and 'Submit Your Leave Details'; 'TEST1' with a link for 'My account'; and 'LINKS' with links for 'Warrant', 'Application Status', and '2017 Revision'. A watermark 'Activate Windows' is visible in the bottom right corner.

04. Then following page will be appeared. Click on Insert New Grievance.

The screenshot shows a web application page titled 'Report to Admin'. The page has a light gray background. At the top left, there is a 'Home' link. Below it, the title 'Report to Admin' is displayed in a large, bold font. Underneath the title, there is a blue circular icon with a document and a plus sign, followed by the text 'Insert new Grisvance' (with a red circle around the text). Below this, there is a message '- No results' and a link for 'Printer-friendly version'. At the bottom of the page, there is a footer that reads 'Design & Developed by Department of Pensions Pensions.'

05. Select your post in DESIGNATION (1) item appears in the following page which could observe. Then select type of the issue in PROBLEM RELATED (2) and insert your issue within PROBLEM BOX (3). Then upload soft copies, if any related to the issue in Problem Box (4).

The form consists of four main sections, each with a label on the left and a corresponding input area on the right:

- DESIGNATION (1):** A list of radio buttons with options: PO, DO, DA, and MA.
- PROBLEM RELATED (2):** A list of radio buttons with options: Transfer, Promotion, Leave, Increment, Allowance, Service Confirmation, and Other.
- PROBLEM (3):** A large, empty rectangular text box for entering the issue.
- SUPPORTIVE DOCUMENT (4):** A file upload area with a "Choose File" button and the text "No file chosen".

At the bottom of the form, there are two buttons: "Confirm data" and "Reset".

Printer-friendly version