

Exploring an Approach for Quick Delivery of Monthly Pension

Problems:

Upazila Account Officer of Basail observed that almost in every working day of the week, there was so much noise in his office compound which hampered the working environment of the office. To find out the reasons of this noisy situation, one day he moved out of his room and saw lots of pensioners were gathered in office compound to get their pensions. Some more events caught in his eye that one pensioner needed to wait hour after hours to get the pension. Moreover, sometimes in this long waiting time and clumsy environment some of the pensioners became sick. By investigating, he got some mismanagements on the existing system which are addressed as the problems of this system.

- There was one register to keep records of pensioners of all ministries
- There was only one adviser to provide daily pension
- In addition, there was no good arrangement of seating, drinking water and medical facilities for pensioners

Solution:

To solve these mismanagement and other issues, at first 3 ministry based pension register (one for home ministry, one for ministry of education and third one for other ministries) have been made on the basis of the number of pensioners. Then two more advisers have been assigned in order to reduce the work pressure of the single advisor in providing pension and to complete the task in an organized way within one day of a week. In addition, for ensuring pensioner good physical condition, quality sitting system, hygienic toilet facility, pure drinking water facility and medical facilities have been arranged in office compound.

Result:

After implementing this pilot project, pensioners suffer less in receiving their pension than previous. Now they do not need to wait hour after hours to get their pension and visit of several times. As a result, time, cost and visit of the service, on an average have been reduced by 95%, 75% and 50% respectively.

As well as, this project helps to enhance the efficiency of the service. Thus, satisfaction of the beneficiaries has been increased towards the service.