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सचिव

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आइ.ए.एस. 16-7-2018



सत्यमेव जयते

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
पेंशन एवं पेंशनभोगी कल्याण विभाग
लोकनायक भवन, खान मार्केट
नई दिल्ली-110003

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL PUBLIC GRIEVANCES & PENSIONS
DEPARTMENT OF PENSION AND PENSIONERS' WELFARE
LOK NAYAK BHAWAN, KHAN MARKET
NEW DELHI-110003

F.No.42/11/2018-P&PW(G)

Dear Shri Lohani,

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10th July, 2018
18/7/18

DG/Sec

EDEHR

I would like to draw your attention, to the suggestion of the Departmental Parliamentary Standing Committee for this Ministry, that a day may be dedicated to the Pensioners, as part of good governance, and efforts made to minimize their grievances. It has been suggested to hold Pension Adalats, on a particular day, across Ministries, throughout the country, with this objective in view.

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2. It has therefore been decided, to conduct nation-wide Pension Adalats by each Ministry/Department/Organisation/Field formation on September 18, 2018. Wide publicity should be given to Pension Adalat/s of your Ministry and cases for the Adalat be shortlisted latest by August 15, 2018. The main objective of these Adalats would be prompt and quick redressal of pensioners' grievances, within the framework of extant policy guidelines. While holding these Adalats, each Ministry should ensure the presence of all concerned stake-holders across the table, viz. officials in charge of pay fixation & Pension processing, PPO issuing branch, Pay & Accounts Office as well as senior officials of the concerned Banks. A notice, in advance intimating the time and venue of the Adalat, should also be sent to the Pensioner so that he or his representative can be present to plead his case. For effective redressal across the table, it is imperative that the Departments should in advance examine the cases and make preparations for the Adalat.

3. An indicative list of grievances of your Ministry/Department/Organisation, pending in CPENGRAMS, received by Department of Pensions & Pensioners' Welfare, is enclosed, which can be taken up in the Pension Adalat of your Ministry in addition to other Pensioners' grievances of your Ministry/Department. However, only those grievances are to be taken up which fall within the four walls of extant Pension policy/guidelines. The Ministries/Departments/Organisations having field formations in different parts of the country, may organise Pension Adalats in these formations also, so that this effort has a pan-India effect.

4. A nodal officer, may be nominated from your Ministry, who will coordinate both within your Ministry and will also intimate Department of Pension & Pensioners' Welfare the status and number of cases being taken up in the Pension Adalat/s of your Ministry and also intimate the outcome of the Adalats organised by your Ministry/Department/Organisation in the prescribed proforma (copy enclosed).

5. I hope that through cooperation and involvement of your Ministry in this exercise, we would be able to redress the grievances of pensioners to a large extent.

Encl: as above

Warm Regards,

Yours sincerely

(K.V. Eaper)