

F.No. A-38020/1/2018-Estt./ फा.सं.A-38020/1/2018-स्था.

Government of India/ भारत सरकार

Ministry of Social Justice and Empowerment/सामाजिक न्याय और अधिकारिता मंत्रालय
Department of Empowerment of Persons with Disabilities(Divyangjan)/दिव्यांगजन सशक्तिकरण विभाग
(Establishment Section)/ (स्थापना अनुभाग)

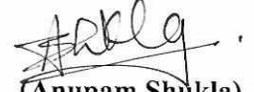
5th Floor, Pt. Deen Dayal Antyodaya Bhawan,
CGO Complex, New Delhi
Dated 15th February, 2023

OFFICE MEMORANDUM

Subject: Conduction of Pension Adalat, 2023 on 17.03.2023 in the Department-regarding.

The undersigned is directed to refer to Department of Pension & Pensioners' Welfare's OM No. 1/39/2023-P&PW (E) dated 18.01.2023 and DO Letter No. 1/39/2023-P&PW(E) dated 05.01.2023 (copy enclosed) and to say that a Pension Adalat is being conducted by this Department on 17.03.2023 in Establishment Section for full day i.e. from 09:00 AM to 5:30 PM, as per the directions of Department of Pension & Pensioners' Welfare.

2. The main objective of this Adalat would be prompt resolution of pensioners' grievances, within the framework of extant policy guidelines.
3. All the stakeholders are requested to submit their grievances related to pension matter to this Department by 03.03.2023 to the undersigned.


(Anupam Shukla)

Under Secretary to the Government of India
Email ID: anupam.shukla@nic.in
Tel. No.: 011-24361445

Copy to:
Website of the Department.

No. 1/39/2023-P&PW (E)
 Government of India
 Ministry of Personnel, P.G. & Pensions
 Department of Pension & Pensioners' Welfare

3" Floor, Lok Nayak Bhawan,
 Khan Market, New Delhi,
 Dated January 18, 2023

OFFICE MEMORANDUM

Subject:-Pension Adalat to be held on 17th March, 2023-reg.

The undersigned is directed to refer to Department of Pension & Pensioners' Welfare DO letter, dated 05.01.2023 (copy attached) of Secretary, Department of Pension & Pensioners' Welfare, addressed to all Secretaries for convening a nation-wide Pension Adalat in the last week of March, 2023, by each Ministry/Department/ Organization/Field formation through Video Conferencing. The main objective of this Adalat would be prompt resolution of pensioners' grievances, within the framework of extant policy guidelines.

2. Now it has been decided, to convene a Nation-wide All India Pension Adalat on 17th March, 2023 with the objective of "Ease of Living", all over country. This period will be dedicated to our pensioners to bring uniformity among Pension Adalat to be conducted by Ministries/Departments all over India. Thus for holding Nationwide Pension Adalat 2023, to ensure redressal of pensioners' grievances smoothly, it needs to be seamless, technology driven exercise within the overall guidelines issued by Min of Home affair and M/o Health & Family Welfare for Covid-19 Pandemic.

3. All stake-holders to the grievance should be present, including the Pensioner or his/her representative, as far as feasible. All the cases listed should be examined in depth, in advance, so that a suitable resolution can be arrived at in the Adalat itself. Greater emphasis should be given to Family pension cases and cases pertaining to super senior citizens aged 80 years and above, if any. This exercise is expected to have an All India impact on alleviating the grievances of the Pensioners. While conducting the Pension Adalats, the Ministries are advised to ensure that social distancing norms are followed, as prescribed from time to time by Government of India.

4. It was requested to appoint a Nodal Officer in Ministries/Departments/Organizations who shall coordinate within your Ministry as well with the Department of Pension & Pensioners' Welfare. The information regarding nomination of Nodal Officer is still awaited. Name of Nodal Officer required urgently so that the modality of convening the Nationwide Pension Adalat could be discussed through Video Conferencing for smooth conducting of Pension Adalat. It is therefore requested to forward the name of the Nodal Officer along with contact details such as Name, Designation, Telephone, No, Mobile No, Email address, etc. urgently.

5. The names of Nodal Officers may be sent urgently to Shri Ravinder Kumar, Director (kumar.ravinder66@nic.in) or to Shri Dhananjay Prasad Singh, Under Secretary (singh.dp1973@nic.in).


 (Ravinder Kumar) 18/1/2023
 Director
 Ph.23350020

All Secretaries to Government of India

1/39/2023-P&PW(E)

2395471/2023/O/o SECY

वी. श्रीनिवास, आई.ए.एस.
सचिव
V. Srinivas, IAS
SECRETARY



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आज़ादी का
अमृत महोत्सव

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनभोगी कल्याण विभाग
लोक नायक भवन, खान मार्किट,
नई दिल्ली-110003
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF PENSION & PENSIONERS' WELFARE
LOK NAYAK BHAWAN, KHAN MARKET,
NEW DELHI-110003

D.No.1/39/2023-P&PW (E)

Dated : January 5, 2023

Dear Secretary,

The Department of Pension & Pensioners' Welfare has been conducting Pension Adalats across Ministries, throughout the country, as part of Good Governance, to minimise Pensioners' grievances. As you may be aware, redressal of Pensioners' grievances is high on the agenda of the Government.

2. It has been decided, to convene a **Nation-wide Pension Adalat** in the last week of March, 2023, by each Ministry/Department/Organization/Field formation **through Video Conferencing**, for which, a suitable date shall be communicated in due course. The main objective of this Adalat would be prompt resolution of pensioners' grievances, within the framework of extant policy guidelines.

3. The hallmark of the Adalat would be **leveraging digital technology** to conduct the Adalat through VC. While holding these Adalats, **each Ministry should ensure the presence of all concerned stake-holders** viz. HoD, DDO, PAO and officials of concerned Banks, at the Pension Adalat from their respective locations on VC. A notice, in advance, intimating the time and link for the Video Conferencing for the Adalat, should also be sent to the concerned Pensioner for their participation, if they so desire.

4. For effective resolution of the grievances, it is imperative that the Departments should examine the cases in advance and make extensive preparations for the Adalat. In the All-India Pension Adalat held last year, it was noticed that some officials, representing key Ministries, came unprepared and also did not abide by the time-lines given for resolution of the grievances subsequently. **This has been viewed seriously and this year, as suggested by the Department Related Parliamentary Standing Committee, this Department shall recommend punitive action against such officials to the concerned Ministry/Department.**

5. **Only those grievances are to be taken up which fall within the extant Pension policy/guidelines.** Family Pension cases and those cases pending from the last Adalat should be given priority. The Ministries/Departments/Organization having field formations in different parts of the country may organise the Pension Adalats in these formations also on that day, so that this effort has a Pan-India effect.

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सूचना का
अधिकार

Please visit our website : <https://doppw.gov.in>, <https://bhavishya.nic.in>

Tel: 011-23742133 Fax: 011-23742546 Email: secy-arp@nic.in

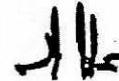
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6. A nodal officer may please also be nominated from your Ministry, who shall coordinate within your Ministry as well with the Department of Pension & Pensioners' Welfare. The nodal officer will intimate the details of the cases being taken up in the Pension Adalat/s of your Ministry and also intimate the outcome of the Adalat/s in the prescribed proforma (copy enclosed). It is also requested that the name of nodal officer nominated from your Ministry may kindly be intimated to this Department latest by 31st January, 2023.

7. I solicit your kind personal attention for the involvement & support of your Ministry in this exercise in making this endeavour a grand success.

With best regards,

Yours sincerely



(V. Srinivas)

Encl: as above

The Secretaries of all Ministries/Departments,
Government of India