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सचिव

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SECRETARY

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भारत सरकार
कामिक, लोक शिकायत तथा पेंशन नंत्रालय
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 B-HAWAN, KHAN MARKET
NEW DELHI-110003

D.O.No. 1/12/2019-P&PW(G)

June 28, 2019

Dear Secretary,

Department of Pension & Pensioners' Welfare on 18th September, 2018 conducted Pension Adalats across Ministries throughout the country with the objective that a day is dedicated to the Pensioners as part of good governance and efforts made to minimise their grievances, as suggested by the Departmental Parliamentary Standing Committee, for this Ministry.

2. It has been decided by the Government that as part of its 100-day impactful initiatives, nation-wide Pension Adalats be conducted by each Ministry/Department/Organisation/Field formation on Friday, August 23, 2019. Wide publicity should be given to Pension Adalat/s of your Ministry/Department and cases for the Adalat should be shortlisted latest by July 15, 2019.

3. 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.

4. For effective on-the-spot redressal, it is imperative that the Departments should in advance examine the cases and make preparations for the Adalat. 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.

5. A single 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). It is also requested that the name of nodal officer nominated from your Ministry may be intimated to this Department latest by July 15, 2019.

6. 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. This may please be treated as MOST URGENT.

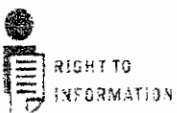
With Regards,

Yours sincerely,

28/6/19
(K.V.Eapen)

Encl: As above

The Secretaries of all Ministries/Departments,
Government of India



Please Visit our website: <http://persmin.gov.in/Pension.asp>