Dear Secretary,

Department of Pension & Pensions’ Welfare on 18th September, 2019 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/Organization/FIELD formation on Friday, August 23, 2019. Wides publicity should be given to Pension Adalats 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 and Accounts Office as well as senior officials of the concerned Banks. A notice in advance informing the time and venue of the Adalat should also be sent to the Pensioners 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 Department 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 & Pensions’ Welfare the status and number of cases being taken up in the Pension Adalats of your Ministry and also intimate the outcome of the Adalats organised by your Ministry/Department/Organization in the prescribed Proforma (copy enclosed). It is also requested that the names 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 resolve the grievances of pensioners to a large extent. This may please be treated as MOST URGENT.

Yours sincerely,

(K.V. Eapen)

Econ. As above

The Secretaries of all Ministries/Departments,
Government of India