

Government of India
Ministry of Finance
Department of Expenditure
O/o Controller General of Accounts

Mahalekha Niyantak Bhawan
GPO Complex, E-Block, INA,
New Delhi

Dated: the 13 November 2020

Office Memorandum

Subject: Holding of Pension Adalats in the month of December, 2020- reg.

The undersigned is directed to refer to Secretary Ministry of Personnel, Public Grievances & Pensions, Department of Pension & Pensioner's Welfare D.O letter No. 1/39/2020-P&PW (E) dated: 21.10.2020 with a request to hold Pension Adalats in the month of December, 2020 with an objective of prompt resolution of Pensioner's grievance within the framework of extant policy guidelines. A copy of D.O letter which is self explanatory is enclosed.

2. It is needless to mention that Pay & Accounts Offices and Central Pension Accounts Offices (CPAO) have a pivotal role in Pension related matters. By organising Pension Adalats, grievances of the pensioner's can be minimized.

3. In view of above all the Pr.CCAs/CCAs/CAs (Independent Charges) and Chief Controller (Pensions) are requested to ensure wide publicity of this OM for holding Pension Adalats and suitably instruct their field PAOs/RPAOs/ZAOs to hold Pension Adalat in the month of December, 2020.

4. Outcome of the Pension Adalats organised by your Ministry/Departments may be intimated within one week of holding of Pension Adalat/s to this Office in the enclosed proforma

Encl: As above



(Praveen Nandwana)

Joint Controller General of Accounts

To:-

- (i) All Pr.CCAs/CCAs/CAs(IC)
- (ii) CC(Pension)

Copy to:

Sr.AO (ITD) to upload on website

No.A-11019/14/2019-Ad.I
Government of India
Ministry of Finance
Department of Expenditure

North Block, New Delhi,
Dated the 2/11/2020.

OFFICE MEMORANDUM

Subject:- Holding of Pension Adalats in the month of December, 2020 – reg.

The undersigned is directed to forward herewith a copy of Department of Pension & Pensioners Welfare's D.O. No.1/39/2020-P&PW(E) dated 21.10.2020 on the subject cited above for further necessary action. It is requested that after holding the Pension Adalat, a status report may be furnished to the undersigned in the prescribed format.

Encl: As above.


(P. ANGELS)

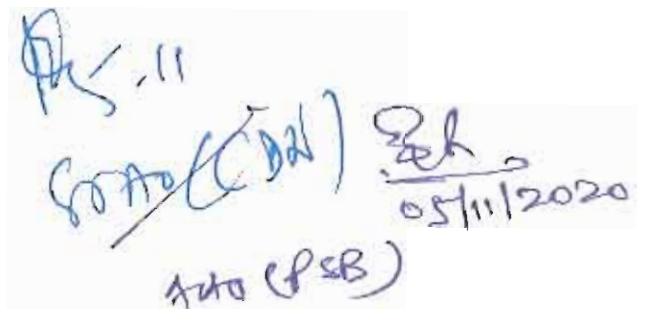
Under Secretary to the Govt. of India
Tel No.230956095

To

1. Office of CA (Cost) - Shri Pankaj Gupta, Director , Lok Nayak Bhawan, ND.
2. Dy. Secretary (EG) – in respect of C&AG.
3. Office of CGA, Joint CGA, CDN Section, INA, New Delhi.
4. Asstt. Controller of Accounts, CPAO, Bhikaji Cama Place, New Delhi.
5. Section Officer, Admn.II Section, D/o Expenditure.







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AS(PW)
V
Venny
27/10



RDS(A) DA
DS(E) (A)
B.M.
20/10/2020
US

F.No. 1/39/2020-P&PW(E)

21st October, 2020

Dear Secretary,

So(PW)
23/10/20
Ch
23/10/20
Rahul

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 month of December, 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. 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. **Only those grievances are to be taken up which fall within the extant Pension policy/guidelines.** Family Pension cases 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.

...conti.2/-

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26/10



4. 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 November 10, 2020.

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

with warm regards,

Yours sincerely

Encl: as above

Kshatrapati Shivaji
(Kshatrapati Shivaji)

**The Secretaries of all Ministries/Departments,
Government of India**

Proforma

Statement of Pension Adalats

S.No.	Total number of cases taken up during Pension Adalats	No. of cases resolved during Adalats	left	No. of Cases Unresolved/Pending

Summary of Cases.

S.No.	Name of the Petitioner	Grievance Reg. No.	Gist of the Grievance	Outcome of the Grievance in Pension Adalat

(The above information may be sent to Shri Sanjoy Shankar, Under Secretary (E), 3rd Floor, Lok Nayak Bhawan, Dept. of Pension & Pensioners' Welfare. E-mails: sanjoy.shankar@nic.in Tel: 011-24644632)
