

Ministry of Finance
Department of Expenditure
O/o Controller General of Accounts
Mahalekha Niyantak Bhawan
Block-E, GPO Complex, INA, New Delhi.

NO.CDN/MF-CGA/Misc/2018/244 .

Dated 30 July, 2018

Office Memorandum

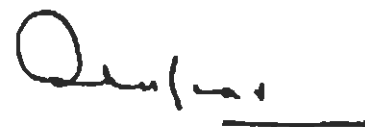
Subject: Holding of Pension Adalats on 18th September, 2018

The undersigned is directed to refer to D.O letter No. 42/11/2018-P&PW(G) dated 10th July, 2018 from Secretary, Ministry of Personnel, Public Grievances & Pensions to the Secretaries of all Ministries/Departments with a appeal to hold Pension Adalats on **September 18, 2018** with a objective of prompt and quick redressal of pensioners' grievances. A copy of D.O letter which is self explanatory is enclosed.

2. It is needless to mention that Pay and Accounts offices and Central Pension Accounting Office have a pivotal role in pension related matters, by organising pension adalats grievances of the pensioners can be minimised. Therefore, all the Pr.CCAs/CCAs/CAs (with independent chrages) and Chief Controller (P) are requested to extend wide publicity for Pension Adalat and suitably instruct their field PAOs/RPAOs/ZAOs to hold Pension Adalat on **September 18, 2018**.

3. Outcome of the Pension Adalats organised by your Ministry/Department may be intimated in the enclosed proforma.

Encl: as above



(Bhaskar Verma)

Joint. Controller General of Accounts

To.

1. All the Pr.CCAs/CCAs/CAs(with independent chrages)
2. Chief Controller (Pension)

Copy to:- Sr.AO, ITD to upload on website

48/c



सत्यमेव जयते

कें. वी. ईपेन, आइ एएस
सचिव

K. V. Eapen, I.A.S
SECRETARY

Tel: 011-23742133

Fax: 011-23747546

E-mail: secy-arpg@nic.in

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनयोगी कल्याण विभाग
लोकनयाक भवन, खान मार्केट
नई दिल्ली 110003

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

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

July 10, 2018

Dear Secretary,

I would like to draw your kind 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 minimise their grievances. It has been suggested to hold Pension Adalats on a particular day across Ministries, throughout the country, with this objective in view.

2. It has, therefore, been decided to conduct nation-wide Pension Adalats by each Ministry/Department/Organisation/Field formation on September 13, 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 stakeholders 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. 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.

3. A nodal officer may be nominated from your Ministry who will coordinate both within your Ministry and will also intimate Department of Pensions & 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).

4. 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.

Best Regards,

Yours sincerely

(K.V.Eapen)

Encl. As above.

The Secretaries of all Ministries/Departments,
Government of India

PROFORMA

Ministry/Department

Statement of Pension Adalat

Name PAO/RPAO/ZPAO	of	Total cases taken up during Pension Adalat	No of cases resolved during Adalat	No of cases Unresolved/Pending

Summary of Cases

S.No	Name of petitioner	Gist of Grievance	Outcome of Grievance in Pension Adalat