

Government of India
Ministry of Jal Shakti
Department of Water Resources, RD & GR
Central Water Commission

3rd Floor (S), Sewa Bhawan,
R.K.Puram, New Delhi - 110066,
Dated 10 February, 2023

OFFICE MEMORANDUM

Subject: Pension Adalat to minimize pensioner's grievances - regarding

The undersigned is directed to refer to the D.O. Letter No. 1/39/2023-P&PW (E) dated 05.01.2023 received from Secretary, Department of Pension and Pensioner's Welfare (copy enclosed) informing that a nationwide Pension Adalat for 2023 shall be organized in the last week of March, 2023 through video conferencing mode. The date and other details for the same shall be informed in due course.

2. The list of pending Pensioners' grievances pertaining to CWC is enclosed as 'Annexure-I'. It is requested to take immediate necessary action in resolving these cases on priority basis failing which these cases would be taken up in Pension Adalat. The status/action taken report in this matter may be furnished to this office latest by 14.2.2023.

Encl: As above

Digitally Signed by Ajay
Malik
Date: 10-02-2023 18:27:27
Reason: Approved
(Ajay Malik)

Under Secretary

To

Executive Engineer - (a) Damodar, Asansol, (b) HGD, Dehradun, (c) NEID-II, Aizawl, (d) ERD, Bhubaneswar, (e) LGD-2, Patna, (f) LGD, Hyderabad, (g) Mahi, Gandhinagar

List of Grievances pending in CPENGRAMS portal:

Sl. No.	Registration Number	Name	Date of Receipt	Pending with	Current Status
1	DOPPW/E/2023/0001313	Gayatri Kumari Verma	11.01.2023	Damodar Division, Asansol	
2	DOPPW/P/2023/0000724	Shanti Devi	20.01.2023	HGD, Dehradun	
3	DOPPW/E/2023/0003300	Naresh Sharma	30.01.2023	NEID-II, Aizawl	
4	DOPPW/P/2023/0000962	Chittaranjan Chakra	01.02.2023	ERD, Bhubaneswar	

List of Grievances pending in Bhavishya Portal:

Sl. No.	Registration Number	Name	Date of Receipt	Pending with	Current Status
1	BHVSA2200401	Ashok Kumar	05.12.2022	LGD-2, Patna	
2	BHVSA2100192	Biplab Kumar Maji	17.07.2021	Damodar, Asansol	
3	BHVSA2200229	Sameer Kumar Jha	04.07.2022	CWC(HQ)	
4	BHVSA2200304	Anand Prakash Kandiyal	12.09.2022	CWC(HQ)	
5	BHVSA2200357	Imtiyaz Ali Khan	20.10.2022	CWC(HQ)	
6	BHVSA2300028	Imtiyaz Ali Khan	26.01.2023	CWC(HQ)	
7	BHVSA2100194	C Srinivasulu	19.07.2021	LGD, Hyderabad	
8	BHVSA2100278	C Srinivasulu	18.10.2021	LGD, Hyderabad	
9	BHVSA2200227	Jethabhai Manabhai Parmar	01.07.2022	Mahi, Gandhinagar	



No. A-38020/2/2022-E-I

भारत सरकार

Government of India

जल शक्ति मंत्रालय

Ministry of Jal Shakti

जल संसाधन नदी विकास और गंगा संरक्षण विभाग

Department of Water Resources, River Development and Ganga Rejuvenation

Shram Shakti Bhawan, Rafi Marg,
New Delhi, dated 08.02.2023

To
The Chairman,
Central Water Commission,
Sewa Bhawan, R.K.Puram, New Delhi.

(Kind attention: Shri Praveen Kumar, Secretary, CWC)

Subject: Pension Adalat to minimize Pensioners' grievances - regarding.

Sir,

I am directed to refer to the D.O. letter No. 1/39/2023-P&PW (E) dated 05.01.2023 received from Secretary, Department of Pension and Pensioners' Welfare (*copy enclosed*) informing that the Nation-wide pension Adalat for 2023 shall be organised in the last week of March 2023, through Video Conferencing mode. The date and other details for which shall be informed in due course.

2. The list of pending Pensioners' grievances pertaining to this Department/ offices/ organisations are attached as Annexure-I and Annexure-II (received through Bhavishya portal). You are requested to take urgent necessary action to settle the pending cases pertaining to your division/ organisation and submit the status report to the undersigned, the designated Officer to coordinate the pension related matters, latest by 15.02.2023.

Yours faithfully,

Encl: As above.

Signed by Anil Kumar
Sharma

Date: 08-02-2023 10:00:43
(Anil Kumar Sharma)

Under Secretary to the Government of India
Tel No.: 011-23716928

Copy, with similar request, to:

1. The Controller of Accounts, D/o WR, RD and GR, Shastri Bhawan New Delhi.
2. Under Secretary (GWE), DoWR, RD & GR, Shram Shakti Bhawan, New Delhi.
3. Under Secretary (E-II), DoWR, RD & GR, Shram Shakti Bhawan, New Delhi.
4. Under Secretary (E-III), DoWR, RD & GR, Shram Shakti Bhawan, New Delhi.
5. Under Secretary (E-IV), DoWR, RD & GR, Shram Shakti Bhawan, New Delhi.
6. The PAO, Central Water Commission, Sewa Bhawan, R.K. Puram, New Delhi.

(Anil Kumar Sharma)
Under Secretary to the Government of India

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 मार्केट,
नई दिल्ली-110003
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSION
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.

Contd.....2



सूचना का
अधिकार

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

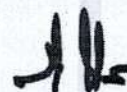
Tel: 011-23742133 Fax: 011-23742546 Email: secy-argp@nic.in

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

Proforma

Detailed report of the cases taken up in the Pension Adalat

1. Name of Ministries/Department/Organizations
2. Date of Conducting a Pension Adalat
3. Total Number of cases/grievances
 - a. No of family pension case
 - b. No of case relating to senior pensioner
4. Total Number of cases/grievances resolved
 - a. No of family pension cases resolved
 - b. No of cases relating to senior pensioners resolved
5. Total Number of cases/grievances unresolved
 - a. No of family pension case unresolved
 - b. No of cases relating to senior pensioners unresolved

S N o	Name of Petitioner/Detail s	Grievance/Cas e ID No	Gist of the Grievanc e	Root Cause of the Grievanc e	Outcome of the Grievanc e in the pension Adalat	Suggestio n
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Name of the Nodal Officer

Designation

Signature of the Nodal Officer

All India Pension Adalat

Standard Operating Procedure (SOP) for Pension Adalat through Video-conferencing

All India Pension Adalat 2023 will be a seamless technology driven exercise to ensure redressal of pensioners' grievances within the overall guidelines issued by Min of Home affair and Min/o Health & Family Welfare for Covid-19 Pandemic. With the objective of "Ease of Living", all over country, this one day will be dedicated to our pensioners. To bring uniformity among pension adalats conducted by Ministries/Departments all over India, it is requested that this SOP may be adhered to in-totally.

1. All Ministries/Departments, subordinate offices, will conduct Pension Adalats at various locations all over India through video-conferencing tools. The date will be intimated in due course.
2. Pension Adalat links of different Ministries/Departments will also be connected with All India Pension Adalat link, being conducted by Dept of Pension & Pensioners' Welfare. Dedicated VC link and other details will be shared subsequently.
3. All Ministries/Departments shall nominate a nodal officer not below the rank of JS at Ministry/HQ level and DS/Director level in field offices. Details of nodal officer i.e. name, designation, phone no., e-mail id may be forwarded by 31st January, 2023 to Department of Pension and Pensioners' Welfare at the following e-mail:- kumar.ravinder66@nic.in and singh.dp1973@nic.in.
4. Ministries/Departments shall identify Pension/Family Pension related grievances/pending cases received by them through CPENGRAM and through their respective grievance redressal systems/portals. Details of all such cases may be forwarded to DoPPW by 31st January, 2023. Since this Adalat is being dedicated to family pensioners, efforts should be made to take up a majority of Family Pension related cases.
5. Pension Adalat shall be conducted only through video-conferencing (VC) by leveraging technology using available VC tools and applications. Pensioners, HoD, DDO, PAO and Banks shall join the Pension Adalat from their respective locations on VC and should come prepared for each case which is being listed. The Nodal officer nominated at field office level shall co-ordinate the entire VC to ensure seamless participation by all stake-holders.
6. It may be ensured that pensioners are given sufficient time to explain their grievances, if they, so desire, during the VC.

7. Ministries/Departments may also explore the feasibility of providing facility to pensioners to upload/send their grievances and related papers available with them through e-mail or any other mode in advance. However, this should not be made a mandatory condition for listing of their case.
8. At the start of pension Adalat, VC coordinator shall allot time slots for each case and announce case-wise time slots to all the stake holders. This will help aged pensioners and they will not be forced to remain logged-in for the whole day. It will also reduce the load on the ICT systems. Pensioners and officials related to that case may be requested to join 15 minutes prior to their allotted time-slot.
9. VC coordinator shall keep record of all proceedings and direct HOD/DDO/PAO/Bank to take action to ensure redressal of grievance within specific time-period.
10. Ministries/ Departments shall send record of proceedings along with details of cases listed and settled during Pension Adalat to DoPPW within 15 days of the Adalat. In case the case remains unresolved an updated status of such cases, where some action is required on the part of HOD/DDO/PAO/Bank, may be sent again after one month.
11. Ministries/ Departments may ensure availability of ICT hardware including high speed internet, power backup etc. for smooth conduct of the Pension Adalat.
12. Ministries/ Departments shall ensure that all Covid 19 related guidelines i.e. sanitization, thermal screening, social distancing, masks etc. are strictly adhered to while conducting the Pension Adalat.

Operational Desk Pending

Registration Number	Name	Date Of Receipt	Pending Days	Receipt Type	Pending with
DOPPW/E/2022/36252	Vineetha R Nair	24/11/2022 / 24/11/2022	74 / 74	Transferred	1. Narmada Control Authority
DOPPW/E/2023/0001313	Gayatri Kumari Verma	11/01/2023 / 11/01/2023	26 / 26	Transferred	1. Central Water Commission
DOPPW/E/2023/0002033	Bimla Dhaundiyal	18/01/2023 / 18/01/2023	19 / 19	Transferred	1. Central Soil and Materials Research Station
DOPPW/E/2023/0002207	Priyanka	20/01/2023 / 19/01/2023	17 / 18	Takenup	1. Narmada Control Authority
DOPPW/P/2023/0000724	Shanti Devi	20/01/2023 / 20/01/2023	17 / 17	Transferred	1. Central Water Commission
DOPPW/E/2023/0003300	Naresh Sharma	30/01/2023 / 30/01/2023	7 / 7	Transferred	1. Central Water Commission
DOPPW/P/2023/0000962	Chitranjan Chakra	01/02/2023 / 01/02/2023	5 / 5	Transferred	1. Central Water Commission
DOPPW/E/2023/0003991	CDR POKAR RAM RETD	03/02/2023 / 03/02/2023	3 / 3	Transferred	1. Central Ground Water Board

2/6/23, 11:29 AM

Operational Desk Pending

Bhavishya**Details Grievance Report**

Sr.No.	Grievance No. Registration Date	Name	Ministry/Department	Current Status
1	BHVSA2000189 02/06/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
2	BHVSA2000216 26/06/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
3	BHVSA2000222 01/07/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
4	BHVSA2000232 10/07/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
5	BHVSA2000237 15/07/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
6	BHVSA2000346 18/11/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
7	BHVSA2000347 18/11/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
8	BHVSA2000348 18/11/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
9	BHVSA2000349 18/11/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
10	BHVSA2000350 18/11/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
11	BHVSA2000351 18/11/2020	Mr. Liladhar Prasad Singh Mobile No : 9431458896 Email Id : liladhar1963@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Ganga Flood Control Commission	Pending
12	BHVSA2000088 10/03/2020	Mr. Parshotam Singh Mobile No : 8803215650 Email Id : ankitrakwaljk@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Ground Water Board	Pending
13	BHVSA2200275 16/08/2022	Mr. Rana Chatterjee Mobile No : 9773658348 Email Id : rana3b@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Ground Water Board	Pending
14	BHVSA2200277 18/08/2022	Mr. Rana Chatterjee Mobile No : 9773658348 Email Id : rana3b@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Ground Water Board	Pending
15	BHVSA2100008 11/01/2021	Mr. A.Chidambaram Mobile No : 9445505191 Email Id : anjan-cgwb@gov.in	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Ground Water Board	Pending
16	BHVSA2100159 01/06/2021	Mr. Janak Raj Mobile No : 9796650220 Email Id :	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Ground Water Board	Pending
17	BHVSA2300032 02/02/2023	Mr. Rajubhai Jiwabhai Pandya Mobile No : 8980907035 Email Id : raju.pandya-cgwb@gov.in	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Ground Water Board	Pending
18	BHVSA2200401 05/12/2022	Mr. Ashok Kumar Mobile No : 9835133967 Email Id :	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending

19	BHVSA2100192 17/07/2021	Mr. Biplab Kumar Maji Mobile No : 9851898776 Email Id : biplabmaji1961@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending
20	BHVSA2200229 04/07/2022	Mr. Sameer Kumar Jha Mobile No : 9971506825 Email Id : sameerkjha-cwc@nic.in	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending
21	BHVSA2200304 12/09/2022	Mr. Anand Prakash Kandiyal Mobile No : 8588887757 Email Id : kandiyal-cwc@nic.in	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending
22	BHVSA2200357 20/10/2022	Mr. Imtiyaz Ali Khan Mobile No : 7869956070 Email Id : iak99@rediffmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending
23	BHVSA2300028 26/01/2023	Mr. Imtiyaz Ali Khan Mobile No : 7869956070 Email Id : iak99@rediffmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending
24	BHVSA2100194 19/07/2021	Mr. C Srinivasulu Mobile No : 9441641811 Email Id : charagondasrinivasulu08@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending
25	BHVSA2100278 18/10/2021	Mr. C Srinivasulu Mobile No : 9441641811 Email Id : charagondasrinivasulu08@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending
26	BHVSA2200227 01/07/2022	Mr. Jethabhai Manabhai Parmar Mobile No : 8511293559 Email Id : dodiyabunty5@gmail.com	/Department of Water Resources, River Development and Ganga Rejuvenation/Central Water Commission	Pending