

भारत सरकार
जल शक्ति मंत्रालय
जल संसाधन नदी विकास एवं गंगा संरक्षण विभाग
केंद्रीय जल आयोग
ई-गवर्नेंस सेल

Government of India
Ministry of Jal Shakti
Dept. of Water Resources, RD&GR
Central Water Commission
e-Governance Cell

CIRCULAR

**Sub: Organising Nation-wide Pension Adalats through Video Conferencing (VC)-
reg.**

Ref: D.O No. 1/39/2021-P&PW (E) dated 10.01.2022

Kind reference is invited to the DO letter (copy enclosed) received from Ministry of Personnel, Public Grievances & Pensions, Department of Pension & Pensioners' welfare, regarding commencement of Pension Adalats across Ministries, throughout the country to minimize pensioner's grievances.

A nation-wide Pension Adalat shall convene in third week of March 2022 by each Ministry/Department/Organization/Field formation through VC.

All HoD, DDO, PAO and officials concerned may solicit their kind attention to the above cited letter and are requested to follow Standard Operating Procedure for Pension Adalat through Video- Conferencing.

Encl: As above.

Signed by Saikat Biswas
Date: 01-02-2022 13:47:59
Reason: Approved
(Saikat Biswas)
Deputy Director

तीसरा तल(दक्षिण), सेवा भवन
राम कृष्ण पुरम, नई दिल्ली -110066
दूरभाष: 011-29583230,
ई मेल: egovernance-cwc@gov.in
♣जल संरक्षण-सुरक्षित भविष्य□

3rdFloor(South), Sewa Bhawan,
R.K. Puram, New Delhi-110066
Tel: 011-29583230,
E-mail: egovernance-cwc@gov.in

Email

cehrmgmt

Fwd: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत का आयोजन करने के संबंध में ।

From : RK Sinha <chairman-cwc@nic.in>

Mon, Jan 31, 2022 04:37 PM

Subject : Fwd: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत का आयोजन करने के संबंध में ।

2 attachments

To : cehrmgmt <cehrmgmt@nic.in>

From: "SO Coord. DoWR" <coord-mowr@nic.in>

To: "admn-mowr" <admn-mowr@nic.in>, "Anil Kumar Sharma" <eone-mowr@nic.in>, "etwo-mowr" <etwo-mowr@nic.in>, "Anupa Venugopal" <soe3-mowr@nic.in>, "Ashok Kumar" <dirgwe-mowr@nic.in>, soe4--mowr@nic.in, "SO PSU" <project2-mowr@nic.in>, "Section Officer basin Management mowr" <basin-mowr@nic.in>, "Sunil Kumar" <chmn-cgwb@nic.in>, "G. Asok Kumar" <md.nwm@nic.in>, "Neeraj Kumar" <secy-cwma@nic.in>, "MS,GRMB" <membersecy-grmb@gov.in>, "director neriwalm" <director.neriwalm@gmail.com>, "G Asok Kumar" <dg@nmcg.nic.in>, "NWA" <nwa.mah@nic.in>, "dinesh 169" <dinesh_169@rediffmail.com>, "Satish Kumar" <rgi-cgwb@nic.in>, "Sunil Kumar Garg" <dir-nwic-mowr@gov.in>, "Brahmaputra" <bbrd-ghy@nic.in>, bcb242433@gmail.com, "bidhu-mef" <bidhu-mef@nic.in>, "RK Sinha" <chairman-cwc@nic.in>, "Sunil Kumar" <chmn-cgwb@nic.in>, "CMD-NPCC Limited" <cmd.npcc@nic.in>, cmd@wapcos.co.in, "D Ilanchezhian" <dda.nca@nic.in>, "Bhopal Singh" <dg-nwda@nic.in>, "Abhay Kumar" <dir-adm-gfcc@nic.in>, dir@nih.ernet.in, "Dr R Chitra" <director-csmrs@nic.in>, "Prasanna Kumar Singha" <gmoffice-fbp@gov.in>, "krmb hyd" <krmb.hyd@gmail.com>, sebrb2008@rediffmail.com, secretarytbb@yahoo.com, "R D Deshpande" <uyrb-mowr@nic.in>

Cc: "ANANDA CHANDRA" <dscoord-dowr@gov.in>, "US Coord." <uscoord-mowr@nic.in>

Sent: Monday, January 31, 2022 4:04:52 PM

Subject: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत का आयोजन करने के संबंध में ।

कृपया संलग्नक प्राप्त करें तथा इस पर आवश्यक कार्रवाई करें ।

समन्वय अनुभाग





D.O. Letter.pdf

1 MB



letter for dispatch.pdf

632 KB

फा.सं. एफ- 23014/3/2022-समन्वय
भारत सरकार
जल शक्ति मंत्रालय
जल संसाधन, नदी विकास और गंगा संरक्षण विभाग
(समन्वय अनुभाग)

कमरा सं. 7, 'बी' विंग, भूतल
शास्त्री भवन, रफी मार्ग,
नई दिल्ली, दिनांक : 31.01.2022


कार्यालय ज्ञापन

विषय: वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत का आयोजन करने के संबंध में
।

अधोहस्ताक्षरी को यह कहने का निदेश हुआ है कि कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय, पेंशन और पेंशनभोगी कल्याण विभाग, भारत सरकार ने उपरोक्त विषय पर एक अर्द्धशासकीय पत्र सं. 1/39/2021- P & PW(E), दिनांक 10 जनवरी, 2022 (प्रति संलग्न) के माध्यम से सूचित किया है कि मार्च, 2022 के तीसरे सप्ताह में प्रत्येक मंत्रालय/विभाग/संगठन/फील्ड फॉर्मेशन द्वारा वीडियो कॉन्फ्रेंसिंग के माध्यम से राष्ट्रव्यापी पेंशन अदालत का आयोजन किया जाएगा, जिसकी एक उपयुक्त तिथि नियत समय में सूचित की जाएगी। इस अदालत का मुख्य उद्देश्य मौजूदा नीति दिशानिर्देशों के ढांचे के भीतर पेंशनभोगियों की शिकायतों का त्वरित समाधान करना होगा।

2. अतः विभाग के सभी अधीनस्थ/संबद्ध कार्यालयों तथा प्रशासन अनुभाग, विभाग (खास) से अनुरोध है कि पत्र के साथ लगे संलग्नक में दिए गए निर्देश के अनुसार इस पर आवश्यक कार्रवाई सुनिश्चित करें।

संलग्नक : यथोक्त।



(शंभू नाथ पाल)

अवर सचिव, भारत सरकार

दूरभाष : 23074033

ईमेल: uscoord-mowr@nic.in

सेवा में

1. जल संसाधन, नदी विकास और गंगा संरक्षण विभाग के सभी अधीनस्थ/संबद्ध कार्यालयों के प्रमुख।

2. प्रशासन अनुभाग, जल संसाधन, नदी विकास और गंगा संरक्षण विभाग
3. स्थापना-I, स्थापना-II, स्थापना-III, स्थापना-IV, भूजल स्थापना, पी.एस.यू. तथा बी.एम. अनुभाग, जल संसाधन, नदी विकास और गंगा संरक्षण विभाग (इस अनुरोध के साथ कि वे अपने-अपने अधीन आने वाले अधीनस्थ/संबद्ध कार्यालयों को इस पर आवश्यक कार्रवाई करने का निर्देश दे।)

वी. श्रीनिवास, आई.ए.एस.
सचिव
V. Srinivas, IAS
SECRETARY



75
आज़ादी का
अमृत महोत्सव

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनभोगी कल्याण विभाग
लोक नायक भवन, खान मार्किट,
नई दिल्ली-110003
GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS,
DEPARTMENT OF PENSION & PENSIONERS' WELFARE
LOK NAYAK BHAWAN, KHAN MARKET,
NEW DELHI-110003

D.O.No.1/39/2021-P&PW(E)

January 10, 2022

Dear Secretary,

The Department of Pension & Pensioners' Welfare has been conducting Pension Adalats across Ministries, throughout the country, as part of Good Governance, to minimize 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 third week of March, 2022, 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** and 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 Pensioners 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 organize the Pension Adalats in these formations during that period, so that this effort has a pan-India effect.

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 31st January, 2022.

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

With best regards,

Encl: As above

Yours sincerely,

(V. Srinivas)

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



सूचना का
अधिकार

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

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

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 case-resolved
 - b. No of case relating to senior pensioner-resolved
5. Total Number of cases/grievances un-resolved
 - a. No of family pension case-un-resolved
 - b. No of case relating to senior pensioner-un-resolved

S No	Name of Petitioner/Details	Grievance/Case ID No	Gist of the Grievance	Root Cause of the Grievance	Outcome of the Grievance in the pension Adalat	Suggestion
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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 2022 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-totality.

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, 2022 to Department of Pension and Pensioners' Welfare at the following e-mail:- (sanjoy.shankar@nic) 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 DoP&PW by 10th February, 2022. 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.
