



परसार भारती/ PRASAR BHARATI
/भारत का लोक सवक परसारक/ India's Public Service Broadcaster
दरदरशन महानदिशालय /DIRECTORATE GENERAL DOORDARSHAN
शकियत नविरण परकोषठ /Grievance Redressal Cell
दरदरशन भवन, कॉपरनकिस मारग, नई दलिली /COPERNICUS MARG, NEW DELHI

F.No.-1/15/2022-GRC/102135
25.04.2022

Dated: 25/4/2022

Subject:- Holding of Nationwide Pension Adalat in the presence of Hon'ble MOS(PP)-Reg.

In continuation of this Directorate's letter of even number dated 31.03.2022 please find enclosed herewith Department of Pension and Pensioners Welfare OM No. 1/39/2021-P&PW (E) dated 04.04.2022 on the above subject.

All Zonal ADGs (Admn.) are requested to issue suitable instructions to all the field offices for strict compliance of Department of Pension and Pensioners Welfare OM No. 1/39/2021-P&PW (E) E7179 dated 04.04.2022.

All the HOOs are also requested to clear all pensionary benefits as stipulated in above mentioned OM, so that minimum cases will be cropped in the Pension Adalat.

This issues with the approval of Competent Authority.

Encl: As above.


(R.S. Chouhan)
Deputy Director (Legal & GR)
25/4/2022

To,

1. ADG (A) (EZ), AIR & DD 18/3 US Sarani, Golf Green, Kolkata-700095.
(email- adgezgst@gmail.com)
2. ADG (A) (NEZ), Dr. P. Kakotis Building, G.S. Road, Ganeshguri,
Guwahati-781006. (email- ashish.bhatnagar@prasarbharati.gov.in)
3. ADG (A) (WZ), AIR & DD, 101, M.K. Road, Old CGO Building, Mumbai-
400020 (email- rajeshjain1965@gmail.com,
rajesh.jain@prasarbharati.gov.in)

4. ADG (A) (NZ), AIR & DD, Jam Nagar House, Shahjahan Road, New Delhi-110001 (email- atulgupta@prasarbharati.gov.in)

5. ADG (A) (SZ), AIR & DD, Swami Sivananda Salai, Chennai-600005. (email- srchandran@prasarbharati.gov.in)

1.

Copy to:

1. IT Cell-w.r.t. uploading the same on website . (email- itcellgdgdd@prasarbharati.gov.in)


25/4/2022

F.No. 1/39/2021-P&PW (E)
Government of India
Ministry of Personnel, P.G and Pensions
Department of Pension & Pensioners Welfare'

3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi-110003
Date: - 4 April 2022

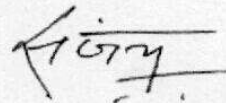
OFFICE MEMORANDUM

Sub:- Holding of Nationwide Pension Adalat in the presence of Hon'ble MOS(PP)-reg

The undersigned is directed to refer to this Department's OM of Even No dated 21.03.2022 on the above subject and to state that it has been decided to hold a Nation-wide Pension Adalat on **Thursday, May 5, 2022** so that this Government initiative has an All India impact. Accordingly, all Ministries/Departments/Organizations are requested to make their arrangements for holding their Ministry/Department/Organization Nation-wide Pension Adalat, preferably through Video Conferencing on May 5, 2022 in the gracious presence of Hon'ble Minister of State (PP) and Secretary (P&PW). Further, details of the programme would be intimated separately. A list of the cases/grievances pertaining to your Ministry/Department which is being taken up for consideration during the Adalat is enclosed.

2. You are requested to kindly send a status report in respect of the grievances mentioned in the enclosed list and also depute an officer not below the rank of Director to present the facts regarding the case on behalf of your department. The concerned officer in your field offices/PAO/Banks etc. familiar with the subject matter of the grievance is also required to be present during the Pension Adalat to provide any assistance to the representative of your Department. The name and telephone number of the concerned Director and other officials who would be attending the Nationwide Pension Adalat may be intimated to Shri Sanjoy Shankar, Deputy Secretary (saniov.shankar@nic.in) or to Shri Dhananjay Prasad Singh, Under Secretary (singh.dp1973@nic.in), latest by 12.04.2022.

Encl: as above



(Sanjoy Shankar)
Deputy Secretary to the Government of India)
Tel:-24635979

No. 1/39/2021-P&PW (E)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,
Khan Market, New Delhi,
Dated March 21, 2022

OFFICE MEMORANDUM

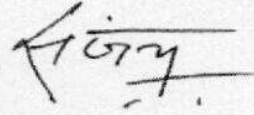
Subject:-Holding of Nation-wide Pension Adalat, 2022-reg.

The undersigned is directed to refer to Department of Pension & Pensioners' Welfare DO letter of even number dated 10.01.2022 and dated 01.02.20222 (**copies attached**) from Secretary (Pension) addressed to all Secretaries for convening Nation-wide Pension Adalats in the third week of March, 2022, by each Ministry/Department/Organization/Field-formation by leveraging technology through Video Conferencing.

2. It has now been decided to hold a Nation-wide Pension Adalat on **Thursday, May 5, 2022** so that this Government initiative has an All India impact. Accordingly, all Ministries/Departments/Organizations are requested to make their arrangements for holding their Ministry/Department/Organization Nation-wide Pension Adalat, preferably through Video Conferencing on May 5, 2022.

3. The concerned grievance-holder also to be invited for the Adalat along with all the concerned officials to instantly settle the case/grievance. Grievances requesting a change in extant policy/rules or not as per extant policy/rules need not be taken up in the Adalats.

Encl: as above



(Sanjoy Shankar)
Deputy Secretary to Govt of India

All Secretaries to 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 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

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-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, 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.

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



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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

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

Dated: February 1, 2022

Dear Secretary,

Kindly refer to Department of Pension & Pensioners' Welfare DO letter of even number dated 10.01.2022 and OM dated 21.01.2022 (**copies attached**) addressed to all Secretaries for convening a nation-wide Pension Adalat in the third week of March, 2022, by each Ministry/Department/Organization/Field formation through Video Conferencing. The main objective of this Adalat would be prompt resolution of pensioners' grievances, within the framework of extant policy guidelines. It was also requested to appoint a Nodal Officer in Ministries/Departments/Organizations who shall coordinate within your Ministry as well with the Department of Pension & Pensioners' Welfare.

2. The information regarding nomination of Nodal Officer is still awaited. Name of Nodal Officer required urgently so that the modality of convening the Nationwide Pension Adalat could be discussed through Video Conferencing for smoothly conducting of Pension Adalat. I solicit your kind personal attention in the matter and have the name of Nodal Officer of your Ministry/Department sent urgently to this Department. The names of Nodal Officers may be sent to Shri Sanjoy Shankar, Deputy Secretary (sanjoy.shankar@nic.in) or to Shri Dhananjay Prasad Singh, Under Secretary (singh.dp1973@nic.in)

With best regards,

Encl: as above

Yours sincerely,

(V. Srinivas)

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



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