



भारतीय कृषि अनुसंधान परिषद  
INDIAN COUNCIL OF AGRICULTURAL RESEARCH  
कृषि भवन, डॉ० राजेन्द्रप्रसाद मार्ग, नई दिल्ली -110001  
Krishi Bhawan, Dr.Rajendra Prasad Road, New Delhi-110001

**Internal Finance Division, Pension Section**


F.No.: FIN/10/09/2018-Pension (Vol.II)

Dated: 25-04-2023

**Sub: Holding of Nation-wide Pension Adalat on 17<sup>th</sup> May, 2023.**

Please refer to Council's letter of even number dated 12-01-2023 regarding holding of Pension Adalat in the last week of March, 2023. by all Pension Authorising Units of ICAR.

Director, Ministry of Personnel, P.G. & Pensions, Department of Pension & Pensioner Welfare vide Office Memorandum No. 1/39/2023-P&PW (E) dated 18-04-2023 (copy enclosed) has informed to conduct the Pension Adalat on 17<sup>th</sup> May, 2023. Accordingly, all Pension Authorising Units of ICAR are requested to conduct Pension Adalat through Video conferencing on 17<sup>th</sup> May, 2023 and furnish the detailed report of the cases taken up in the Pension Adalat in the prescribed proforma attached with the OM through e-mail : [pensionsection2012@gmail.com](mailto:pensionsection2012@gmail.com).

  
(G.P. Sharma)  
Joint Secretary (Finance)

Encl: As stated above.

**Distributions:-**

1. I/C ARIC, DKMA, Krishi Anusandhan Bhawan-I, Pusa, New Delhi-12 for uploading the letter on the website of ICAR (E-mail :web.content@icar.gov.in, mitaligr@icar.org.in)
2. All Pension Authorization Units of ICAR
3. DDGs of all SMDs.
4. PPS to Secreary, DARE & DG, ICAR.
5. PPS to Secretary, ICAR.
6. PPS to AS&FA, DARE/ICAR
7. Secretary,CJSC, ICAR.
8. AGM, SBI, Parliament Street.
9. Pensioners/Family Pensioners may approach their respective Pension Authorisation Unit for redress of their grievance, if any.

**(Note: Please download the copy of this letter as per requirement as it is not being distributed separately)**

No. 1/39/2023-P&PW (E)  
Government of India  
Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare  
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3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
Khan Market, New Delhi,  
Dated April 18, 2023

OFFICE MEMORANDUM

**Subject:- Holding of Nation-wide Pension Adalat on 17<sup>th</sup> May, 2023-reg.**

The undersigned is directed to refer to Department of Pension & Pensioners' Welfare DO letter of even number dated 05.01.2023 (copy attached) on the above mentioned subject.

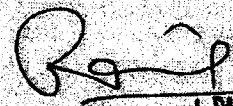
2. All Nodal Officers are requested to identify Pension/Family Pension related grievances/pending more than 6 months as on April 01, 2023 in CPENGRAMS and also all the pending pension related grievances more than 6 months old as on April 01, 2023 received directly by Ministries/Departments/Organizations should be listed and taken up during the Pension Adalat to held by Ministries/Departments/Organizations. The emphasis, while identifying/shortlisting of cases shall be on Family Pensioners and Super Sr. Citizen (aged 80 above). List of such identified/shortlisted cases shall be sent to Department of Pension & Pensioners' Welfare also for record purposes.

3. Department of Pension and Pensioners Welfare has developed Pension Adalat Monitoring system (PAMS) with the help of NIC. The Web site URL: <https://pensionersportal.gov.in/PAMS>. PAMS URL and user manual are also enclosed for guidance. It is requested that list of identified/shortlisted cases may also be uploaded on the PAMS and may also be sent through e-mail to the undersigned ([kumar.ravinder66@nic.in](mailto:kumar.ravinder66@nic.in)) or to Shri Dhananjay Prasad Singh, Under Secretary ([singh.dp1973@nic.in](mailto:singh.dp1973@nic.in)), latest by 30.04.2023

Encl: as above

URGENT

50 (P)  
82  
20/4/23

  
(Ravinder Kumar)  
Director  
Ph-24624802  
24644632

All Nodal Officers as per list attached

Smt Marya  
20/4

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-arpg@nic.in](mailto:secy-arpg@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 31<sup>st</sup> 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-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 31<sup>st</sup> 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 31<sup>st</sup> 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.

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