

F. No. **DGT-Coord./11014/32/Misc/2022**
Government of India
Ministry of Skill Development and Entrepreneurship
Directorate General of Training

Employment Exchange Building
IARI Campus, Pusa Road, New Delhi
Date: 08/02/2023

OFFICE MEMORANDUM

Subject: Nomination of Nodal Officer for Pension Adalat to be held on 17.03.2023- reg.

The undersigned is directed to refer to the MSDE's O.M. No. MSDE A-22020/1/2022-Estt. dt. 31.01.2023 (copy enclosed) on the above-mentioned subject and to convey the approval of the competent authority is to nominate Shri B. K. Mathur as the Nodal Officer from DGT for this purpose.

The detail of nodal officer is as under-

Name	Designation	Organization	Mobile	Email
Sh. B. K. Mathur	Deputy Secretary	DGT	9313040469	bm.mathur@gov.in

This issues with the approval of the DG, DGT.

Encl: Copy of O.M.


(Sanjay Kumar)
Director (Coordinaton)

To.

1. Sh. B.K. Mathur, DS (Estt.) DGT Hqrs, New Delhi
2. Dr. Suparna S. Pahouri, JS and Nodal Officer for Pension Adalat, MSDE, SSB
3. Shri Prabha Sharma, US (Estt.) MSDE, SSB, New Delhi
4. All Divisions/Sections of DGT Hqrs
5. All Regional Directors of RDSDEs
6. Sr. PPS to the DG, DGT
7. IT cell, DGT Hqrs
8. Guard File.

Email**DGT Coordination**

Fwd: Pension adalat to be held on 17 March 2023 - regarding

From : Sandhya Salwan <sandhya.salwan@nic.in> Thu, Feb 02, 2023 08:29 PM
Subject : Fwd: Pension adalat to be held on 17 March 2023 - regarding 1 attachment
To : DGT Coordination <coordination@dgt.gov.in>, Lokendra <lokendra.oriya@nic.in>

pl discuss

From: "Trishaljit Sethi" <dirgen-msde@gov.in>
To: "Sandhya Salwan" <sandhya.salwan@nic.in>, "Brajesh Kumar Mathur" <bm.mathur@gov.in>
Sent: Tuesday, January 31, 2023 12:31:00 PM
Subject: Fwd: Pension adalat to be held on 17 March 2023 - regarding

25731102/03

From: "Manju vijay UDC" <manju.v@nic.in>
To: "Krishna Kumar Dwivedi" <kkdwivedi@gov.in>, "Ramakrishna Sura" <dir.jss-msde@gov.in>, "Trishaljit Sethi" <dirgen-msde@gov.in>, "Director iie" <director@iie.gov.in>, "NIMI Chennai" <chennai-nimi@nic.in>, "CSTARl" <cstarikol-wb@nic.in>, "Dr. Nirmaljeet" <chairperson-ncvet@gov.in>, "ved tiwari" <ved.tiwari@nsdcindia.org>, "Krishna Kumar Dwivedi" <dg@niesbud.gov.in>, "Brajesh Kumar Mathur" <bm.mathur@gov.in>, "sonu bhatia" <sonu.bhatia@gov.in>
Cc: "Jayanthi Vijayaraghavan" <jayanthi.v@nic.in>, "PrabhaSharma US" <prabha.s72@gov.in>
Sent: Tuesday, January 31, 2023 12:21:08 PM
Subject: Pension adalat to be held on 17 March 2023 - regarding


Sir/Madam

Please find the attachment on the subject cited above for necessary action.

With regards,

(Manju Vijay)
ASO



 **IMG_0002.pdf**
3 MB

MSDE A-22020/1/2022- Estt.
Government of India/भारत सरकार
Ministry of Skill Development and Entrepreneurship/कौशल एवं उद्यमिता मंत्रालय
(Establishment Section/स्थापना अनुभाग)

.....

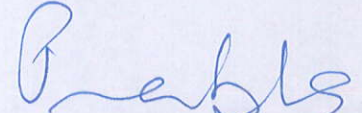
Room No 328, 3rd Floor
Shram Shakti Bhawan,
Rafi Marg, New Delhi,
Dated: 31/1/2023

OFFICE MEMORANDUM

Subject: Pension Adalat to be held on 17 March, 2023- regarding

The undersigned is directed to forward herewith Deptt. of Pension & Pensioners' Welfare D.O letter No. 1/39/2023-P&PW(E) dated 5/1/2023 and OM dated 18/1/2023 on the subject cited above for necessary action on time as mandated therein on i) nomination of Nodal Officer and ii) on all aspects mentioned in SOP.

2. The Ministry may be informed of the Nodal Officer appointed for the Pension Adalat in respect of your organisation.


(Prabha Sharma)

Under Secretary to the Government of India
Tel: 23465-890

Encl: as above.

To

DGT/DJSS/NCVET/NIESBUD/IIIE

Copy for information to:

- (i) Sr PPS to Secretary, MSDE
- (ii) Sr PPS to JS(KKD), MSDE
- (iii) PPS to JS(HU)/JS(SSP)/SEA(NB)

No. MSDE A-44/10/2023-Estt.
Government of India/भारत सरकार
Ministry of Skill Development and Entrepreneurship/कौशल एवं उद्यमिता मंत्रालय
(Establishment Section/स्थापना अनुभाग)

Room No 328, 3rd Floor
Shram Shakti Bhawan,
Rafi Marg, New Delhi,
Dated: 25/1/2023

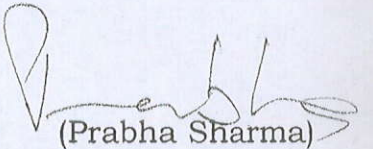
OFFICE MEMORANDUM

Subject: Nation-wide Pension Adalat- regarding

The undersigned is directed to refer D.O letter No. 1/39/2023-P&PW(E) dated 5/1/2023 on the subject cited above and to say that the details of nomination of Nodal Officer of MSDE for Nation -wide Pension Adalat as under:

Name & Disignation : DR. Suparna S. Pachouri, Joint Secretary
Email address: suparna.edu@nic.in
Mobile. NO: 987348898

2. This issues with the approval of Secretary, MSDE.


(Prabha Sharma)

Under Secretary to the Government of India
Tel: 23465-890

To

- (i) Shri Ravinder Kumar, Director, Lok Nayak Bhawan, Khan Market, New Delhi.
- (ii) Shri Dhananjay Prasad Singh, Under Lok Nayak Bhawa, Khan Market, New Delhi.

Copy to:-

- (i) Dr. Suparna S. Pachouri, Joint Secretary alongwith copy of DoP&PW OM No. 1/39/2023 P&PW (E) dated 18/1/2023
- (ii) Sr. PPS to Secretary, MSDE
- (ii) Sr PPS to JS(KKD), MSDE
- (iii) PPS to JS(HU)/JS(SSP)/JS(VKS)
- (iv) Guard file/Personal file

Mail forwarder



No. 1/39/2023-P&PW (E)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3" Floor, Lok Nayak Bhawan,
Khan Market, New Delhi,
Dated January 18, 2023

OFFICE MEMORANDUM

Subject:-Pension Adalat to be held on 17th March, 2023-reg.

The undersigned is directed to refer to Department of Pension & Pensioners' Welfare DO letter, dated 05.01.2023 (copy attached) of Secretary, Department of Pension & Pensioners' Welfare, addressed to all Secretaries for convening a nation-wide Pension Adalat in the last week of March, 2023, 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.

2. Now it has been decided, to convene a Nation-wide All India Pension Adalat on 17th March, 2023 with the objective of "Ease of Living", all over country. This period will be dedicated to our pensioners to bring uniformity among Pension Adalat to be conducted by Ministries/Departments all over India. Thus for holding Nationwide Pension Adalat 2023, to ensure redressal of pensioners' grievances smoothly, it needs to be seamless, technology driven exercise within the overall guidelines issued by Min of Home affair and M/o Health & Family Welfare for Covid-19 Pandemic.

3. All stake-holders to the grievance should be present, including the Pensioner or his/her representative, as far as feasible. All the cases listed should be examined in depth, in advance, so that a suitable resolution can be arrived at in the Adalat itself. Greater emphasis should be given to Family pension cases and cases pertaining to super senior citizens aged 80 years and above, if any. This exercise is expected to have an All India impact on alleviating the grievances of the Pensioners. While conducting the Pension Adalats, the Ministries are advised to ensure that social distancing norms are followed, as prescribed from time to time by Government of India.

4. It was 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. 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 smooth conducting of Pension Adalat. It is therefore requested to forward the name of the Nodal Officer along with contact details such as Name, Designation, Telephone, No, Mobile No, Email address, etc. urgently.

5. The names of Nodal Officers may be sent urgently to Shri Ravinder Kumar, Director (kumar.ravinder66@nic.in) or to Shri Dhananjay Prasad Singh, Under Secretary (singh.dp1973@nic.in).

JS (E) (+)

①

23/1/23

dir. P&PW / H-23/1/23
MSM

(Ravinder Kumar) 18/1/2023
Director
Ph.23350020

All Secretaries to Government of India

MSM, Under Secy to Govt of India, under supervision, C/- DDO, HOD, etc.

2395471/2023/O/o SECY

1/39/2023-P&PW(E)

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.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

Please visit our website : <https://doppw.gov.in>, <https://bhavishya.nic.in>Tel: 011-23742133 Fax: 011-23742546 Email: secy-argp@nic.in

- 2 -

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

ProformaDetailed 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

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.
