

परमाणु ऊर्जा शिक्षण संस्था
(परमाणु ऊर्जा विभाग का स्वायत्त निकाय, भारत सरकार)
ATOMIC ENERGY EDUCATION SOCIETY
(An Autonomous Body under Department of Atomic Energy, Govt. of India)
केंद्रीय कार्यालय, वेस्टर्न सेक्टर, पऊशिसं-6, अणुशक्तिनगर, मुंबई-400094
CENTRAL OFFICE, Western Sector, AECS-6, Anushaktinagar, Mumbai-400094
दूरभाष / Telephone : 2556 5049 / 2550 3328 / 2557 1501 / 2550 3310
वेबसाइट / website : aees.gov.in ईमेल आय.डी./email id : est@aees.gov.in



AEES/Pension Adalat-2023/2022-23/ 2200

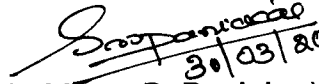
Mar. 30th, 2023

Sub: Pension Adalat, 2023 scheduled to be held in the last week of April, 2023 through Video Conferencing- reg.

Kind reference is invited to Departments communication dated 18/01/2023 forwarding therewith the letter dated 05/01/2023 and the Standard Operation Procedure (SOP) on the subject captioned above along with application form.

All Pensioners/family pensioners of AEES are requested to go through the same and grievances, if any, may be furnished in the prescribed application along with supporting documents through e-mail at est@aees.gov.in immediately.

The exact date & time of the Pension Adalat and URL link through which the pensioners can participate on the Adalat will be shared through e-mail to the pensioners who have lodged their complaints/grievances as soon as the same is received from the Department.


(Shobhana D. Panickar)
Asstt. Admn. Officer

All Pensioners/family pensioners of AEES



भारतसरकार / Government of India
परमाणुऊर्जाविभाग / Department of Atomic Energy
सचिवालयसमन्वयअनुभाग / Secretariat Coordination Section

अणुशक्तिभवन/Anushakti Bhavan,
छ.शि.म.मार्ग/C.S.M Marg,
मुंबई/Mumbai - 400 001.
(Ph: 022- 22862661)
e-mail: sectcord@dae.gov.in

No. 20/1/2023-SCS/ 825

18 .01.2023

OFFICE MEMORANDUM

**Subject : Conducting of Nation wide Pension Adalats on month of March 2023:
Regarding.**

In continuation to this Department's OM No. 21/1/2023-SCS/704 dated 17.01.2023 (Annex-I), a copy of DP&PW D.O Letter No. 1/39/2023-P&PW(E) dated 05.01.2023, on the captioned subject, is enclosed (Annex-2).

2. All Constituent Units / PSUs / Aided Institutions of this Department are requested to conduct Pension Adalats in last week of March 2023 as envisaged in the aforesaid DP&PW D.O Letter dated 05.01.2023 along with the stakeholders concerned. The outcome of the proposed Pension Adalats which will be organized by the Units / PSUs / Aided Institutions concerned may be furnished in the prescribed proforma attached with the said D.O letter dated 05.01.2023, to the Nodal Officer for further necessary action in the matter.

3. This issues with the approval of Competent Authority.

**Encl: Annex – 1 (2 Pages)
Annex - 2 (5 Pages)**

(Bipin Kurup / बिपिन कुरुप)

अवर सचिव (एस. सी. एस) / Under Secretary (S.C.S)

Email: usscs@dae.gov.in

1. All Heads of Constituent Units / PSUs / Aided Institutions of DAE.
2. All Administrative Heads of Constituent Units / PSUs / Aided Institutions of DAE.
3. Chief Controller of Accounts, DAE – For advising the Officers under his control for holding Pension Adalats in respect of Pensioners of DAE Secretariat as envisaged in the enclosed DoPPW's DO Letter dated 05.01.2023. (Encl: Annex-2)
4. Under Secretary(Admn), DAE – for information and further necessary action as envisaged in DP&PW DO Letter dated 05.01.2023 (Encl: Annex-2)
5. All Officers and Section in DAE – Through Darpan Portal.

वी. श्रीनिवास, आई.ए.एस.
सा.चेव
V. Srinivas, IAS
SECRETARY



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आज़ादी का
अमृत महोत्सव

भारत सरकार
कार्मिक, लोक भिक्कायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनभोगी कल्याण विभाग
लोक नायक भवन, खान मार्केट,
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-arp@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

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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.


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

Lok Nayak Bhawan, Khan Market
New Delhi, Dated the 9th March, 2023

Office Memorandum

Subject : All India Pension Adalat to be held on 17th March, 2023 – postponement req.

The undersigned is directed to refer to this Department's OM of even number dated 18th January, 2023 on the above subject and to state that the All India Pension Adalat scheduled for 17th March, 2023 has been deferred. The fresh date for holding the All India Pension Adalat shall be intimated in due course.


(Ravinder Kumar) 9/3/2023
Director
Ph.24624802

To

All Secretaries to Government of India

APPLICATION FORM
AEE&PENSION ADALAT 2023

Sl. No.	SUBJECT	DETAILS TO BE FILLED IN BY THE INDIVIDUAL/PENSIONER
1.	Name of the Pensioner/Family Pensioner	
2.	Name & Designation of Govt. Servant who retired/died in harness	
3.	Name of Unit from where retired/discharged/died in harness	
4.	Date of retirement/death	
5.	Date of death after retirement (if occurs)	
6.	Original PPO No. and date	
7.	Name of PDA/BANK Branch from where Pension is being drawn by the Pensioner/Family Pensioner with Bank SB A/C No.	
8.	Postal address of the pensioner (with Mobile/Ph.No./E-mail if any)	
9.	Grievance in brief (Attach application containing details, if required)	
10.	Whether approached earlier Ministry/Department with grievance. If so, please enclose the copy of earlier grievance.	
11.	Date and signature of the Individual/Pensioner	