

एम.एस.एम.ई विकास संस्थान
भारत सरकार
सूक्ष्म, लघु एवं मध्यम उद्यम मंत्रालय
111 व 112 बी टी रोड,
कोलकाता-700108



MSME DEVELOPMENT INSTITUTE
GOVERNMENT OF INDIA
MINISTRY OF MSME

111 & 112, B.T. ROAD
KOLKATA - 700108

Phone: 033-2577-0595/0597/0598 (EPABX) 033 2577 5531 (Direct) | Fax: 033-2510-0824 | E-Mail: dc-di-kolkatta@dcmsme.gov.in

No. 2413(2)A-38011/13/2019-Admn.

Dt.: 23.02.2011

To
The Senior accounts Officers,,
Pay & Accounts Office(MSME),
111 & 112, B.T.Road,Kolkata-700108.

Sub:- Nation-Wide pension Adalat proposed to be organized during 3rd week of March, 2022-reg.

Sir,

I am to invite reference to the Department of Pension & Pension Welfare DO letter No.1/39/2021-P&PW(E), dated 01.02.2022 and DC(MSME), New Delhi O.M. No.A60011/2/2022-A(P&T), dt.15.02.2022 wherein the presence of PAO at the Nation -wide Pension Adalat on Video Conferencing is required to redress the grievances of Pensioners and Family Pensioners. (copy enclosed). The date of pension Adalat will be communicated to you as and when it is confirmed by the HoD.

You are therefore requested to make your presence at the Nation-Wide Pension Adalat on VC for prompt and quick redress of Pensioner's grievances, as desired and **also to Provide a list of Pensioner's name and details whose cases are still pending or if they have any grievances by the end of this month**, so that their cases may be taken up in the pension Adalat,2022 for setting their pending issues.

This issues with the approval of Jt.Director & HoO.

Encl.: As above

Yours faithfully,

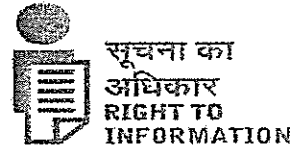
(S.K.DUTTA)
Assistant Director(Admn/DDO)
For Jt.Director & HoO

Copy to :- SENET Division – Please upload in office website to circulate among Pensioners and family pensioners for redressal of their grievances.

For Jt.Director & HoO



F. No.A-60011/2/2022-A (P&T)
Government of India
Ministry of Micro, Small & Medium Enterprises
Office of the Development Commissioner (MSME)
Admin (P&T) Section



Nirman Bhawan, New Delhi
Dated: 15th February 2022

OFFICE MEMORANDUM

Sub:- Holding of Nation – Wide Pension Adalat proposed to be organised during third week of March 2022.

The undersigned is directed to refer to DOP&PW, DO letter No: 1/39/2021-P&PW (E) dated 1st February 2022, decided to convene a nation-wide Pension Adalat during the third week of March, 2022, by each Ministry/Department/Organisation/Field formations through Video Conferencing, as a part of Good Governance. Copy enclosed for ready reference.

2. In this context it has been informed that the Adalat would be leveraging digital technology to conduct the Adalat through Video Conferencing. It has been advised that while holding the Adalats, each Ministry should ensure the presence of all stake holders viz, HoD, DDO, PAO and Officers of the concerned banks, at the pension Adalat from their respective locations on VC. The advance notice intimating the time and link of the Video Conference for the Adalat, should be sent to the concerned Pensioner for their participation. Further the concerned departments should examine the in advance and make extension preparations for the Adalat to achieve the effective resolution of the grievances. Only those grievances are to be taken up which fall within the extant Pension Policy/guidelines. The suitable date shall be communicated in due course.

3. The Competent authority has decided to nominate Shri Pankaj Kumar Jha, Deputy Director (Admn), O/o DC(MSME), New Delhi, e-mail: pankajk.jha83@gov.in Cell: +91 7044090963 for the Pension Adalat.

G. Jha
15/02/2022
(Pankaj Kumar Jha)
Deputy Director (Admn)

To,

1. PS to the Secretary, Ministry of Personnel, Public Grievances & Pensions, Department of Pension & Pensioners welfare, Lok Nayak Bhawan, New Delhi . w.r.t DO letter No: 1/39/2021-P&PW (E) dated 1st February 2022.
2. All MSME-DIs/TCs.
3. Director (HR), Ministry of MSME, Udyog Bhawan, New Delhi
4. Shri Pankaj Kumar Jha, Dy. Director (Admn), O/o DC (MSME), New Delhi

Copy to:

1. PS to AS&DC (MSME),
2. PS to ADC (Admn), O/o DC (MSME), New Delhi.

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



75
आज़ादी का
अमृत महोत्सव

भारत सरकार
कार्मिक, लोक निकायत तथा पेंशन मंत्रालय,
पेंशन एवं पेंशनभोगी कल्याण विभाग
लोक न्याय 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

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

प्रशासन (पी. एंड टी.)
366
कृपया नं./Dy. No.: 07/2/22
दिनांक / Dated:

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)

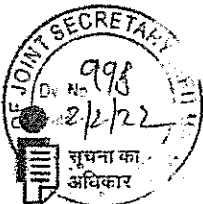


With best regards,

Yours sincerely,

(V. Srinivas)

The Secretaries of all Ministries/Departments,
Government of India



134
3/2/2022

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

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

Admin (P), B.C., MSME
Norman Bhawan

Sh. Rajesh Subramanian
HR

8487/2022/O/o SECY

1/39/2021-P&PW(E)

वी. श्रीनिवास, आई.ए.एस.

सचिव

V. Srinivas, IAS

SECRETARY



सत्यमेव जयते

 75
 आज़ादी का
 अमृत महोत्सव

 भारत सरकार
 कर्मिक, 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 & 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-arpg@nic.in

All India Pension AdalatStandard 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.