

I/288565/2023



कर्मचारी राज्य बीमा निगम
(बन एवं रोजगार मंत्रालय, भारत सरकार)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)



क्षेत्रीय कार्यालय / Regional Office
पंचदीप भवन, सेक्टर 19-ए, मध्य मार्ग, चण्डीगढ़
PANCHDEEP BHAWAN, SECTOR 19-A,
MADHYA MARG, CHANDIGARH
Phone-0172-2544126, Email: rd-punjab@esic.nic.in
Website: www.esic.nic.in

सेवा में,

श्री सुशील सचदेवा,
उप निदेशक (वित्त),
क्षेत्रीय कार्यालय,
क.रा.बी.निगम,
सैक्टर-19, चण्डीगढ़ ।

विषय:- पेंशन अदालत का आयोजन - 2023 / Organising Pension Adalats - 2023.

महोदय,

उपरोक्त विषय के संदर्भ में कृपया मुख्यालय के प्रतिपत्र संख्या ए-40/12/1/2023-लेखा-IV दिनांक 07.02.2023 (प्रति संलग्न) का अवलोकन करें ।

इस संदर्भ में सूचित किया जाता है कि क्षेत्रीय निदेशक महोदय द्वारा मुख्यालय से प्राप्त निर्देशानुसार आपको दिनांक 20.03.2023 को 14:00 बजे आयोजित की जाने वाली पेंशन अदालत हेतु नोडल अधिकारी के तौर पर नामित किया गया है ।

भवदीय,

संलग्न: यथोपरि ।

(पंकज वोहरा)
उप. निदे. (प्रशा.)

प्रतिलिपि:-

आई.सी.टी. शाखा, क्षेत्रीय कार्यालय, चण्डीगढ़ को मुख्यालय से प्राप्त परिपत्र दिनांक 07.02.2023 की प्रति पत्र में दिए गए निर्देशानुसार अपेक्षित आयोजन करने तथा क्षेत्रीय कार्यालय की वेबसाइट पर अपलोड करने हेतु प्रेषित की जा रही है ।

कनि.बी.रा.
E.S.I.C(भारत सरकार, श्रम एवं रोजगार मंत्रालय)
EMPLOYEES' STATE INSURANCE CORPORATION
(Ministry of Labour & Employment, Govt. of India)

मुख्यालय/Headquarters

पंचदीप भवन 110002-नई दिल्ली, मार्ग, जी.आई.सी.,
Panchdeep Bhawan, C.I.G. Marg, New Delhi-110002
Phone: 011-23237841, Email: fa4-hq@esic.nic.in
Website: www.esic.nic.in/ www.esic.in

संख्या : ए-40/12/1/2023-लेखा-IV

दिनांक: 07.02.2023

परिपत्र

सेवा में,

1. क्षेत्रीय निदेशक, क. रा. बी. नि. के सभी क्षेत्रीय कार्यालय
2. निदेशालय (चिकित्सा) दिल्ली/नोएडा
3. डीन/चिकित्सा अधीक्षक, क. रा. बी. नि. के सभी चिकित्सा संस्थान



विषय पेंशन अदालत का आयोजन - 2023/ Organising Pension Adalats - 2023

महोदया/महोदय,

उक्त विषय पर समीक्षा के पश्चात अधोहस्ताक्षरी को सक्षम अधिकारी की स्वीकृति से निम्न वस्तुस्थिति प्रस्तुत करने का आदेश हुआ है :-

Please find enclosed self-explanatory directions of GoI, DoP&PW contained in DO letter No. 1/39/2023-P&PW(E) dated 05.01.2023. In this regard all the Heads of offices involved in disbursement of pension are requested to hold pension adalats on a working day in last week of March'2023 with assistance of respective Finance Officers as Nodal Officers.

Wide publicity may be given to the event amongst pensioners and guidelines envisaged in the above communication dated 05.01.2023 may strictly be followed in conducting the pension adalats and report in the prescribed proforma shall be sent to this office positively by 31.03.2023 to enable submission of a consolidated report to the MoL&E.

Information related to Nodal Officer nominated for the purpose may be furnished in following format to this office latest by 15.03.2023 through email at fa4-hq@esic.nic.in

Sl.	Name of Office	Name of Nodal Officer & Designation	Mobile Number	email	Date of Pension Adalat

Nodal Officers may short-list cases to be taken-up during such Adalats and send a report in following format latest by 15.03.2023 through email at fa4-hq@esic.nic.in

Sl.	Name of Pensioner/ family pensioner	Gist of Grievance	Present status

कृपया उक्त निर्देशों पर आवश्यक कार्रवाई को सुनिश्चित किया जाये। महानिदेशक की स्वीकृति से जारी।

भवदीय

(आलोक कुमार सिन्हा)
उप. निदेशक(वित्त)

प्रतिलिपि:-

वेबसाइट कंटेंट मैनेजर - इस ज्ञापन को निगम की वेबसाइट पर अपलोड करने हेतु

I/1356/2023

F.No.A-38020/01/2023-Adm.I
Government of India
Ministry of Labour & Employment

39
16/1/23

Shram Shakti Bhava, Rafi Marg
New Delhi, Dated: /01/2023

Office Memorandum

Subject:- Organising Pension Adalats-2023-regarding.

The undersigned is directed to forward herewith D/o Pension and Pensioners' Welfare D.O. letter No.1/39/2023-P&PW(G) dated 5th January,2023 (copy enclosed) for compliance. As mentioned in the said communication of D/o Pension & Pensioners' Welfare, field offices of the Ministry are to organise Pension Adalats in the last week of March,2023 with due prior publicity. The cases for such Adalats are to be shortlisted. As mentioned in the enclosed letter wide publicity may be given well before organizing the Pension Adalats.

2. The number of cases taken up in the Pension Adalats and the outcome may be intimated for sending a consolidated report to DoP&T.

3. The name of the responsible Officer for organizing the Pension Adalats in respect of each organization along with his/her designation, mobile numbers, mail ID etc to be intimated by 16/01/2023 at e-mail adm1@nic.in

Signed by Rahul Sinha

Date: 13-01-2023 14:53:19

Encls:- As above.

(Rahul Sinha)

Under Secretary to the Government of India

Tele: 23766903

To,

1. Shri Rahul Bhagat, Director, in r/o EPFO.
2. Shri Madan Chourasia, DS, in r/o ESIC.
3. Shri Shivkant Kumar, DS, in r/o DGFASLI/DGMS.
4. Shri S.V.Ramana, DS in r/o DTNBWED/VVGNI
5. Shri Satpal Sharma, DS, is r/o DGE.
6. Shri Ajay Kumar Singh, DS, in r/o Labour Bureau.
7. Shri D S Pathania, DS, O/o DGLW in r/o Welfare Administration.
8. Shri Satpal Sharma, DS, in r/o DGE.
9. Shri S.R.Datta, DS, in r/o CLS-I&II.
10. Shri Kuldip Dixit, US, in r/o CLC (C)

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



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 & 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.

Yrs
6/1/23. Contd.....2
Mehraj



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

Tel: 011-23742133 Fax: 011-23742546 Email: secy-arpg@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 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

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.

Email

O/o Secy Labour Employment

[Secy-goi] Nation wide Pension Adalat

From : Shri V. Srinivas <secy-arp@nic.in>
Subject : [Secy-goi] Nation wide Pension Adalat
To : secretaries GOI <secy-goi@lsmgr.nic.in>

Fri, Jan 06, 2023 10:09 AM

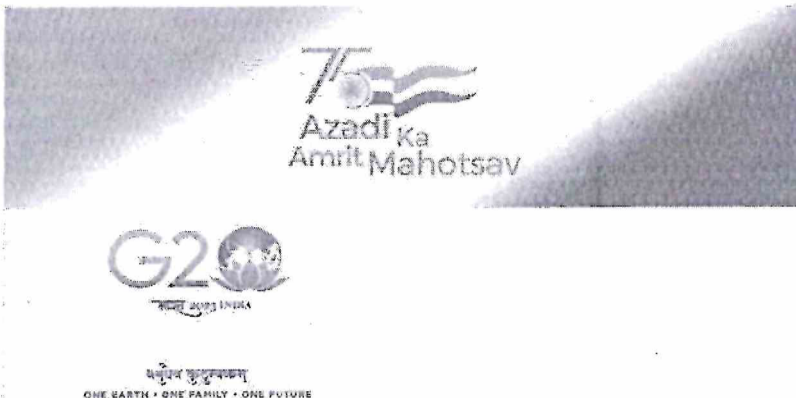
1 attachment

Respected Sir/Madam,

Please find attached a DO letter dated 5th January, 2023 from Shri V. Srinivas, IAS, Secretary to Government of India, Department of Administrative Reforms & Public Grievances, on the subject cited above.

With regards,

O/o Secretary (DARPG & DPPW)
Deptt. of Administrative Reforms & Public Grievances and
Deptt. of Pension & Pensioners' Welfare
Ministry of Personnel, Public Grievances & Pensions
 Room No.512, 5th Floor, Sardar Patel Bhawan
 Sansad Marg, New Delhi-110 001
 Tel : 011-23742133, Email: secy-arp@nic.in



Secy-goi mailing list -- secy-goi@lsmgr.nic.in
 To unsubscribe send an email to secy-goi-leave@lsmgr.nic.in

D.O. letter national wide Pension Adalat.pdf
 250 KB