



कार्यालय रक्षा लेखा नियंत्रक :
OFFICE OF THE CONTROLLER OF DEFENCE ACCOUNTS
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No: PayTech/4024/Circulars

Date: 05/10/2021

Circular

✓
To
The PAY Sections (LOCAL) ,
AAO (Army) Visakhapatnam ,
All AAO/AO - AGE/GE's Offices
under CDA secunderabad

Sub:- Speedy disposal of pension grievances , especially lodged by Family Pensioners and Super Sr. Pensioners (80 years & above age) regarding.

A copy of DoP&PW ID No: 14/2/2020-DOPPW(Coord)-F-6470 dated 03.09.2021 on the above subject received from HQrs office vide letter No: AN/Grievance/Report eeting /Vol VIII dated 23.09.2021 is forwarded herewith for your information and further necessary action.

Encl: As above

ACCOUNTS OFFICER (Pay Tech)

Copy to
The SAO
IT SECTION: For uploading in the website please.
LOCAL

ACCOUNTS OFFICER (Pay Tech)

"एक काम देश के नाम"



आज़ादी का
अमृत महोत्सव

रक्षा लेखा महानियंत्रक

उलान बटार रोड़, पालम, दिल्ली छावनी-110010

Controller General of Defence Accounts,
Ulan Batar Road, Palam, Delhi Cantt.- 110010

Phone: 011-25665581, 25665562, 25665745 Fax: 011-25674806, 25674821 email: grievancecgda.dad@gov.in



F No. AN/Grievance/Report meeting/Vol VIII

Dated: 23/09/2021


To

All PCsDA/PCA(Fys)/PIFAs
CsDA/CFAs/NADFM/RTCs/IFAs

Subject: Speedy disposal of pensions grievances, especially lodged by Family Pensioners and Super Sr. Pensioners (80 years & above age) regarding.

Please find attached a copy of the Min. of Personnel, Public Grievances & Pensions, Dept. of Pension and Pensioners' Welfare ID No. 14/2/2020-DOPPW(Coord)-E-6470 dated 03.09.2021, containing the Minutes of the Inter-Ministerial review meeting through Video Conference held on August 26, 2021 at 03.00 PM to review pending Family Pension/Pensioners' grievances in CPENGRAMS portal. The said communication is self-explanatory.

2. The Para 4 of the said minutes contain the directions/actionable points relating to handling of grievances. It is, therefore, requested to strictly comply with the above directions while handling the grievances. The same may also be disseminated to all the concerned.



(Vinod Kumar)
ACGDA (HRD & GC)
& Public Grievance Officer

Go (As)/pay
29/9

Pay Tech
Pl circulate to
Pay Section
Mg



File No. 14/2/2020-DOPPW(Coord)-E.6470

भारत सरकार/Government of India

कार्मिक, लोकशिकायत और पेंशन मंत्रालय/ Ministry of Personnel Public Grievances and Pensions

पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,
जनपथभवन, जनपथ, Janpath Bhawan, Janpath,
नई दिल्ली -110001/New Delhi-110001

दिनांक/Dated:03.09.2021

Subject: Minutes of the Inter-Ministerial review meeting through Video Conference held on August 26, 2021 at 03.00 PM to review pending Family pension / Pensioners' grievances in CPENGRAMS portal.

In pursuance of 106th report of Department related Parliamentary Standing Committee report emphasizing on speedy disposal of pension grievances especially lodged by family pensioners and Super Sr. Pensioners (80 years and above), Department of Pension & Pensioners' Welfare (DOPPW) convened a Inter-Ministerial review meeting through Video Conference (VC) with the Ministry of Home Affairs, Ministry of Coal, Department of Defence Finance, Central Board of Direct Taxes (CBDT), Comptroller and Auditor General (C&AG), Central Vigilance Commission (CVC) on August 26, 2021 at 03:00PM in order to ensure timely and qualitative disposal of grievances registered in CPENGRAMS by Family Pensioners. 97 family pensioner's grievances, as per portal, pertaining to aforesaid 6 Ministry/ Department / Organisation were taken up in the Inter Ministerial Review meeting conducted through VC.

2. Following officers attended the Video Conference:

- i. Shri Naresh Bhardwaj, Deputy Secretary/DOPPW and Convenor of the Video Conference
- ii. Shri Anil Bansal, Director (NIC), DOPPW

- iii. Sh. Sudhir Kumar Rai, Director (Pers-Coord), MHA
 - iv. Sh. Arun Kumar Dhyani US (IT & Coord-II), MHA
 - v. Sh. M.V. Balasubramanian, SO/ (P&S-II), Ministry of Coal
 - vi. Sh. Vijay Samantha, US (Coord), Ministry of Coal
 - vii. Sh. Shanta Guha, Asstt. Coal Controller (Admin), Coal Controller Organization, Ministry of Coal
 - viii. Sh. Mohit Sharma, IDAS, Sr.ACGDA, CGDA, Department of Defence Finance
 - ix. Sh. S.M. Joshi, Additional Director, Central Board of Direct Taxes (CBDT)
 - x. Ms. Supriya Singh, Assistant C&AG, Comptroller and Auditor General (C&AG)
 - xi. Shri Rajendra Kumar Dutta, Under Secretary (Coord), DOPPW
3. Brief of discussions and action points are as follows:
- a. **Ministry of Home Affairs- 39 Family Pension cases pending** more than 45 days were considered in review meeting. Representatives of MHA informed that out of 39 cases 5 cases are pending. **34 cases have since been disposed of by MHA.** The chair directed that the cases other than Central Government Civil Pensioners like Freedom Fighter Pension, DNK project pension etc. may be taken up separately by concerned division and resolved under intimation to petitioner. Such cases may be closed with speaking order in the portal and resolved as per procedure in vogue.
 - b. **Ministry of Coal-** As per Agenda of meeting, there were 12 Family Pension Cases pending more than 45 days. Representatives of Ministry of Coal and its subordinate organization attended the Inter-Ministerial Review meeting. Out of 12 cases, 5 cases have been disposed-of by and 7 cases are still pending as per portal. The chair directed that it is responsibility of nodal ministry to take review meeting on pending pension grievances with subordinate organisations functioning under them. Ministry of Coal stated that they would shortly conduct review meeting with subordinate organisations for speedy and qualitative disposal of pension grievances.
 - c. **Department of Defence Finance-** As per Agenda of meeting, there were 07 Family Pension cases pending more than 45 days. Asstt. CGDA attended the review meeting and informed that **out of 7 cases, 5 cases have since been disposed off.** However, 2 family pension cases are pending as per portal. The chair directed to resolve the remaining 2 cases and upload status on portal

- d. **Central Board of Direct Taxes (CBDT)**– As per Agenda of meeting, there were 06 Family Pension Cases pending more than 45 days. Nodal officer CBDT attended the Review meeting and informed that 1 case is disposed off. 5 cases are still pending as per portal. The chair directed to resolve these family pension cases at the earliest and upload the ATR in portal.
- e. **Comptroller and Auditor General (C&AG)**– As per Agenda of meeting, there were **06 Family Pension Cases pending** more than 45 days. Asstt. C&AG attended the review meeting and informed that **4 cases are disposed off**. 2 cases are still pending as per portal. The chair directed to resolve these family pension cases at the earliest and upload the ATR in portal.
- f. **Central Vigilance Commission (CVC)**: As per Agenda of meeting, there 09 Family Pension Cases were pending in the portal. **CVC informed that all 9 cases have been disposed of in the portal.**
4. In pursuance of internal case study and interaction in video conference, the chair directed the following:
- (i) It has been observed that many cases are pending in portal since the matter is sub-judice. Such type of cases may be closed in the portal with details / clear remarks that it is already under adjudication in the CAT/Court and decision would be taken as per the finalisation of the case.
 - (ii) It has been observed that many cases are pending in portal as policy amendment is in process. In this regard, it is stated that a grievance is required be disposed of within the parameter of existing rules. In cases where any policy amendment is under consideration, administrative office may close such grievance in the portal by providing details to the pensioners with the approval of competent authority.
 - (iii) All Ministry / Departments to adhere time limit of 45 days (copy of DARPG OM dated 22.6.2021 attached) to resolve the grievances. In case it is likely to take longer time to redress, an interim reply with reasons for delay must be sent to the petitioner and also uploaded in the portal.
 - (iv) All Ministry / Departments to adhere time limit of 30 days (copy of DOPPW OM dated 6.8 .2021 attached) to resolve the grievances pertaining to Family pensioner and Super Sr. Pensioners (80 years and above). In case it is likely to take

longer time to redress, an interim reply with reasons for delay may be sent to the petitioner and also uploaded in the portal.

- (v) All Ministries/Departments may ensure that grievances are closed only after the complete resolution of the grievance.
- (vi) If the grievance pertains to subordinate organisation, the case may be forwarded to concerned office. However, it is Ministry/ Department's responsibility to follow up the matter with subordinate units for final resolution and ensure that ATR in this regard is uploaded in the portal.
- (vii) For speedy disposal of grievances, concerned Department / sub-ordinate organisation may contact the concerned pensioners on the mobile number or email as available in the system.
- (viii) Every grievance is to be disposed within the existing rules. In certain cases, if the grievance/ demand of pensioners is not within existing rules, administrative authority must upload a speaking/reasoned order in the portal clarifying the rule position in the subject matter.

5. Video Conference ended with vote of thanks to the chair.

Encl: As above


(राजेंद्र कुमार दत्ता)
भारत सरकार के अवर सचिव 3/9
दूरभाष: 01123310106
03.09.2021

Through Email to,

- I. Ministry of Home Affairs
- II. Ministry of Coal
- III. Department of Defence Finance
- IV. Central Board of Direct Taxes (CBDT)
- V. Comptroller and Auditor General (C&AG)
- VI. Central Vigilance Commission (CVC)

Copy to:

- i. PPS to JS(P&PW) for kind information of Joint Secretary (Pension & PW)