

**File No. 1/1/2016-Pension (Vol-II)/41**  
Government of India  
Ministry of Power  
Central Electricity Authority

5<sup>th</sup> Floor, Sewa Bhawan (N)  
R.K. Puram, New Delhi: 110066.


**Dated: 7<sup>th</sup> February, 2022**

**Sub: Pension Adalat to be held through Video Conferencing during the month of March 2022.**

As per direction of Ministry of Personnel, Public Grievances and Pension, Department of Pension & Pensioners' Welfare's D.O. Letter No.1/39/2020-P&PW (E) dated 10<sup>th</sup> January, 2022 and MOP letter No.2-12/6(ii)/2018-Adm-II dt. 1.2.20200 (copy enclosed) Pension Adalat for the pensioner's of CEA (HQ) will be held **through Video Conferencing during the month of March 2022.**

2. Pensioners who have retired from CEA (HQ) are requested to submit their grievances if any for taking up during the Pension Adalat. The grievances application along with all supporting documents may be submitted to the undersigned by 28.02.2022, within the framework of extant policy guidelines and also e-mailed to DS (B&A) at [ajay.gairola@nic.in](mailto:ajay.gairola@nic.in)

3. This issues with the approval of Competent authority.

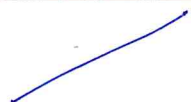
  
(Vinod Kumar Dhiman)  
Under Secretary (B&A)  
Tel:011-26732575

To:

1. Section Officer (Admn. Coord), CEA. (All Sub-Offices of CEA are also requested to hold such Pension Adalat at their respective offices. A copy of Ministry of Power's letter No. 2-12/6(III)/2018-Adm-II dated 01.02.2022 and DP&PW, D.O. dt.10.01.2022 is enclosed herewith for ready reference.

✓ 2. Director (IT), CEA. For uploading the above office order on Website of CEA.

Copy to: Sh. Hausuanthang Guite. Under Secretary, Ministry of Power, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001.

  
(Vinod Kumar Dhiman)  
Under Secretary (B&A)



No.2-12/6(ii)/2018-Admn-II  
Government of India  
Ministry of Power  
Shram Shakti Bhawan, Rafi Marg, New Delhi - 110001  
Telephone No. 23715507; Fax No. 23717519

Dated: 01.02.2022

To


Heads of all PSUs/Attached Office/Subordinate/Autonomous/Statutory Bodies  
under the administrative control of Ministry of Power.

**Subject: Pension Adalat - matter regarding.**

Sir,

I am directed to enclose a copy of Department of Pension and Pensioners' Welfare DO letter No. 1/39/2021-P&PW(E) dated 10.01.2022 on the subject mentioned above and to say that necessary action in this regard may be taken for holding of Pension Adalat in the month of March for the pensioners of your organisation and its subordinate offices under intimation to this Ministry, if any. A suitable date shall be communicated in due course by DP&PW. A Nodal Officer may also be nominated for this purpose and intimated the details to this Ministry. '

Yours faithfully,



(Hausuanthang Guite)

Under Secretary to the Government of India

Tel.: 23715327

Encl: As above.

Copy to Department of Pension and Pensioners' Welfare, (Shri Dhananjay Prasad Singh, Under Secretary), Lok Nayak Bhawan, New Delhi -110003.

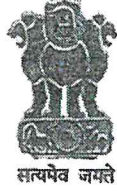


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492855/2022/ADMN-II SECTION  
वा. श्रीनिवास, आई.ए.एस.

सचिव

V. Srinivas, IAS  
SECRETARY75  
आजादी का  
अमृत महोत्सवभारत सरकार  
कर्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
पेंशन एवं पेंशनभोगी कल्याण विभाग  
लोक नायक भवन, खान मार्केट,  
नई दिल्ली-110003GOVERNMENT 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&amp;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 31<sup>st</sup> 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 Indiaसूचना का  
अधिकारPlease visit our website : <https://doppw.gov.in> / <https://onayshya.nic.in>Tel: 011-23742133 Fax: 011-23742546 Email: [secy@ppw.gov.in](mailto:secy@ppw.gov.in)



All India Pension Adalat

Standard 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-totality.

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 31<sup>st</sup> 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 D&P&PW by 10<sup>th</sup> 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

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.

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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 case-resolved
  - b. No of case relating to senior pensioner-resolved
5. Total Number of cases/grievances un-resolved
  - a. No of family pension case-un-resolved
  - b. No of case relating to senior pensioner-un-resolved

S No	Name of Petitioner/Details	Grievance/Case ID No	Gist of the Grievance	Root Cause of the Grievance	Outcome of the Grievance in the pension Adalat	Suggestion

Name of the Nodal Officer

Designation

Signature of the Nodal Officer

