Government of India (भारत सरकार)
Ministry of Railways (रेल मंत्रालय)
Railway Board (रेलवे बोर्ड)

RBA No. 51/2022

No. 2016/AC-II/21/2/CPGRAMS/Vol.II(Pension)

13th,October 2022

Pr. Financial Advisors,
All Zonal Railways/PUs

Sub: - 110th &113th report of DRPSC Recommendations: Compliance regarding.
Ref:- DOPPW's O.M. No. 17/4/2021-P&PW(Coord)-E 7648 dated 4.4.2022

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Please find enclosed a copy of DOPPW's O M ibid dated 04.04.2022 wherein Department Related Parliamentary Standing Committee (DRPSC) has recommended that all the Ministries/ Departments of Central Government should identify core grievance-prone areas and streamline their systems accordingly and to resolve the grievances within the prescribed time limit. It shall be the responsibility of each Railway/ Production Unit to coordinate with their allied units/field units for disposal of grievances within the stipulated time frame of 45 days in case of pensioners and 30 days in case of family pensioners and super senior pensioners (80 years and above). It was also advised that accountability of Government Officials dealing with pensioners' grievances may be ensured and administrative action against officials habitually responsible for delayed action or summary disposal of grievances without qualitative action may be taken.

Kindly instruct all concerned to comply with these guidelines and arrange to submit the quarterly report in the format prescribed by DOPPW by 15th of next following month by mail at npsrailwayboard@gmail.com .

DA: As above

13/10/22

(Ajay Bartwal)
Joint Director Finance/CCA
Railway Board

Copy to: PCPOs of all Zonal Railways/PUs for information and necessary action.

CPGRAMS/41

भारत सरकार/GOVERNMENT OF INDIA
रेल मंत्रालय/MINISTRY OF RAILWAYS
(रेलवे बोर्ड/RAILWAY BOARD)

आरबीए सं. 51/2022
सं. 2016/एसी-II/21/2/सीपीजीआरएएमएस/वॉल.II (पेंशन) 13 अक्टूबर 2022

प्रधान वित्त सलाहकार,
सभी क्षेत्रीय रेलें/उत्पादन इकाइयां

विषय: डीआरपीएससी सिफ़ारिशों की 110वीं एवं 113वीं रिपोर्ट के अनुपालन के संबंध में।
संदर्भ: पेंशन और पेंशनभोगी कल्याण विभाग का दिनांक 4.4.2022 का का.ज्ञा.सं. 17/4/2021-पी एंड पीडब्ल्यू (कोर्ड)-ई 7648.

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कृपया पेंशन और पेंशनभोगी कल्याण विभाग के दिनांक 04.04.2022 के उक्त कार्यालय ज्ञापन की प्रतिलिपि प्राप्त करें, जिसमें विभाग संबंधी संसदीय स्थायी समिति (डीआरपीएससी) ने सिफ़ारिश की है कि केंद्रीय सरकार के सभी मंत्रालयों/विभागों द्वारा मुख्य शिकायत-उन्मुख क्षेत्रों को चिह्नित किया जाए और तदनुसार अपनी प्रणालियों को सरल एवं कारगर बनाया जाए तथा निर्धारित समय-सीमा में शिकायतों का निपटारा किया जाए। प्रत्येक रेलवे / उत्पादन इकाई का यह उत्तरदायित्व होगा कि वह पेंशनभोगियों के मामले में 45 दिन में और परिवार पेंशनभागियों तथा सुपर सीनियर पेंशनभोगियों (80 वर्ष और उससे अधिक) के मामले में 30 दिन की निर्धारित समय-सीमा में शिकायतों के निपटान के लिए अपनी संबद्ध इकाइयों / फील्ड इकाइयों से समन्वय करेगा। यह भी सूचित किया गया था कि पेंशनभोगियों की शिकायतों को देख रहे सरकारी अधिकारियों की जवाबदेही सुनिश्चित की जाए और कार्रवाई अथवा शिकायतों का संक्षिप्त निपटारा करने में आदतन विलंब करने वाले अधिकारियों के विरूद्ध प्रशासनिक कार्रवाई की जाए।

सभी संबंधितों को इन दिशानिर्देशों का अनुपालन करने का निदेश दिया जाए और डीओपीपीडब्ल्यू द्वारा निर्धारित फार्मेट में तिमाही रिपोर्ट भर कर अगले माह की 15 तारिख तक npsrailwayboard@gmail.com पर मेल द्वारा प्रस्तुत करने की व्यवस्था की जाए।

संलग्नक: यथोक्त

(अजय बर्तवाल)
संयुक्त निदेशक वित्त/सीसीए
रेलवे बोर्ड

प्रतिलिपि प्रेषित: सभी क्षेत्रीय रेलों / उत्पादन इकाइयों के पीसीपीओ को सूचना एवं आवश्यक कार्रवाई हेतु।

File No. 17/4/2021-P&PW(Coord) –E.7648

भारत सरकार /Government of India

कार्मिक, लोक शिकायत 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,
जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,
नई दिल्ली -110001 /New Delhi-110001
दिनांक/Dated: 04.04.2022

OFFICE MEMORANDUM

Subject: 110th & 113th Report of DRPSC Recommendations : Compliance regarding

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The 110th report (Rajya Sabha Secretariat) of Department Related Parliamentary Standing Committee (DRPSC) on Personnel, Public Grievances, Law and Justice, on "Pensioner's Grievances - Impact of Pension Adalats and Centralized Pensioner Grievance Redressal and Monitoring System (CPENGRAMS) has noted with concern that, on an average, 20% of grievances are not being disposed of within the stipulated time limit of 45 days in case of pensioners and 30 days in case of family pensioners and super senior pensioners (80 years and above). The Committee has recommended that all the Ministries/Departments of Central Government should ***identify core grievance-prone areas and streamline their systems accordingly and to resolve the grievances within the prescribed time limit.***

2. In view of the above, all Ministries/Departments are requested to take suitable action by identifying core grievance-prone areas leading to delays in sanction of pension/ disposal of grievances in their Ministries/Departments (including all subordinate/attached/autonomous bodies) and streamline their systems accordingly. It shall be the responsibility of each Ministry/Department to coordinate with their Attached/Subordinate/Autonomous bodies for disposal of grievances within the stipulated time frame of 45 days in case of pensioners and 30 days in case of family pensioners and super senior pensioners (80 years and above). A detailed action taken report be sent on every quarter starting from 2nd quarter of 2022 (i.e. 1st July/1st October/1st January/1st April) as per Proforma annexed to DoPPW regularly.

3. The Ministries/Departments are further advised to ensure accountability of Government Officials dealing with pensioners' grievances and to take administrative action against officials habitually responsible for delayed action or summary disposal of grievances without qualitative action as recommended by the DRPSC in its 113th Report. A Quarterly report in this regard may also be furnished to this Department in Table C of the Annexure attached.

(Naresh Bhardwaj)
Deputy Secretary to the Government of India
Mob No:-9968295022
Email: - naresh.bhardwaj@nic.in

To,

i. All Secretaries to the Government of India (as per Std. distribution list)

ii. Nodal Public Grievance officer of Ministries/Departments Attached and Subordinate Organization of Government of India/State Government

iii. NIC, DOPPW for appropriate action and uploading on the DOPPW Website/Pensioners Portal.

Copy, for information, to:

i. Secretary, President Secretariat, Rashtrapati Bhawan, New Delhi

ii. Secretary General, Lok Sabha Secretariat, Parliament House, New Delhi

iii. Secretary General, Rajya Sabha Secretariat, Parliament House, New Delhi

iv. Secretary (Coordination & PG), Cabinet Secretariat, Rashtrapati Bhawan, New Delhi

v. PPS to Secretary (P&PW), PS to JS(P&PW).

vi. All Dir/DS/US of DoPPW.

Annexure

Name of the Ministry/Department (Including all Subordinate/Attached/Autonomous bodies):.....

Table-A

	No. of Grievance brought forward from previous quarter	No. of Grievances received during this quarter	No. of Grievance redressed within the stipulated time.	No. of Grievance pending beyond the stipulated time (i.e. more than 45 days)
April-June				
July-September				
October-December				
January-March				

Table – B

Analysis of grievances pending more than 45 days (including all attached/subordinate and autonomous bodies) .

S.No	Grievance registration number	Gist of Grievance	Reason for delay beyond 45 days	Action taken to streamline the system to eliminate delay
1				
2				

C. Ministries/Departments to also indicate the accountability mechanism to avoid delay and action taken thereon including action taken on officials habitually responsible for delayed action or summary disposal of grievances without qualitative action (including their attached/subordinate and autonomous bodies) .

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