

“हर काम देश के नाम”



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/GC/Video Conference/2021/e-3088

Dated: 10/01/2022

To

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

Subject:- Minutes of the Inter-Ministerial review meeting (IMRM) through Video Conference (VC) held on 16.12.2021 at 03.00 PM to review pending Central Government Pensioner/Family pensioners" grievances in CPENGRAMS/ CPGRAMS portal.

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-VC-14 dated 04.01.2022, containing the Minutes of the Inter-Ministerial Review Meeting (IMRM) through Video Conference held on 16.12.2021 at 03.00 PM to review pending Central Government Pensioner/Family Pensioners' grievances in CPENGRAMS/CPGRAMS 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.

(G. K. Baranwal)

Sr. Dy. CGDA (Estt./Grievance)



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

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: 04.01.2022

Subject: Minutes of the Inter-Ministerial Review Meeting (IMRM) through Video Conference (VC) held on 16.12.2021 at 03:00 PM to review pending Central Government Pensioner/Family pensioners' grievances in CPENGRAMS/CPGRAMS 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 (IMRM) through Video Conference (VC) inviting Ministry of Labour and Employment, Employees Provident Fund organization (Head Office), Department of Defence Finance, Department of Ex-Servicemen Welfare on 16.12.2021 at 03:00 PM in order to ensure timely and qualitative disposal of grievances registered in CPENGRAMS by pensioners/Family Pensioners. 181 Pensioners/Family pensioner's grievances, as per portal, pertaining to aforesaid 04 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/DOP&PW and Convenor of the IMRM Video Conference

- ii. Sh. G.K. Baranwal, IDAS, Sr. Deputy CGDA, CGDA, Department Defence Finance, M/o Defence
- iii. Sh. R.S. Meena, Under Secretary (PG) Ministry of Labour and Employment
- iv. Sh. VVS Brahmaji Rao, AO(Grievance) CGDA, Department Defence Finance, M/o Defence
- v. Ms. Isha, Regional P.F. Commissioner, Employees Provident Fund organization (Head Office), New Delhi
- vi. Ms. Kriti, ASO, Employees Provident Fund organization (HO), New Delhi
- vii. Ms. Shukla Ghosh, Section Officer, Department of Ex-Servicemen Welfare, M/o Defence
- viii. Sh. Rajendra Kumar Dutta, Under Secretary (Coordination & CPENGRAMS portal), DoPPW
- ix. Ms. Rachna Chowdhary, Operation Manager (CPENGRAMS), DOPPW

3. Brief of discussions and action points are as follows:

3.1 Ministry of Labour and Employment: As per agenda of Inter-Ministerial Review Meeting Pension/family pension 04 cases pending more than 45 days were considered in review meeting. All 04 cases are disposed-of in the portal. The chair appreciates the efforts of officials of Ministry of Labour & Employment on disposal of Pension /Family pension related grievances.

3.2 Employees Provident Fund Organization (EPFO): As per agenda of Inter-Ministerial Review Meeting 47 Pension/family pension cases were pending more than 45 days were considered in review meeting. Representatives of EPFO attended the Inter-Ministerial Review meeting. Out of 47 cases, 03 cases are still pending. The chair appreciates the efforts officials of EPFO on disposal of Pension /Family pension related grievances and directed to dispose following 3 case at the earliest.

| Sl. No. | Registration Number | Name of Complainant | Date of receipt |
|---------|---------------------|-------------------------------|-----------------|
| 1 | DOPPW/E/2021/37773 | Tribeni Behara | 06/10/2021 |
| 2 | DOPPW/E/2021/38029 | JAGMOHAN KUM AR | 08/10/2021 |
| 3 | DOPPW/E/2021/38393 | Ex Cpl Jagalmohanan Kuttappan | 10/10/2021 |

3.3 Department of Defence Finance, MoD: As per agenda of Inter-Ministerial Review Meeting **102 Pension/family pension cases pending for more than 45 days were considered** in review meeting. Representatives of CGDA/Department of Defence Finance attended the Inter-Ministerial Review meeting. **Out of 102 cases 87 cases have been disposed of but 15 cases are still pending as per the portal.** The chair appreciates the efforts of the officials of CGDA/Department of Defence Finance on disposal of Pension /Family

pension related grievances and directed to dispose following 15 case at the earliest.

| Sl. No. | Registration Number | Name of Complainant | Date of receipt |
|---------|---------------------|---------------------------------|-----------------|
| 1 | DOPPW/E/2021/31252 | BALJINDER SINGH | 26/08/2021 |
| 2 | DOPPW/E/2021/33064 | Binu R | 06/09/2021 |
| 3 | DOPPW/E/2021/34578 | MATHEW E M | 16/09/2021 |
| 4 | DOPPW/P/2021/08156 | Sain Singh Rawat | 23/09/2021 |
| 5 | DOPPW/E/2021/35778 | LakshmappaKoti | 24/09/2021 |
| 6 | DOPPW/E/2021/35743 | Suresh Kumar Sharma | 24/09/2021 |
| 7 | DOPPW/E/2021/35320 | Suresh Kumar | 21/09/2021 |
| 8 | DOPPW/E/2021/35262 | Sub Ram UjagirRetd | 21/09/2021 |
| 9 | DOPPW/E/2021/35841 | HARJINDER SINGH | 24/09/2021 |
| 10 | DOPPW/E/2021/36493 | Prembir Singh | 28/09/2021 |
| 11 | DOPPW/E/2021/36660 | Bhamidipati Vijaya SaradhiSarma | 29/09/2021 |
| 12 | DOPPW/E/2021/37061 | Prabir Mukhopadhyay | 01/10/2021 |
| 13 | DOPPW/E/2021/37687 | COL MAHADEV RETD | 06/10/2021 |
| 14 | DOPPW/E/2021/37794 | ZAHL TANTRA | 06/10/2021 |
| 15 | DARPG/P/2021/03107 | Shri S.Siddaiah | 11/10/2021 |

3.4 Department of Ex-Servicemen Welfare, MoD: As per agenda of Inter-Ministerial Review Meeting 28 Pension/family pension cases pending more than 45 days were considered in review meeting. Representatives of Ministry of Ex-Servicemen Welfare, MoD attended the Inter-Ministerial Review meeting. ***Out of 28 cases, 07 cases are still pending as per portal, the chair directed Department of Ex-Servicemen Welfare to resolve the following cases at the earliest*** under intimation to petitioner and update in Portal.

| Sl. No | Registration Number | Name of Complainant | Date of receipt |
|--------|---------------------------|---------------------|-----------------|
| 1 | <u>DOPPW/E/2021/36985</u> | Bhoompalliprameela | 01/10/2021 |
| 2 | <u>DOPPW/E/2021/36952</u> | Sunil kumar | 01/10/2021 |
| 3 | <u>DOPPW/E/2021/37926</u> | SAJEEVAN M | 07/10/2021 |
| 4 | <u>DOPPW/E/2021/25618</u> | K R RAMACHANDRAN | 20/07/2021 |

| Sl. No | Registration Number | Name of Complainant | Date of receipt |
|--------|---------------------------|----------------------|-----------------|
| 5 | <u>DOPPW/E/2021/38425</u> | V Kiran Kumar | 11/10/2021 |
| 6 | <u>DOPPW/E/2021/38508</u> | R Elizabeth Rani | 11/10/2021 |
| 7 | <u>DOPPW/E/2021/38647</u> | Tukaram Ramhare Mane | 12/10/2021 |

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 06.08.2021 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/

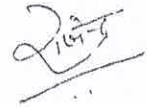
Department's responsibility to follow up the matter with subordinate units for final resolution and ensure that ATR in this regard is uploaded in the portal.

(vii) For speedy disposal of grievances, concerned Department / subordinate 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. Inter-Ministerial Review Meeting through Video Conference ended with vote of thanks to the chair.

Encl: As above



(राजेंद्र कुमार दत्ता)

भारत सरकार के अवर सचिव

दूरभाष: 01123310106

04.01.2022

Through Email to,

- i. Ministry of Labour and Employment
- ii. Department of Ex-Servicemen Welfare, M/o Defence
- iii. Department of Defence Finance, M/o Defence
- iv. Employees Provident Fund organization (Head Office))

Copy to:

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