

No. 20/28/2012-Admn.
Government of India
Ministry of Water Resources

Shram Shakti Bhawan, Rafi Marg,
New Delhi, dated the 14th December, 2012

Sub:- Redressal of Grievances received from the individual pensioners and the Pensioner's Association - reg.

The undersigned is directed to forward herewith Coordination Section letter No. 12/19/2007-Coord dated 5 December, 2012 on the subject cited above alongwith Department of Pension and Pensioner's Association Welfare D.O. letter No. 55/39/2012-P&PW(C) dated 9.11.2012. It is requested to instruct the concerned officers to take all round steps to get the grievance of pensioners and pensioner's Association redressed expeditiously.

Encl: As above.


(L.P. SHARMA)

UNDER SECRETARY TO THE GOVT. OF INDIA
TEL. NO. 23738126

1. All Wing Heads of Ministry of Water Resources.
2. All Divisional Heads of Ministry of Water Resources
3. Pay & Accounts Officer, Ministry of Water Resources
4. U.S. (Co-ord), Ministry of Water Resources
5. DDO/SO (Cash), Ministry of Water Resources
- ✓ 6. NIC, Ministry of Water Resources - It is requested to upload the enclosed letters on website of the Ministry as Circular please.

MOST IMMEDIATE

No. 12/19/2007-Coord.
GOVERNMENT OF INDIA
MINISTRY OF WATER RESOURCES

Shram Shakti Bhavan, New Delhi,
Dated: December, 2012

05 DEC 2012

To,

Heads of all Organizations under MoWR

Sub: Redressal of Grievances received from the individual pensioners and the Pensioner's Association.

Sir,

I am directed to enclose herewith a copy of Department of Pension and Pensioners' Welfare D.O. letter No. 55/39/2012-P&PW(C) dated 09.11.2012 on the subject cited above for necessary action. You are requested to take suitable steps to get the grievance of pensioners and pensioner's Association redressed expeditiously.

Encl.: As above

Yours faithfully


(Arun Kumar)

Under Secretary to the Government of India
Tel No. 23716894

Copy to:

1. Controller of Accounts, MoWR
2. Under Secretary (Admn.), MoWR

*Circulate to
all wing heads
5/12/12
SP (A)
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SPM
SPM/MB.*

*P.T. 1629/58 (A. B. M.)
5/12/2012*

Tripti P. Ghosh
Director
Telefax: 2462 4802



भारत सरकार,
कर्मिक, लोक शिक्कयन तथा पेंशन विभाग,
पेंशन एवं पेंशनधारियों के कल्याण विभाग,
संयुक्त प्रशासनिक विभाग,
नई दिल्ली-110003
MOST IMMEDIATE
BY SPECIAL MESSENGER

GOVERNMENT OF INDIA,
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
& PENSIONS,
DEPARTMENT OF PENSION & PENSIONERS' WELFARE
LOK NAYAK BHAWAN, KHAN MARKET,
NEW DELHI-110003
D.O.No. 55/39/2012-P&PW(C)
Dated the 9th November, 2012

Dear Mr. Langel,

As you are aware that the Department of Pension and Pensioner's Welfare has been implementing a web based Mission Mode Project on Pensions namely "Pensioner's Portal" under the National e-Governance Plan since March, 2007. Under the same the Department has Centralized Pension Grievance Redressal and Monitoring System (CPENGRAMS), a Grievance Redressal Mechanism.

2. The basic objective of the project is to facilitate redressal of Pensioners' Grievances as also to provide information and guidance to Pensioners on various pension and retirement related matters. User Ministries/Departments, Pensioners, Banks, CGA/CPAO, Post Offices, as also the Pensioners' Associations scattered all over the country are the stakeholders in this venture aimed at welfare of the Pensioners.

3. It has, however, been felt that timely action is not being taken by various Ministries/Departments/ Organisations for redressal of grievances received from the individual pensioners and the Pensioner's Associations and same remain pending for unduly long periods. In a recently held, in house, review meeting, Secretary (Pension, AR&PG)) observed that a large number of grievances received from the Pensioner's Association are lying pending for quite some time. It was felt that this causes delays. It was desired that necessary action may be taken to dispose of these grievances in a fixed time frame. I am, therefore enclosing herewith a copy of the statement indicating such pending grievances for your kind perusal.

4. You would appreciate that there is a need to emphasis upon the concerned officers dealing with these grievances in your Department for taking timely action to expeditiously redress the grievances of the Pensioner's Association so that unnecessary delays could be avoided.

5. I shall be grateful if you could get the needful done under intimation to this department so that Secretary (Pension, AR&PG)) could be apprised of the progress in the matter of redressal of Pensioner's Grievances.

With regards,

Yours sincerely,

T. P. Ghosh
(Tripti P Ghosh)

Shri Khatchin Langel
Shri Khatchin Langel,
Director (Public/Staff Griev)
Ministry of Water Resources,
Room No. 623, 6th Floor,
Shram Shakti Bhawan, New Delhi