

**ACTION TAKEN REPORT ON THE DECISIONS OF THE 21<sup>st</sup> MEETING OF  
STANDING COMMITTEE OF VOLUNTARY AGENCIES (SCOVA) HELD ON  
27<sup>th</sup> SEPTEMBER, 2012**

Sl. No.	Issue raised in 21 <sup>st</sup> SCOVA meeting as per minutes	Decision taken in the 21 <sup>st</sup> SCOVA meeting	Follow up Action
1	<i>Sl. No. 1 and 19 of ATR of Para 5 : Issue of revised PPO for Pre-2006 retirees and also to communicate the amount of pension as well as Family Pension to be revised consequent to the 6<sup>th</sup> Central Pay Commission to Pre 1.1.2006 pensioners.</i>	<p>i) Central Pension Accounting Office has indicated that out of 6.67 lakhs cases of pre-2006 pensioners/family pensioners revised PPOs in respect of 3.06 lakhs cases have been issued. CPAO informed that they are sending e-scrolls of Pensioners to all Ministries/Departments, which will solve the problem of non receipt of Annexure-III.</p> <p>ii) As final figures were not available, Department of Telecommunications and Department of Posts were asked to compile data for the cases of pensioners/family pensioners of pre-2006 and take necessary action for their revision by 31<sup>st</sup> March, 2013.</p> <p>iii) Ministry of Railways informed that they have requested pensioners to apply for revision of PPO by making all the data available to them. They informed that they have revised 4.7 lakhs PPOs on receipt of these</p>	<p><b><u>DOP&amp;PW and CPAO</u></b></p> <p>a) A number of initiatives were taken in the last quarter of 2012 such as allowing change in date of birth of spouse, use of certain documents for revision of PPOs, inclusion of present postal address and mobile and telephone number in the life certificate and use of e-scroll for extracting information from banks database. It has also been decided in January, 2013 to revise PPO without the Date of Birth of spouse where it is not readily available and revise the PPO again when Date of Birth becomes available. A reconciliation exercise is underway in the CPAO. The future course of action may be chalked out after receiving further inputs from the CPAO.</p> <p>b) CPAO has also requested all the pensioners through advertisement published in one leading daily National Hindi, English, Regional newspaper of State/ UT's each, on 21/10/2012 to furnish additional information like present address, Telephone/Mobile Number while appearing for life certificate or submitting it to banks in November every year. Banks Association has also been requested to give it wide publicity through advertisements.</p> <p>c) Civil Ministries' pre-2006 pendency has been reduced to 23% and pre-1990 pendency has been reduced to 75% as on 31.01.2013. Further, about 18,000 cases are at various stages in the PAOs and CPAO.</p> <p><b><u>Department of Posts</u></b></p> <p>1(a) Revision of pension and PPOs of Pr-2006 Pensioners :- The work regarding revision of Pension and payment of arrear has been completed in respect of almost all pre 2006 pensioners. The progress up to</p>

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		<p>applications and 6.00 lakhs are pending. The Ministry has been asked to complete the task of issuing revised PPOs by March, 2013 where applications have been received. Simultaneously they should ascertain a mechanism of getting data of the remaining cases and revising PPOs of those who have not applied for revision of PPOs.</p> <p>iv) Ministry of Defence informed that they have to cater to the requirement of more than 11 lakh pre-2006 Pensioners. They have revised PPOs of about 5.7 lakh out of them. They also informed that in approximately 8.0 lakh cases, the revision has to be done manually and they have to take additional action for capturing all the data which is available only in physical form. <b>The Ministry was asked to deploy additional manpower for capturing of data and complete the revision exercise by 30<sup>th</sup> September, 2013.</b></p> <p>Secretary (P&amp;PW) requested all the organizations/Departments/ Ministries to expedite the same without further</p>	<p>30.11.2012 in respect of revision of PPOs of pre 2006 pensioners is <b>45.18%</b>. All the Head of Circles/ Postal Accounts offices have been requested to get the work completed by target date.</p> <p>1(b) Revision of Pension and PPOs of Post-2006 Pensioners:- The work regarding revision of Pension and PPOs in respect of Post-2006 Pensioners has been completed almost cent percent.</p> <p><b>Ministry of Railways :</b></p> <p>(i) The position of revision of Pre-2006 and Post-2006 PPOs to the end of December/2012 is given below :-</p> <table><tr><th>Period</th><th>Total no. of pension cases</th><th>No. of applications received by pension sanctioning authority for revision</th><th>No of cases received by A/cs Department for issue of PPOs</th><th>No. of PPOs is issued by the A/cs Department.</th></tr><tr><td>Pre-2006</td><td>10,40,278</td><td>4,92,528</td><td>4,80,000</td><td>4,78,482</td></tr><tr><td>Post-2006</td><td>1,41,289</td><td>1,36,439</td><td>1,35,720</td><td>1,34,641</td></tr><tr><td>Total</td><td>11,81,567</td><td>6,28,967</td><td>5,55,460</td><td>6,13,123</td></tr></table> <p>(ii) Instructions have been issued by Railway Board to chalk out a comprehensive action plan and gear up machinery to complete the work of revision of all remaining pre-2006 cases by the stipulated date of 31/03/2013 (AM/F's letter No. 2010/AC-II/21/4 dtd. 07-11-12 and 07-12-12). Railways have also been asked to complete the remaining work in the time bound manner by 31-03-2013. Railway have been asked to give wide publicity of revision of pension by issuing advertisements in the newspaper calling for the applications from pensioners and making suitable arrangement in Personnel and Accounts Offices for processing the pension revision cases.</p> <p>(iii) It is pertinent to mention that Accounts Department issues revised PPO on receipt of sanction of revision of pension from the Pension Sanctioning Authority (Personnel Branch). Personnel Department had been issuing advertisements in the newspapers calling for the details vi. Current residential address, updated bank account no. (post core-banking system) etc. from the pensioners for processing and according sanction the</p>	Period	Total no. of pension cases	No. of applications received by pension sanctioning authority for revision	No of cases received by A/cs Department for issue of PPOs	No. of PPOs is issued by the A/cs Department.	Pre-2006	10,40,278	4,92,528	4,80,000	4,78,482	Post-2006	1,41,289	1,36,439	1,35,720	1,34,641	Total	11,81,567	6,28,967	5,55,460	6,13,123
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		<p>delay and update the latest status with the Department of Pension &amp; Pensioners' Welfare.</p> <p><u>( Action : CPAO, M/o Railways, M/o Defence, D/o Posts, D/o Telecom and DOP&amp;PW)</u></p>	<p>same before being forwarded to the Accounts Department for revision of pension.</p> <p>(iv) To facilitate receipt of applications from left over pensioners, RBI on request of Railway Board issued instructions to all the pension disbursing bank branches to ask pensioners to fill pension revision applications forms along with Life Certificate. The same would be collected by railways and units for according sanction and to issue revised PPOs to the pensioners.</p> <p><b><u>D/o Telecommunication</u></b></p> <p>The cases for revision of pension of pre-2006 pensioners is in progress. Efforts are being made to complete the task of finalization the pre-2006 pension revision cases within the time frame as per the instruction of DOP&amp;PW.</p> <p><b><u>Ministry of Defence:</u></b></p> <p>Government orders for revision of pension of Armed Forces Pensioners have been issued, the software of the PROJECT SANGAM is being suitably modified. All efforts are being made to adhere to the prescribed time-limit of 30.9.2013 to issue corrigendum PPOs.</p>
2	<p><u>Sl. No. 6, 7 and 8 of ATR of Para 5:</u></p> <p>(a) Revision of ex-gratia amount to CPF/SRPF retirees, (b)Uniform rates of DR &amp; (e) Ex-gratia should not be less than minimum pension and the same should be effective from 01/01/06.</p> <p>(d) Ex- gratia to those who voluntarily retired after 20 years of service in respect of pre-1986 CPF/ SRPF retirees.</p>	<p>(a), (b) and (e) : It was informed that the proposal for increasing the ex-gratia for CPF pensioners so as to bring them at par with SRPF beneficiaries is under consideration</p> <p>(d) : As regards ex-gratia to those who took voluntary retirement, it was agreed to re-examine the matter in the light of various court judgements</p> <p><u>( Action : Ministry of Railways and DOP&amp;PW)</u></p>	<p><b><u>DOP&amp;PW:</u></b></p> <p>(a), (b) and (e): The latest status will be intimated in the meeting.</p> <p>(d) Ministry of Railways' comments have since been received and the matter is to be reconsidered in consultation with the Department of Expenditure.</p>
3	<p><u>Sl. No. 13 and 16 of ATR of Para 5:</u></p> <p><u>(13) -</u> The Orders of Ministry of Health reiterating that all the</p>	<p>It was informed that the issue was taken up with the concerned ministries and the decision to merge 19</p>	<p><b><u>Department of Posts :</u></b></p> <p><b>Merger of 19 postal Dispensary located in 12 cities with CCHS</b></p> <p>As per recommendations of VI Pay Commission, the matter of merger of 19 Portal Dispensaries in 12</p>

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	<p>pensioners are at liberty to opt themselves with any of the nearest CGHS hospital/ dispensary may be widely circulated. Arbitrary orders dated 01/08/1996 and 01/09/1996 issued by Ministry of Health and Director of CGHS may be withdrawn and the benefit of CGHS facilities be allowed to the pensioners of Department of Post and Department of Telecom as specially provided in the order of the Department of Personnel and Pension.</p> <p><b>(16)-(i)</b> The existing Pensioners of Department of Posts and Telecom covered by P&amp; T Dispensaries are neither considered for treatment of hospitalization facilities nor for Fixed Medical Allowance &amp; (ii) Pensioners falling within the limit of P&amp; T Dispensaries /CGHS Hospitals may be allowed to opt for P&amp;T Dispensaries or drawl of FMA.</p>	<p>dispensaries in 12 cities have been taken in principle. The concerned ministries will inform the exact timelines. In this regard Hon'ble MOS(PP) will take up the issue with the Health Minister. He will also take up the matter with the Health Minister regarding opening of one new CGHS dispensary at Mohali/Panchkula/ Chandigarh.</p> <p><b>(Action: Ministry of Health &amp; FW, Department of Posts, Department of Telecom, DoP&amp;PW)</b></p>	<p>cities, where CGHS is in operation, is in active consideration.</p> <p><b>Fixed Medical Allowance to Pensioners of Department of Posts &amp;. Telecommunication (FMA):</b>The Issue of withdrawal of OM dated 1.8.1996 has been taken up with Ministry of Heath &amp; Family Welfare. The matter is under consideration in that Ministry.</p> <p><b><u>Ministry of Health &amp; Family Welfare :</u></b></p> <p>With the approval of competent authority, the proposal has been referred to M/O Finance, D/O Expenditure for providing budgetary support to implement the decision of merger/takeover of 19 dispensaries of Department of Posts in 12 Cities by CGHS. So far as opening of dispensary at Mohali/Panchkula/ Chandigarh is concerned, it would not be possible to accede to this in view of severe resource crunch faced by CGHS. It may be stated that currently, there are a number of States and UTs without any CGHS dispensary.</p>
4	<p>Sl. No. 17 of ATR of Para 5:</p> <p>Inclusion of Representatives of AIRRF and SCOVA in Railway Hospital Advisory Committees.</p>	<p>The matter is under examination in consultation with Zonal Railways.</p> <p><b>(Action : <u>Ministry of Railways</u>)</b></p>	<p><b><u>Ministry of Railways</u></b></p> <p>Members/representatives in Hospital Advisory Committee are appointed by Chief Personnel Officers of each Zonal Railway with the approval of General Manager of the respective Railway as a welfare measure</p>

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5	<u>Sl. No. 23(ii) of ATR of Para 5</u> Fixed Medical Allowance. (ii): to pensioner residing beyond 2.5 kms from dispensary.	It was informed that jurisdiction of a dispensary is decided by its admn. Authorities. Department of Pension and Pensioners' Welfare instructions allow Fixed Medical Allowance to pensioners residing outside the jurisdiction of dispensary. Ministry of Railways explained 2.5 Km. limit is laid down by the decision of courts.  The members thereafter raised specific issue of RELHS. It was decided that the Ministry of Railways may discuss the issue with the members. <b>(Action : Ministry of Railways)</b>	<b><u>DoP&amp;PW:</u></b> The position regarding entitlement of FMA to non-railway civil pensioners was explained in the last meeting. It was explained that those residing within the jurisdiction of CGHS dispensary were not entitled to FMA.  <b><u>Ministry of Railways:</u></b> As regards territorial jurisdiction for the grant of FMA in respect of Railway pensioners, there was some dispute and this issue was decided by High Court of Kerala vide their order dt.22-11-2002 in O.P No.17280/2002 prescribing for criterion of 2.5 Kms. This order of Kerala High Court has been upheld by Hon'ble Supreme Court. Once the issue has been settled by the Apex Court no further action in the matter is feasible. It is relevant to point out that in respect of Non-Railway civil pensioners FMA is not admissible if residing in area covered by CGHS dispensary/Hospital. Thus, the criterion of residing beyond 2.5 kms of Railway Hospital/Dispensary is analogous to the position existing with reference to Non-Railway civil pensioners. As such, this Ministry cannot take any unilateral decision on this issue.  Regarding issues relating to RELHS, the position has been explained against Sl. No. 4 & Sl.No. 14 of the ATR by Ministry of Railways
6	<u>Sl. No. 26 of ATR of Para 5:</u> <i>Anomaly in fixation of pension to DoT employees absorbed in BSNL, who retired between 1.10.2000 and 31.7.2001.</i>	Department of Telecom may re-examine the issue. <b><u>(Action : Department of Telecommunication)</u></b>	<b><u>Deptt. of Telecom:</u></b> The proposal for rectification of anomaly in pension of BSNL employees retired within ten months of their absorption in BSNL w.e.f. 1.10.2000 was examined in consultation with the Internal Finance Wing and referred to Department of Pension and Pensioners' Welfare as well as Department of Expenditure. While Department of Pension and Pensioners' Welfare agreed with our proposal, Department of Expenditure did not agree to the same. However, DOP&PW opined that "since the Govt. had decided and implemented the formula for

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			<p>full minimum pension of all pensioners irrespective of their date of retirement as not to be less than 50 of the minimum pay in the revised scale. Therefore, the absorbtees who are entitled for combined service pension as per Rule 37A are also entitled for minimum of pension, irrespective of their date of retirement at the rate not less than 50 of the minimum pay in the scale of pay held by them at the time of their retirement. This being the rule position, the pensioners of this class retiring even after 1.8.2001 are entitled far minimum pension at the rate not less than 50% of the minimum pay in the scale of pay held by them at the time of retirement. Accordingly, the issue was examined and it has been decided that the absorbtees in BSNL who are entitled for combined service pension as per Rule 37 A are also entitled for minimum of pension, irrespective of their date of retirement, at the rate not less than 50% of the minimum pay in the scale of pay held by them at the time of retirement. This decision was conveyed to BSNL vide letter No. 40-10/2005-Pen(T) dated 27th September, 2011. However, since the grievance has not been settled in most of the cases, several representations were received from the pensioners/ Pensioners Associations of BSNL etc. The case is under examination in Department of Telecommunication.</p> <p><b><u>DoP&amp;PW:</u></b> DoP&amp;PW will examine the matter as and when any proposal is referred by Department of Telecommunication to us.</p>
7	<p><i><u>Sl. No. 28 of ATR of Para 5:</u></i> <i>Payment of pension to postal retirees through banks.</i></p>	<p>Department of Posts informed that proposal has been sent to the Reserve Bank of India for final clearance. The Department was asked to finalize the issue by 31.12.2012. <b><u>(Action : Department of Posts)</u></b></p>	<p><b><u>Department of Posts:</u></b> Department of Post has finalised and issued an scheme for Payment of Pension to postal retirees through Banks. Hence, the task has been completed.</p>
8	<p><u>6.1 of Para 6</u> Time bound grievance redressal &amp; real time dissemination of information are the two</p>	<p>The Department of Pensioners and Pensioners Welfare informed that all the Ministries have been</p>	<p><b><u>DoP&amp;PW:</u></b> The Department of Pension &amp; Pensioners Welfare have been writing to Nodal Officers of all Ministries/Departments to fix and observe time line for redressal of grievances. These instructions were</p>

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	<p>main ingredients of this novel venture for the welfare of pensioners</p>	<p>issued instructions to redress the grievance as per the timeline prescribed by Department of Administrative Reforms (ARPG). In cases it was not possible to give immediate reply, an interim reply should be given to the applicant. DOP&amp;PW will reiterate these instructions to all Ministries/Departments. The Railway association pointed out that direct cases which goes to Ministry of Railways should give acknowledgement on the same lines as in respect of cases coming through DoP&amp;PW. This facility is available in the software CPENGRAMS which can be made use by all Ministries/Departments. <i>(Action: Ministry of Railways, DOP&amp;PW and other Ministries)</i></p>	<p>again reiterated to all Nodal Officers of all Ministries/Departments vide Department letter No. 41/36/2011-P&amp;PW(C) dt. 15.10.2012 (<b><u>Annexure – A</u></b>)</p> <p>Further the review meetings at Secretary (Pension) level are also held with Ministries/Departments having high pendency in redressal of grievances 5 such meeting have already been held on 19.06.2012,14.08.2012, 18.09.2012,18.12.2012 and 28.01.2013 during the current financial year.</p> <p><b><u>Ministry of Railways :</u></b></p> <p>All Railway Units have been advised vide letter No. CPENGRAMS/1/2011 dated 14-11-2012 to make efforts to dispose of the Pension Grievances within two months time period as per the time line prescribed by Department of Pension &amp; Pensioners' Welfare letter No. F.No. 41/36/2011-P&amp;PW(C), dated 15-10-2012. As regards the issue of interim reply and acknowledgement on the lines of DOP&amp;PW, the matter is under examination and outcome would soon be conveyed.</p> <p><b><u>CPAO :</u></b></p> <p>Grievances are watched and replied regularly received through CPENGRAMS website. The same is also monitored on weekly basis by Chief Controller (Pensions). CPAO has also its own grievances cell where grievances are received/ registered through mail, e-mail telephone, in person etc. The Cell was started with 5 experience retired persons and Telephone lines. The same has been strengthened with 10 telephone lines with 10 dedicated persons to attend and resolve the grievances.</p> <p><b><u>Department of Financial Services :</u></b></p> <p>This Department has circulated the guidelines dated 15.10.2012 of the DOP&amp;PW to all the Public Sector Banks, Reserve Bank of India and Indian Banks' Association for strict compliance in its word and spirit vide our letter dated 28.12.2012.</p>
9	<p>6.2 of Para 6 Dissemination of information in real time:</p>	<p>All the Ministries were requested to update the information available in the website and provide</p>	<p><b><u>Department of Posts</u></b></p> <p>Department of Post has issued instructions to their offices to release the dearness relief on the basis of DR orders issued by DoP&amp;PW on website.</p>

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	<p>necessary linkage to the websites of Department of Pensioners and Pensioners' Welfare. Ministry of Railway have been asked to regularly update all the instructions for information of Pensioners association.</p> <p>Representative of the Posts &amp; Telcom Pensioner Association stated that when the circular about enhancement of Dearness relief (DR) for pensioners/family pensioners is issued by Department of Pension &amp; Pensioners' Welfare (DoP&amp;PW) and subsequently pasted on the Pensioner portal Website, the post offices don't take cognizance of it, until a separate circular is issued by the Department of Post on the basis of DoP&amp;PW Dearness Relief circular. This double exercise tantamounts to delay in getting the dearness relief by the pensioners/family pensioners through post offices. During the discussions, Hon'ble MOS(PP) mentioned that, circular on enhancement of Dearness Relief (DR) issued by DoP&amp;PW should be applicable to all offices of the Government of India. In this regard Secretary (P&amp;PW) will</p>	<p><b><u>Ministry of Railways :</u></b> Instructions have already been issued to all concerned Directorates to such as Establishment, Pay Commission, Health, Finance, Accounts etc to have their policy guidelines and circulars uploaded on the Railway website.</p> <p><b><u>CPAO :</u></b> information related to pensioners issued by CPAO are posted immediately on CPAO website. Linkage to the websites of Department of Pensioners and Pensioners' Welfare is also available on CPAO website.</p> <p><b><u>Department of Telecom :</u></b> Necessary instructions have already 'been issued to the concerned offices to release the dearness relief on the basis of DR orders issued by DOP&amp;PW on website.</p> <p><b><u>Department of Expenditure:</u></b> Necessary instructions have been issued to all concerned vide O.M. No. B-11015/2/2012-Ad.I dt. 23.01.2013 (<b><u>Annexure- B</u></b>)</p> <p><b><u>Ministry of Health &amp; Family Welfare :</u></b> M/O H&amp;FW has requested NIC to examine the proposal for providing the linkage for the website of D/o Pension &amp; Pensioners Welfare with this Ministry's website.</p> <p><b><u>Department of Financial Services :</u></b> This Department has circulated the guidelines dated 15.10.2012 of the DOP&amp;PW to all the Public Sector Banks, Reserve Bank of India and Indian Banks' Association for strict compliance in its word and spirit vide our letter dated 28.12.2012.</p>



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		<p>take up the issue with Department of Post and Department of Telecommunication</p> <p><i>(Action: M/o Railways /M/o Health &amp; Family Welfare /M/o Defence/ D/o Personnel &amp; Training/ D/o Expenditure/ D/o Financial Services/D/o Telecom. D/o Posts/ CGA/CPAO/DoPPW)</i></p>	
10	<p><u>6.3 of Para 6</u></p> <p>Simplification of submission of Life Certificate</p>	<p>The issue of submission of life certificate in any branch of Banks other than the Bank in which the pensioners had their accounts has not been found feasible. However, CPAO was asked to look into the feasibility of submission of life certificate in any of the branches of the same Bank.</p> <p><i>(Action: CPAO/ Department of Post/ Department of Telecommunication)</i></p>	<p><b><u>CPAO :</u></b></p> <p>Proposal for simplification for submission of Life Certificate has already been sent to Director D/o P &amp; PW vide UO No. 1(7) (4)/2011/SOPP/TA/ 668-689 dated 30/10/2012 by the Dy. Controller General of Accounts</p> <p><b><u>DOP&amp;PW:</u></b></p> <p>The proposal relating to submission of life and other certificate to any branch of a bank authorised for transacting Government Business has been concurred in by the Department of Expenditure. CPAO has been requested to issue instructions.</p> <p><b><u>Department of Telecom :</u></b></p> <p>The issue will be taken up with the bank after consolidation of Single Window system which was introduced w.e.f. October, 2012 for disbursement of pension through the banks by simplifying the procedure for submission of life certificate.</p>
11	<p><u>6.5 of Para 6</u></p> <p>Nomination facility for Family Pensioners drawing Life Time Arrears:</p>	<p>The Department of Pension and Pensioners Welfare agreed to further examine the proposal.</p> <p><i>( Action : Department of Expenditure/ Department of Financial Services/ CGA/CPAO and DOP&amp;PW)</i></p>	<p><b><u>DoP&amp;PW:</u></b></p> <p>The comments of Department of Legal Affairs on the legal question whether the family pension may be treated like a property personal to the recipient of family pension and whether it can be assigned to one or more member of family at his/her will and whether any such assignment will withstand any scrutiny of Court of Law if challenged by another member of the family. The department of Legal Affairs has examined the provisions contained in this department OM dated 30.10.1995 and states that the stand taken vide that OM appears to be in accordance with the intention of the makers of the</p>

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		intends to further bring it down through computerization and administrative actions. It was decided that a fix date and time may be prescribed for meeting the pensioners and the same should be put on the website. <b>(Action: Ministry of Health &amp; Family Welfare)</b>	
	b) A similar grievance committee at national level may also be constituted c) Central Government Health Scheme: Issues at Wellness Centers Bangalore d) CGHS Dispensary/Wellness Centre at Jammu e) Opening of three more CGHS Dispensaries, one at Mohali, second at Panchkula and "one more at Chandigarh	Hon'ble MOS (PP) directed Ministry of Health & Family Welfare to take appropriate action and he will take the matter with Minister of Health & Family Welfare also for empanelment of hospitals to be made better. <b>(Action: Ministry of Health &amp; Family Welfare)</b>	<b><u>Ministry of Health &amp; Family Welfare :</u></b> b) There is no need to constitute a separate grievance committee at national level. The relevant issues can be brought to the notice of the Ministry by the staff members of National Council (JCM) c) The process of empanelment of quality hospitals/diagnostic centres across the country including Bangalore is under process in this Ministry. Efforts are being made to empanel adequate number of private hospitals/diagnostic laboratories and imaging centres for the purpose of providing quality healthcare to the CGHS beneficiaries. d) CGHS dispensary in Jammu has since become operational e) CGHS is already overstretched and currently facing acute resource constraints. It would therefore not be possible to accede to the demand at this point of time.
14	6.12 & 6.13 of Para 6:  <b>6.12:</b> i) RELHS facilities to dependent parents ;  ii) On 24 <sup>th</sup> February, 2010 during the budget speech Minister for Railways	Ministry of Railways agreed to examine issues on merit in consultation with pensioners associations. In case they have any other grievance they may approach railway authorities. <b>(Action : Ministry of Railways)</b>	<b><u>Ministry of Railways :</u></b> <b>6.12:</b> (i) A Committee had been constituted by Railway Board to make recommendations with respect to modalities for implementation of the scheme for extension of medical facilities to both dependent father and mother of railway employees. The Committee has submitted its report which is under consideration of the Board.  (ii) A memorandum of Understanding was signed between Ministry of Railways and Ministry of Health & Family Welfare on 05.02.2010, regarding opening of OPD cum Diagnostic Centres, Secondary

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	have stated about Railways Outpatient Department (OPD) and Diagnostic centres.		<p>Level General Speciality Hospitals and Tertiary Level Multi-specialities Hospital on land, which is not immediately operationally required, to provide quality healthcare to Railway passengers, General public and Railway beneficiaries. It is planned to set up 381 OPD &amp; Diagnostic Centres (200 sq. m.), 101 Secondary Level General Speciality Hospital (5 acres) and 40 Tertiary Level Multi-specialities Hospital (20 acre). To translate the MoU into action, a High Power Working Group under the Chairmanship of Minister of State for Health and Family Welfare has been formed with senior officials of both the Ministries as members thereof. Three meetings of of the Working Group have so far been held in which about 91 locations have been identified for developing the healthcare facilities as pilot project. Out of these 91 locations, 50 locations have been identified for development of Diagnostics/OPD facilities, 25 locations/stations have been identified for setting up of Secondary Level General Speciality Hospitals and another 16 locations have been identified for development of Tertiary care hospitals.</p> <p>OPD &amp; Diagnostic Centres have been decided to be developed on priority basis as it will have a shorter gestation period and also it will require lesser amount of investment. Therefore, to test the model, the Ministry of Health &amp; Family Welfare has identified 11 locations viz. Kathua, Udhampur, Dhakuria, Bongaon, Barrckpore, Naihati, Bagnan, Khardah, Hasnabad, Erode and Tanuku for setting up of OPD &amp; Diagnostic Centres.</p> <p>Ministry of Health &amp; Family Welfare is in the process of finalizing the financial model for establishment and operation of the proposed OPD &amp; Diagnostic Centre. Ministry of Railways is regularly following up the matter with Ministry of Health &amp; Family Welfare.</p> <p>(iii) Instructions in this regard have been issued. <b><u>(Annexure-C)</u></b></p> <p>(iv) There is provision of Hospital Advisory Committees in Railway Hospitals to assist patient and their family members. The committee shall</p>
	iii) Separate nominated days for Pensioners/family pensioners for specialist consultation in Rly hospital.		
312	iv) Inclusion of representatives of		

Sl. No.	Issue raised in 21 <sup>st</sup> SCOVA meeting as per minutes	Decision taken in the 21 <sup>st</sup> SCOVA meeting	Follow up Action
	identified Associations & SCOVA members in Rly Hospital grievance committees.		consist entirely of ladies. As far as possible, the members of the Committee should be wives or other dependents of the Railway employees. The Medical Officer in charge of the hospital may in addition invite ladies not connected with the Railways but interested in social and voluntary hospital work to serve on these Committees.
	v) Smart Card Facility for RELHS beneficiaries		(v) Instructions in this regard have been issued. <b>(Annexure-D)</b>
	vi) RELHS to be open ended scheme		(vi) Instructions in this regard have been issued. <b>(Annexure-E)</b>
	vii) Streamlining of functioning of Railway Hospitals		(vii) Indian Railway Medical Services have a well defined system of referral. Zonal Hospitals being the referral hospitals for each Zone. Improvement in healthcare services is an on-going process. Every effort is being made to provide our beneficiaries with best of comprehensive healthcare in our hospitals within available resources.
	6.13-Welfare Measure for Railway Pensioners:		<u>6.13 (ii)</u> Provision exists in para 1963 of Indian Railway Engg. Code for allotment of spare building to House Welfare Organizations at a nominal fee. Zonal Railways can be approached accordingly in the matter.
	(ii)Provision of office accommodation to Pensioner Associations.		<u>6.13 (iv) and (v)</u> (iv) In terms of Schedule-V (Widow Pass) of Railway Servants (Pass) Rules, 1986 (Revised Edition-1993), dependent relatives are not entitled to be included in Widow Passes. However, as regards dependent children, there is no bar. They are to be included in the widow pass.
	iv)Allow dependents in Widow passes :		(v) After implementation of 6 <sup>th</sup> CPC recommendation, travel entitlements on Privilege Pass have been revised recently, which has benefited a large number of employees retired or serving. Keeping in view this large scale liberalization, further relaxation of rules to include provision of passes to family pensioners other than the widow on the pass is not considered feasible due to financial and other repercussions.
	v)Provision of passes to family pensioners other than the widow		

F.No. 41/36/2011-P&amp;PW(C)

Govt. of India

Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare

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289

3rd Floor, Lok Nayak Bhawan,  
New Delhi, the 15th October, 2012

To

All Nodal Officers of all Ministries/ Departments  
(Web Based Pensioners' Portal)

05 NOV 2012

Subject: To fix timeline for redressal of grievances.

Sir/ Madam

As per software developed for monitoring of Pension related grievances, all on-line grievances of pensioners are being fed through web application CPENGRAMS available in the Pensioners' Portal maintained by Department of Pension & Pensioners' Welfare and the same are forwarded online to the concerned Ministries/Departments/Organizations for their redressal. It has, however, been felt that timely action is not being taken by various Ministries/ Departments/ Organisations for redressal of grievances and same remain pending for unduly long periods. There is thus need to emphasis upon the concerned officers dealing with these grievances in your Department for taking timely action on the grievances of pensioners so that unnecessary delays could be avoided. The regional offices and field officers, wherever they exist also need to be sensitized in this regard accordingly.

2. As already requested earlier vide this Department's letter of even number dated 13.01.2012, you are once again requested to fix the time-line for timely redressal of grievances as per the guidelines issued by Department of AR&PG (copy enclosed). In cases where it is not possible to give immediate reply, an interim reply should be given to the applicant. An immediate action by concerned Ministries/Departments/Organizations will be steps towards pensioners' welfare and will go a long way in ameliorating the hardships of Pensioners.

Yours faithfully

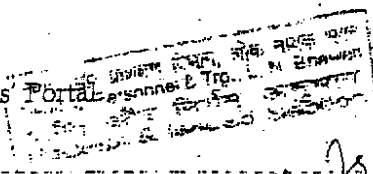
T. P. Ghosh

(Tripti P. Ghosh)  
Director

O/C

Copy to:

1. NIC - For updating the letter on Pensioners' Portal



No. B-11015/2/2012-Ad.I  
Government of India  
Ministry of Finance  
Department of Expenditure  
\*\*\*\*

Annexure - B

North Block, New Delhi  
Dated, the 23 January, 2013

OFFICE MEMORANDUM

Subject: 21<sup>st</sup> meeting of the Standing Committee of Voluntary Agencies (SCOVA) held on 27<sup>th</sup> September, 2012.

The undersigned is directed to refer to Department of Pension & Pensioners' Welfare's OM No.42/45/2009-P&PW(G) dated 31.08.2012 vide which a list of draft agenda items was forwarded to this Department for comments. Following two items in the draft agenda concern different divisions of this Department:

- (i) *Time bound grievance redressal in case of pensioners:*  
It has been reported that several Ministries are not handling the grievances with all seriousness which is required in such cases. These are sometime transmitted to wrong destinations and are also unilaterally closed on incorrect grounds without resolving.
- (ii) *Dissemination of information in real time:*  
Previously Pensioners' portal was being updated on daily basis. Circulars/orders/clarifications were being uploaded on the day of issue but now posting is delayed by two to three days. M/o Railways Rly. Bd., Directorate of Finance, Health, Establishment (Welfare) & 6<sup>th</sup> CPC are not posting upto date circulars/orders/clarifications on their respective website/web page. Hindi version of every order/circulars/clarifications should simultaneously be provided by all Ministries/Departments.

2. Concerned divisions are requested to take necessary action on the above items.

(Jitendra R. Gaikwad)

Under Secretary to the Govt. of India  
Tel. No.: 23095633

To

1. Dy. Controller General of Accounts (Shri C. Maheshwaran), O/o CGA
2. Dy. Controller of Accounts (Shri S.K. Jadhav), CPAO
3. Under Secretaries [E.II(A)/E.II(B)/E.V]

291

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAYS  
(RAILWAY BOARD)

No. 2012/H/28/1/RELHS

New Delhi, 26.09.2012


Chief Medical Directors,  
All Indian Railways.

Subject: - Provision of specialized OPD treatment to Sr. Citizens.

\*\*\*\*\*

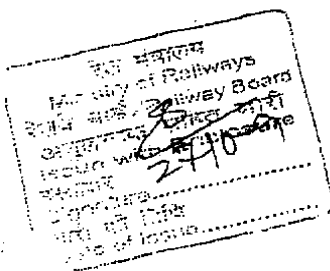
The issue of providing specialized treatment to eligible Sr. Citizens in Railway Hospitals on the nominated day(s) & time has been engaging attention for sometime.

In this regard, zonal Railways are advised to provide specialized services on priority on nominated day(s) to Sr. Citizens as per local arrangements.

  
(R.S. Shukla) 26/9/12  
Deputy Director, Health  
Railway Board

Please issue

O/c



292

GOVERNMENT OF INDIA  
MINISTRY OF RAILWAY  
(RAILWAY BOARD)

No. 2007/H/28/1/RELHS/Smart Card

New Delhi, Dated 18.07.2012

General Manager,  
All Indian Railways  
(including Production Units).

Sub: Cashless Service for RELHS Card Holder to take treatment in Recognized Private Hospitals in emergency.

\*\*\*\*\*

In an endeavour to alleviate the problems faced by the Sr. Citizens in getting treatment in emergency, a cashless service for RELHS card holders to take treatment in recognized private hospitals of National Capital Region was introduced by Northern Railway vide Board's letter of even no. dated 29.02.2008 as a Pilot Project. The scheme was subsequently extended by one year each on two occasions i.e. up to 20.08.2011 vide Board's letters of even no. dated 13.11.2009 and 27.01.2011.

The issue of extension of the scheme or otherwise was under consideration in the Ministry of Railways for sometime. The Competent Authority in the Ministry of Railways after careful consideration in the matter, has decided to extend the facility till further orders for RELHS beneficiaries to take care of their health care needs in an acute emergency. This scheme will now be available in all Metros, State Capitals and Zonal Headquarters of the Indian Railways. Detailed guidelines on the subject attached.

This issues with the concurrence of Finance Directorate in the Ministry of Railways.

*(Signature)*  
(Dr. D.P. Pande)

Executive Director, Health (P)  
Railway Board

DA:- As above.

No. 2007/H/28/1/RELHS/Smart Card

New Delhi, Dated 18.07.2012

Copy to:-

1. FA&CAOs, All Indian Railways including all Production Units.
2. The Chief Medical Directors, All Indian Railways including all Production Units.

*(Signature)*  
(Dr. D.P. Pande)

Executive Director, Health (P)  
Railway Board

No. 2007/H/28/1/RELHS/Smart Card

New Delhi, Dated 18.07.2012

Copy to:-

1. The principal Directors of Audit/ All Indian Railways including all Production Units.
2. Dy. Comptroller & Auditor General of India (Rlys.) Room No. 224, Rail Bhawan, New Delhi.

*(Signature)*

For Financial Commissioner/Railways

Copy to F(E) Spl. Branch.



GOVERNMENT OF INDIA  
MINISTRY OF RAILWAY  
(RAILWAY BOARD)

No. 2007/H/28/1/RELHS/Smart Card

New Delhi, Dated 27.08.2012

General Manager,  
All Indian Railways  
(including Production Units).

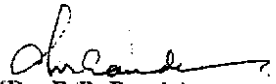
Sub: Cashless Service for RELHS Card Holder to take treatment in Recognized Private Hospitals in emergency-clarifications.

Ref: This office letter of even No. dated 18.07.2012.

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Approval of competent authority in the Ministry of Railways has been conveyed for extension of scheme of Cashless Service for RELHS Card Holders to take treatment in recognized private hospitals in emergency vide this office letter cited under reference. It has been stipulated therein that the scheme will now be available in all Metros, State Capitals and zonal Headquarters of Indian Railways.

It is clarified in this context that jurisdiction of Metro Delhi would also include National Capital Territory Region (NCR). Similarly, jurisdictions of metros of Mumbai, Kolkata and Chennai will also include their respective suburbs for the purpose of extension of Cashless Service for RELHS Card Holders. Other terms and conditions of the scheme will remain unchanged.

  
(Dr. D.P. Pande)

Executive Director, Health (P)  
Railway Board

DA:- As above.

No. 2007/H/28/1/RELHS/Smart Card

New Delhi, Dated 27.08.2012

Copy to:-

1. FA&CAOs, All Indian Railways including all Production Units.
2. The Chief Medical Directors, All Indian Railways including all Production Units.

  
(Dr. D.P. Pande)

Executive Director, Health (P)  
Railway Board

No. 2007/H/28/1/RELHS/Smart Card

New Delhi, Dated 27.08.2012

Copy to:-

1. The principal Directors of Audit/ All Indian Railways including all Production Units.
2. Dy. Comptroller & Auditor General of India (Rlys.) Room No. 224, Rail Bhawan, New Delhi.



For Financial Commissioner/Railways

Copy to F(E) Spl. Branch.

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

No.2011/H/28/1/RELHS/Court Case

New Delhi, Dated 31.05.12

The General Managers,  
All Indian Railways  
(Including Production Units),  
Director General, RDSO

Sub: Retired Employees Liberalized Health Scheme (RELHS-97).

Ref.: Board's letters No. 2003/H/28/1/RELHS dated 28.01.05, 21.10.05, 30.12.05, 10.05.06, 10.01.07 & 16.03.09.

Arising out of demands raised by Federations & various Pensioner Associations, the subject matter of facilitating Railway Medical Services to all Retired Railway personnel through RELHS-97, had been under consideration of Board for some time. After careful & detailed examination of the matter the following has been decided by Ministry of Railways -

- (a) For Pre-March 2009 retirees - The RELHS-97 will remain open-ended with a lock-in-period of six months for referral outside the Railway Hospital with the rider that this lock-in-period can be relaxed only in an emergency provided the patient is either admitted or visits the Railway Hospital and the facilities for the treatment are not available in Railway Hospital. Such referrals are to be processed only on recommendation of a specially constituted Medical Board.
- (b) For March 2009 and onwards retirees - The RELHS-97 will remain open for a period of another one year from the date of issue of the letter for all those retired railway personnel who have not joined the scheme for one reason or the other. The lock-in-period of six months as applicable for pre-March, 2009 retirees shall be applicable for these retirees also. Henceforth joining RELHS-97 has been made mandatory for all retiring Railway personnel without any exit clause whatsoever.

All other terms and conditions of RELHS-97 mentioned in Board's letter dated 16.03.2009 under reference will remain unaltered.

This has the approval of the President and issues with the concurrence of Finance Directorate of Ministry of Railways. Wide publicity should be given to the above provisions.

डॉ. डी.पी. पंडे / Dr. D.P. Pande  
कार्य.निदे.स्वा.(यो.)/Exec. Director Health (Plg)  
Telefax - 23389623  
Email: [edhp@rb.railnet.gov.in](mailto:edhp@rb.railnet.gov.in)

No.2011/H/28/1/RELHS/Court Case

New Delhi, Dated 31.05.12

Copy to:

1. The FA&CAOs, All Indian Railways including CLW/DLW/DMW/RWF.
2. Chief Personal Officers, All Indian Railways.

**AGENDA ITEMS FOR 22<sup>nd</sup> MEETING OF STANDING COMMITTEE OF VOLUNTARY AGENCIES (SCOVA) TO BE HELD ON 19<sup>th</sup> FEBRUARY, 2013, AT VIGYAN BHAVAN ANNEXE, NEW DELHI**

S.N	Agenda Item	Comments
1	<p><b><u>Same fitment benefit to Pre-2006 pensioners as recommended and implemented in respect of serving employees by the VI CPC.</u></b>  <b><u>Parity between Past and Future Pensioners.</u></b>  <b><u>Stepping up of Pension and Family Pension to 50% and 30% respectively. Extension of new benefits granted to the past pensioner.</u></b>  <b><u>The implementation of orders dated 01.09.2008 read with the orders dated 14.10.08 is not correct for fixation of pension.</u></b></p> <p>With regard to the issue of same benefit to pre-2006 pensioners as given to serving employees by 6th CPC and parity between past and future pensioners, the members were informed that CAT in its judgement on 1.11.2011 had dismissed the issue. With regard to issue of stepping of pension and family pension to 50% &amp; 30% respectively of the minimum of pay in the pay scale, the members were informed that appropriate action in this regard is being taken by the government. In view of the above, it has been treated as closed. No specific information about the CAT Judgement/Order has been cited in the above reference cited. It is requested to furnish details of the O.A.No.; date of filing; details of the CAT jurisdiction; where it was filed and with the names of the Petitioners and Respondents. This information is requested to pursue with the Government and to know whether any appeal has been preferred on this matter by the concerned Department/GOI etc.</p> <p>As regards stepping up of pension and family pension to 50% and 30% respectively of the minimum of pay in the pay scale, the matter now in the Court and posted to April, 2013, it is not understood how appropriate action in this regard is being taken up by the Government.</p> <p><b>( Action: DoP&amp;PW )</b> <i>Item of AIRRF</i>  <i>Please note last lines AIRRF</i>  <i>Item is against Pensioner's interest</i></p>	<p><b><u>DOP&amp;PW :</u></b></p> <p>The representations from pre 2006 in regard to demand of a higher weightage to the pre 2006 pensioners in revision of pension in terms of para 4.1 of OM dated 1.9.2008 were examined in consultation with Ministry of Finance. The position was clarified in OM dated 19.3.2010 that orders relating to revision of pension of pre 2006 pensioners/ family pensioners were correctly issued and no change is required to be made in this respect.</p> <p>CAT, Delhi in its order dated 1.11.2011 in OA No. 0655/2010 has stated that parity between pre 2006 and future pensioners cannot be accepted.</p> <p>In pursuance to Cabinet decision dated 24.9.2012, the Department has issued an OM Dated 28.1.2013 stepping pension/family pension of pre 2006 pensioners to 50% and 30% respectively as per the fitment table.</p> <p>As the date of hearing in the Writ Petition No. 1535/2012 in H.C. of Delhi challenging the order of Central Administrative Tribunal is 29.4.2013, a final decision in the matter would be taken after the judgement of Hon. H.C. of Delhi.</p>
2	<p><b><u>Disposal of disciplinary cases against the Retired Officials:</u></b></p> <p>Discontentment brews among the retirees for delay in disposal of Disciplinary cases as their cases remain unattended for years. This adds to their mental agony as a large chunk of dues payable to them are held up. Though they are paid PROVISIONAL PENSION, they are apprehensive of huge deduction from the said amount in case the decision goes against them.</p>	<p><b><u>DOP&amp;PW :</u></b></p> <p>The matter concerns DOP&amp;T. The action of DOP&amp;PW depends on the decision taken by DOP&amp;T.</p> <p><b><u>DOP&amp;T :</u></b></p> <p>Various instructions/ guidelines have been issued by the</p>

**Ministry of Personnel, Public Grievances & Pensions  
(Department of Pension & Pensioners' Welfare)**

**AGENDA ITEMS FOR 22<sup>nd</sup> MEETING OF STANDING COMMITTEE OF VOLUNTARY AGENCIES (SCOVA) TO BE HELD ON 19<sup>th</sup> FEBRUARY, 2013, AT VIGYAN BHAVAN ANNEXE, NEW DELHI**

S.N	Agenda Item	Comments
1	<p><b><u>Same fitment benefit to Pre-2006 pensioners as recommended and implemented in respect of serving employees by the VI CPC.</u></b>  <b><u>Parity between Past and Future Pensioners.</u></b>  <b><u>Stepping up of Pension and Family Pension to 50% and 30% respectively. Extension of new benefits granted to the past pensioner.</u></b>  <b><u>The implementation of orders dated 01.09.2008 read with the orders dated 14.10.08 is not correct for fixation of pension.</u></b></p> <p>With regard to the issue of same benefit to pre-2006 pensioners as given to serving employees by 6th CPC and parity between past and future pensioners, the members were informed that CAT in its judgement on 1.11.2011 had dismissed the issue. With regard to issue of stepping of pension and family pension to 50% &amp; 30% respectively of the minimum of pay in the pay scale, the members were informed that appropriate action in this regard is being taken by the government. In view of the above, it has been treated as closed. No specific information about the CAT Judgement/Order has been cited in the above reference cited. It is requested to furnish details of the O.A.No.; date of filing; details of the CAT jurisdiction; where it was filed and with the names of the Petitioners and Respondents. This information is requested to pursue with the Government and to know whether any appeal has been preferred on this matter by the concerned Department/GOI etc. As regards stepping up of pension and family pension to 50% and 30% respectively of the minimum of pay in the pay scale, the matter now in the Court and posted to April, 2013, it is not understood how appropriate action in this regard is being taken up by the Government.</p> <p><b>( Action: DoP&amp;PW )</b> <i>Item of AIRRF</i>  <i>Please note last lines AIRRF</i>  <i>Item is against Pensioners' interest</i></p>	<p><b><u>DOP&amp;PW :</u></b></p> <p>The representations from pre 2006 in regard to demand of a higher weightage to the pre 2006 pensioners in revision of pension in terms of para 4.1 of OM dated 1.9.2008 were examined in consultation with Ministry of Finance. The position was clarified in OM dated 19.3.2010 that orders relating to revision of pension of pre 2006 pensioners/ family pensioners were correctly issued and no change is required to be made in this respect.</p> <p>CAT, Delhi in its order dated 1.11.2011 in OA No. 0655/2010 has stated that parity between pre 2006 and future pensioners cannot be accepted.</p> <p>In pursuance to Cabinet decision dated 24.9.2012, the Department has issued an OM Dated 28.1.2013 stepping pension/family pension of pre 2006 pensioners to 50% and 30% respectively as per the fitment table.</p> <p>As the date of hearing in the Writ Petition No. 1535/2012 in H.C. of Delhi challenging the order of Central Administrative Tribunal is 29.4.2013, a final decision in the matter would be taken after the judgement of Hon. H.C. of Delhi.</p>
2	<p><b><u>Disposal of disciplinary cases against the Retired Officials:</u></b></p> <p>Discontentment brews among the retirees for delay in disposal of Disciplinary cases as their cases remain unattended for years. This adds to their mental agony as a large chunk of dues payable to them are held up. Though they are paid PROVISIONAL PENSION, they are apprehensive of huge deduction from the said amount in case the decision goes against them.</p>	<p><b><u>DOP&amp;PW :</u></b></p> <p>The matter concerns DOP&amp;T. The action of DOP&amp;PW depends on the decision taken by DOP&amp;T.</p> <p><b><u>DOP&amp;T :</u></b></p> <p>Various instructions/ guidelines have been issued by the</p>

S.N	Agenda Item	Comments
	<p>It is submitted that a special mechanism may be carved out, a directive may be issued from the proper authorities to the Investigating authorities including CBI etc., Disciplinary Authorities to ensure time bound disposal of the said cases within the prescribed time frame.</p> <p><b>( Action: DoP&amp;PW and DoP&amp;T)</b></p>	<p>Department of Personnel &amp; Training and the Central Vigilance Commission for expeditious disposal of disciplinary proceeding cases against delinquent government servants. These instructions are applicable to disciplinary cases against both serving and retired government officials. Recently DoPT has issued fresh guidelines vide OM No. 425/04/2012-AVD-IV(A) dated 29th November, 2012 on the issue.</p> <p>Further a Committee of Experts (Hota Committee) was constituted to examine and suggest measures to expedite the entire process involved in disciplinary/vigilance proceedings. The Hota Committee has submitted its report on 14.07.2010. The Committee has made several recommendations aimed at ensuring expeditious conclusion of disciplinary/vigilance proceedings against government servants. Though decisions on a few recommendations contained in Hota Committee report have been taken, some recommendations are still under the consideration of Committee of Secretaries.</p>
3	<p><b><u>Prompt response to grievance letters Central Secretariat Manual of office procedure Para 66 &amp; 67 page 39</u></b></p> <p><b>Prompt response to letters received: Para 66 CSMOP reads:</b></p> <p>(1) Each communication received from a Member of Parliament, member of the public, recognized association or a public body will be acknowledged within 15 days, followed by a reply within the next 15 day's of acknowledgement sent.</p> <p>(2) Where (i) delay is anticipated in sending a final reply, or (ii) information has to be obtained from another Ministry or another office, an interim reply will be sent within a month (from the date of receipt) indicating the possible date by which a final reply can be given.</p> <p>(3) If any such communication is wrongly addressed to a department, it will be transferred promptly (within a week) to the appropriate department under intimation to the party concerned.</p> <p>(4) Where the request of a member of the public cannot be acceded to for any reason, reasons for not acceding to such a request should be given</p>	<p><b><u>DOP&amp;PW :</u></b></p> <p>The Department receives grievances online/ electronically through the application Centralized Pension Grievance Redress and Monitoring mechanism (CPENGRAMS) as well through physical mail. The grievances received online are acknowledged without any delay. The complaints are electronically forwarded to the Ministries. With respect to grievances received through posts, the same is acknowledged within 5 days and send to the various Ministries/ Departments for early redressal. As per guidelines issue by the DARPG, the Ministries are supposed to redress the grievances within a time frame of two months. The Ministries have been informed about the timeline</p>

S.N	Agenda Item	Comments
	<p>courteously.</p> <p>(5) As far as possible, requests from members of public, should be looked at from the user's point of view and not solely from the point of view of what may be administratively convenient.</p> <p><b>Target date for replies, Para 67 CSMOP reads:-</b> In all important matters in which State Governments, departments of the Central Government, or other offices, public bodies or individuals are consulted, time limit for replies may ordinarily be specified. On expiry of the specified date, orders of the appropriate authority may be obtained on whether the offices, whose replies have not been received, may be allowed an extension of time or whether the matter may be processed, without waiting for their replies.</p> <p>Ministries of Defence, Railways, Finance &amp; Health &amp; FW may be advised to comply with above paras, while dealing with the correspondence of Pensioners' Associations identified by DOP &amp; PW.</p> <p><b>( Action: DoP&amp;PW, M/o Railway, M/o Health &amp; FW, M/o Defence, D/O Expenditure, D/O Financial Services, D/O Telecommunication, D/O Posts, CGA, CPAO)</b></p>	<p>issued by the DARPG by this Department and have been asked to maintain the same. In case the Ministries feel that the redressal may take more time than prescribed above, they can send an interim reply to the pensioner. However, it is for the Ministries to maintain the time line and the same is reviewed by the Department in various Review Meetings conducted by the Department wherein the Ministries also invited.</p> <p>In cases which involves policy matter the same is dealt by the concerned Desks in the Department and timeline of one month is generally maintained by the Department.</p> <p><b><u>CPAO :</u></b></p> <p>Central Pension Accounting Office (CPAO) maintains the data base of Central Civil Pensioners. Normally communications received in this office relate to the grievance of the pensioner.</p> <p>Each communication received in CPAO is monitored by internal grievance modules system. Special attention is given to references received from MOP, recognized associations or a public body. Matter is promptly taken with the respective Ministry/ Department or from the concerned bank of the pensioner, if required.</p> <p>Grievances are also watched and replied regularly received from CPENGRAM website. The same is also monitored on weekly basis by the Chief Controller (Pension).</p> <p>CPAO has also established its own grievances cell where grievances are received through mail, e-mail, telephone, in person etc. The cell is running with 10 experienced retired persons with 10 Telephone lines. The communication received</p>

S.N	Agenda Item	Comments
		<p>in this Cell are handled and disposed promptly with due courtesy.</p> <p>The status of all communications/ grievances are monitored closely by Chief Controller (Pension)/ Controller of Accounts.</p> <p><b><u>Ministry of Railways :</u></b></p> <p>In accordance with the Railway Board's MOP, Ministry of Railways (Railway Board) is following the procedure in regard to prompt disposal of letters received from Member of Parliament, Member of the Public, recognised association or a public body. Instructions in this regard have already been issued in the Board's Office and to Zonal Railways.</p> <p>In accordance with para 37 of Part-II of Railway Board's MOP, this Ministry is following the procedure in regard to target date for replies in important matters in which State Governments, departments of the Central Government, all other offices, public bodies or individuals are required to be consulted.</p> <p><b><u>Ministry of Health &amp; FW :</u></b></p> <p>This Ministry is broadly adhering to the directions as envisaged in para 66 and 67 of the Secretariat Manual of Office Procedure.</p>
4	<p><b><u>Merger of 78.2% IDA with basic pension benefit to the absorbed BSNL Pensioners:</u></b></p> <p>Merger of 78.2% IDA with basic pension benefit to the absorbed BSNL Pensioners w.e.f. 01-01-2007. Revision of Pension of the absorbed BSNL Pensioners was done with 68.8% IDA merger w.e.f. 01-01-2007. But in the light of DPE order No. 2(70)/08-DPE(WC)-GL-VIII/09 dated 2/4/2009, the benefit of IDA merger of 78.2% should be extended to the above mentioned pensioners. The same has already been extended to the all PSU Pensioners. Even BSNL Board has also approved the same to its staff.</p> <p><b><u>(Action: DoP&amp;PW / Department of Telecommunication )</u></b></p>	<p><b><u>Department of Telecommunications :</u></b></p> <p>So far, proposal has been received from BSNL for merger 78.2% IDA with basic pension benefit to the absorbed BSNL pensioners w.e.f. 1.1.2007. The same facility has not been given of the serving employees also. In case, the proposal of BSNL Board for the benefit of merger of 78.2% IDA to the serving employees is approved by the Govt. and a proposal for merger of 78.2% IDA with basic pension benefit to the absorbed</p>

S.N	Agenda Item	Comments
		<p>BSNL pensioners w.e.f. 1.1.2007 is received, it needs the approval of the Cabinet.</p> <p><b><u>DOP&amp;PW :</u></b></p> <p>The pension of absorbed BSNL pensioners who retired before 1.1.2007 was revised by Department of Telecommunication vide OM No. 15.3.11. This order provided for revision of pension of absorbees by adding together pre 1.1.2007 pension, DR (IDA) of 68.8% and fitment weightage @ 30% of the sum of existing pension and DR thereon. Before revising the pension of BSNL absorbees, DOT submitted a Cabinet Note for revision of pension. In our comments on the Cabinet Note, it was observed that for revision of pension, the formula as adopted for revision of pay of serving BSNL employees was being adopted. This Department had no objection to the formula for the revision of pension.</p> <p>Now, the absorbed BSNL pensioners are demanding that instead of DR of 68.8% the benefit of IDA of 78.2% should be extended to them, as this benefit is given to the serving employees now.</p> <p>In this regard DOP&amp;PW would be able to comment only after a proposal in this regard is received from DOT.</p>
5	<p><b><u>Delay in appointment on COMPASSIONATE ground:</u></b></p> <p>Instances are not rare in the past years when one of the eligible family members of a deceased officer had been issued APPOINTMENT LETTERS (during the obsequies period of the deceased) to join in the department where his/her late father/husband had been working.</p> <p>Fixation of quota of 5 % for such compassionate appointments not only creates a vacuum in the Department, but deprives a <u>bereaved family</u> (mostly in Group D and C cadre) of its rightful consideration.</p> <p>It is requested that the Govt. may kindly reconsider the issue to do away with the quota system, and consider</p>	<p><b><u>DOP&amp;T :</u></b></p> <p>The Scheme for compassionate appointment in Central Government Departments/ Ministries has been operative for a long time. On the basis of a Study Report on Welfare Measures for Central Government Employees prepared by the Department of Administrative Reforms and Public Grievances in 1994 – as also keeping in view a number of important judgments delivered by the Supreme Court, the policy</p>



S.N	Agenda Item	Comments
	<p>issue of a directive to all the Heads of the Departments to provide a job to the members of the bereaved family within <u>three months of death of the deceased officer.</u>  <b>( Action: Department of Personnel &amp; Training (DOP&amp;T)</b></p>	<p>guidelines on compassionate appointment were reviewed and rationalized and a comprehensive Scheme on Compassionate Appointment was issued by this Department vide O.M. dated 9<sup>th</sup> October, 1998, as amended from time to time.</p> <p>Under the Scheme, a dependent family member of a deceased Government employee is given appointment on compassionate grounds in order to enable the aggrieved family to tide over the financial crisis caused due to the death or untimely retirement on medical grounds of the sole earning member. The various features of the Scheme as also the eligibility criteria are contained in the consolidated instructions dated 9<sup>th</sup> October, 1998 as amended subsequently. One of criteria for grant of compassionate appointment under the Scheme is that the Compassionate appointment is to be given against direct recruitment vacancies in any Group 'C' and 'D' post (excluding technical post )in the office or department of the deceased employee, <u>limited to a ceiling of 5% of total such vacancies arising in a recruitment year.</u></p> <p>The ceiling of 5% of vacancies for making appointment on compassionate grounds contained in para 7 of the consolidated instructions dated 9.10.1998, was first introduced in 1995 through an O.M. dated 26.9.1995. In Umesh Kumar Nagpal Vs. State of Haryana &amp; Ors the Supreme Court has laid down a number of principles governing appointments on compassionate grounds and has held that as a rule, appointments in the public services should be made strictly on the basis of open invitation of applications and merit and compassionate appointment is an exception to this general rule. Keeping in view the directions of the Supreme Court in</p>

the above mentioned judgment as well as Mandal Commission judgment, it was decided to provide for a quota of 5% of direct recruitment vacancies in Group 'C' and 'D' category of posts in a year for filling up by compassionate appointment.

The compassionate appointment being a special dispensation as a welfare measure to help the family of the deceased government servant, the limit for such appointment has to be kept reasonable lest the provision is declared unconstitutional violating the mandate of Article 14 & 16 of the Constitution.

As the objective of the Scheme is to provide immediate relief to the family of the deceased Government employee, and also the fact that such appointment is to be restricted to 5% of direct recruitment vacancy in any Group C or D post, a time limit of three years time was prescribed for considering cases of compassionate appointment vide DoP&T O.M. No. 14014/19/2002-Estt. (D) dated 5th May, 2003. Prescribing time limit for considering applications for compassionate appointment has been reviewed vide this Department O.M No.14014/3/2011-Estt.(D) dated 26.07.2012. Subject to availability of a vacancy and instructions on the subject issued by this Department and as amended from time to time, any application for compassionate appointment is to be considered without any time limit and decision taken on merit in each case Compassionate appointments can be made upto a maximum of 5% of vacancies falling under direct recruitment quota in any Group 'C' post.

S.N	Agenda Item	Comments
6	<p><b><u>Extension of life CGHS membership to P&amp;T Pensioners:</u></b>  Extension of life CGHS membership to P&amp;T Pensioners who has paid subscription for ten years. Some of P&amp;T Pensioners have been extended the CGHS cover on court orders on yearly basis, and they have paid the required contribution for over TEN years, but have not been granted the 'Whole Life' status, which is due to all CGHS beneficiaries who have paid subscription for 10 years. This amounts to grave injustice to the elderly P&amp;T Pensioners, some of whom are over 80 years old, requiring immediate attention for remedial measures.  <b><u>(Action: M/o Health &amp; FW, D/o Telecommunication, D/o Posts)</u></b></p>	<p><b><u>Department of Telecommunications :</u></b></p> <p>As per MOH&amp;FW OM No. S-11011/46/95-CS-II/CGHS(P) dated 1.8.96 P&amp;T Pensioners who were not participating in CGHS while in service are not eligible for CGHS facility after retirement. The issue of extension of life CGHS membership to P&amp;T pensioners who has paid subscription for ten years is not dealt in this Section. Further it may be mentioned here that the issue for providing pensioners' CGHS Card is directly dealt by MOH&amp;FW and the matter not dealt in DOT.</p> <p><b><u>Ministry of Health &amp; FW :</u></b></p> <p>The matter is sub-judice. However, merger of dispensaries of Department of Posts in 12 cities with CGHS is under active consideration. Once implemented, it will address the problem of P&amp;T pensioners to a large extent.</p>
7	<p><b><u>Nomination for reimbursement in CGHS:</u></b>  Provision for Nomination for reimbursement in C.G.H.S. Nomination facility exists for all Govt. transactions like Pension, DCRG, GPF, CGEGIS etc., but not to CGHS. CGHS is not willing to extend this facility.  <b><u>(Action: M/o Health &amp; FW)</u></b></p>	<p><b><u>Ministry of Health &amp; FW :</u></b></p> <p>This has legal complications and therefore it would not be advisable to consider this request for nomination for reimbursement under CGHS.</p>
8	<p><b><u>Extension of duty hours of CGHS Dispensaries:</u></b>  Extension of duty hours to the CGHS States/Centres (Orders issued for extension of duty hours in Delhi on 1.1.2013.)  <b><u>(Action: M/o Health &amp; FW)</u></b></p>	<p><b><u>Ministry of Health &amp; FW :</u></b></p> <p>The working hours of CGHS has been extended in Delhi/NCR in order to ensure optimum utilization of scarce manpower resources of CGHS and also to improve the functioning of CGHS. This will enhance the satisfaction level of CGHS beneficiaries.</p>
9	<p><b><u>CGHS Plastic Smart Cards:</u></b>  Issue of CGHS Smart Cards for other Metro Cities including Chennai and Jammu (Already implemented at Delhi and recently in Bangalore)  <b><u>(Action: M/o Health &amp; FW)</u></b></p>	<p><b><u>Ministry of Health &amp; FW :</u></b></p> <p>The work has been assigned to NICSI and they are in process of issuing orders to private agencies for making plastic cards in other cities after following due tender process.</p>

S.N	Agenda Item	Comments
10	<p><b><u>CGHS sites on the net</u></b> – not updating info on the net regularly.</p> <p>For ex. (i) The latest let no. 11012/3/2011-CGHS(P) dt 29 Dec 2011 is still not posted. The old info as of 2009 is the latest on the site. (ii) O.M. S.14025/10/2002/MS dt. 21 Mar 2012 has not found a place yet. There are innumerable findings of this sort.</p> <p><b><u>(Action: M/o Health &amp; FW)</u></b></p>	<p><b><u>Ministry of Health &amp; FW :</u></b></p> <p>The website of CGHS is normally updated from time to time. Both the OM's under reference are now available on the Ministry/CGHS website.</p>
11	<p><b><u>Defence Civilian Pensioners :</u></b></p> <p>While in service defence civil employees play as important a role as the uniformed section and they get facilities at par with uniformed section as such after retirement also defence civil pensioners be accorded the status of ex servicemen.</p> <p><b><u>(Action: M/o Defence)</u></b></p>	<p><b><u>Ministry of Defence</u></b></p> <p>The service conditions of the Defence Service personnel and Defence Civilian are different and they are governed by different set of rules and regulations. Also the facilities being enjoyed by the civilians are not totally at par with service personnel. The purpose behind seeking the status of ex-servicemen by the civilian after retirement is not clear as to what kind of facilities they want to avail of so that the matter could be examined from that perspective.</p>

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No. 425/04/2012-AVD-IV(A)  
Ministry of Personnel, Public Grievances & Pension  
Department of Personnel & Training

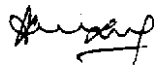
North Block, New Delhi  
29<sup>th</sup> November, 2012

**OFFICE MEMORANDUM**

**Subject:** Guidelines for monitoring and expeditious disposal of the disciplinary proceeding cases – reg.

Instructions have been issued in the past for expeditious disposal of disciplinary proceedings against delinquent government servants. However, it has been observed that disciplinary proceedings are generally taking a long time which defeats the very purpose of initiating the said proceedings. Therefore, it has been considered necessary to issue the following guidelines for monitoring and expeditious disposal of disciplinary proceedings:-

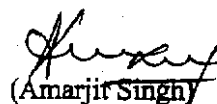
- i. There are a number of instances where the Courts have set aside the order of penalty due to inordinate delay in initiating action. Therefore, it has to be ensured that disciplinary proceedings are initiated without undue delay.
- ii. The Administrative Department/Competent Authority should study the allegations more carefully and resort to minor penalty proceedings instead of initiating major penalty proceedings, where the circumstances involve minor infringements or cases of procedural irregularities. It has to be kept in mind that a minor penalty swiftly but judiciously imposed by a Disciplinary Authority is much more effective than a major penalty imposed after years spent on a protracted enquiry.
- iii. There is undue delay due to repeated requests of the charged officer for time to give his written statement in reply to the charge sheet. As per existing instructions, the charged officer is allowed 10 days to submit his written statement. The charged officer may be allowed 3 – 4 days absence by the Controlling Officer for preparing his written statement in which case, no extension of time should be allowed beyond the stipulated period of 10 days. (DoP&T's OM No.142/5/2003-AVD.I dated 6<sup>th</sup> April, 2004)
- iv. If vigilance angle is involved in a complaint, the case should be referred to CVC for their 1<sup>st</sup> stage advice within one month from the date of receipt of investigation report. If vigilance angle is not involved, case should be put up to the disciplinary authority for taking decision to initiate disciplinary action for major or minor penalty against delinquent officer under CCS(CCA) Rules within one month from the date of receipt of investigation report.
- v. After receipt of first stage advice of CVC, the case should be put up to the disciplinary authority for taking decision to initiate disciplinary action for major or minor penalty against delinquent officer under CCS(CCA) Rules within one month from the date of receipt of 1<sup>st</sup> stage advice of CVC.



- vi. The chargesheet should be issued to the charged officer within a week from the date of receipt of decision of the disciplinary authority to initiate major or minor penalty proceedings against him. In any case, it should be ensured that the chargesheet is issued within one month from the date of receipt of the 1<sup>st</sup> stage advice of CVC.
- vii. Simultaneously with the issuance of chargesheet, names of suitable officer to be appointed as IO & PO may be selected tentatively. If the charged officer, in his written statement of defence, denies the charges leveled against him, orders regarding appointment of IO & PO should be issued immediately after receipt and consideration of defence statement. Copies of all the relevant papers/documents should also be provided to IO/PO along with the order.
- viii. The charge sheet should be drafted with utmost accuracy and precision based on the facts revealed during the investigation or otherwise and the misconduct involved. It should be ensured that no relevant material is left out and at the same time no irrelevant material or witnesses are included. (DoP&T's DO No.134/2/83-AVD.I dated 2<sup>nd</sup> May, 1985)
- ix. As far as possible, copies of all the documents relied upon and the statements of witnesses cited on behalf of the Disciplinary Authority should be supplied to the Government servant along with the charge sheet, so that the time taken by the charged officer to submit his written statement of defense is reduced. (DoP&T's DO No.134/2/83-AVD.I dated 2<sup>nd</sup> May, 1985)
- x. IO should submit his report within six months from the date of receipt of order of his appointment as IO. Where it is not possible to adhere to this time limit, the IO should submit reasons for delay to the disciplinary authority in writing.
- xi. A copy of the inquiry report and also disagreement of the disciplinary authority, if any, on it should be provided to the Charged Officer within 15 days from the date of receipt of Inquiry Report alongwith reasons for disagreement of the Disciplinary Authority with IO's findings, if any. (CVC Circular No. 000/VGL/18 dated 23<sup>rd</sup> May, 2000). The Charged Officer may be allowed 15 days to submit, if he so desires, his written representation or submission to the disciplinary authority irrespective of whether the report is favourable or not to the government servant (DoP&T's O.M. No.11012/13/85-Estt. dated 26<sup>th</sup> June, 1989)
- xii. After the receipt of the representation of charged officer on Inquiry Report, the case may be sent to CVC, wherever required, for their second stage advice, or to UPSC for their advice, as the case may be, within one month. (CVC's Circular No 000/VGL/18 dated 23<sup>rd</sup> May, 2000)
- xiii. Penalty order should be issued within a month from the date of advice of UPSC. (DoP&T's DO No 134/2/83-AVD.I dated 2<sup>nd</sup> May, 1985)
- xiv. The time-limits indicated above should be strictly adhered to. The CVO concerned would be directly responsible to adhere to these time limits.

- xv. Each Ministry/Department may keep ready a panel of IO/PO from their retired government officers which may be used when no serving government servant is available for appointment of IO/PO. The services of IOs/POs who would be available on the panel maintained by CVC may also be utilized in consultation with CVC.
- xvi. In some Departments a large number of oral inquiries are pending. In order to expedite completion of inquiries within a specified time limit, some officers on a full time basis may be earmarked by the concerned Department to act as IO/PO.
- xvii. In order to ensure expeditious disposal of disciplinary proceedings, vide DoP&T's OM No.372/19/2011-AVD-III (Pt.1) dated 26.09.2011, the second stage consultation with CVC in disciplinary matters has been dispensed with except in those cases where consultation with UPSC is not required as per extant rules/instructions. This may be followed. Since there will be only one consultation after receipt of IO's report (either with CVC or the UPSC, as the case may be), it is expected that the new procedure would substantially reduce the time taken in finalizing disciplinary proceedings after receipt of the IO's report.
- xviii. Wherever a Departmental officer is appointed as the IO in Departmental Proceedings, the officer concerned may be relieved from his normal duties for a period up to 20 days in two spells during which he should complete the inquiry and submit the report. During this period so allowed, he will attend to the inquiry on full time basis. These time spells may depend on the need and the feasibility of conducting full-time hearings on a day to day basis. (DoP&T's OM No.142/5/2003-AVD.I dated 6<sup>th</sup> April, 2004)
- xix. For effective monitoring of the disciplinary proceedings cases, the Vigilance set up must be strengthened in every Ministry/Department. Instructions issued vide DOPT OM No. 372/19/2011-AVD-III (Pt.1) dated 26.09.2011 are hereby reiterated. All Ministries/Departments are requested to take appropriate action in the matter.

All the Ministries/Departments are requested to follow the above guidelines in letter and spirit so that disciplinary proceedings are concluded expeditiously.

  
(Amarjit Singh)

Deputy Secretary to the Govt. of India

To,

1. Secretary, all Ministry/Department (As per standard list)

Copy to:

1. Secretary, Central Vigilance Commission, New Delhi.
2. Prime Minister's Office, South Block, New Delhi.
3. Cabinet Secretariat, Rashtrapati Bhawan, New Delhi.
- ✓ 4. NIC, DoP&T for uploading on the website of the Department.