

DRPSC Recommendations on 110th & 113th Report

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

भारत सरकार /Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/ Ministry of Personnel Public Grievances and Pensions

पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

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जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,

नई दिल्ली -110001 /New Delhi-110001

दिनांक/Dated: 04.04.2022

OFFICE MEMORANDUM

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

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

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

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



(Naresh Bhardwaj)

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To,

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

- ii. Nodal Public Grievance officer of Ministries/Departments Attached and Subordinate Organization of Government of India/State Government
- iii. NIC, DOPPW for appropriate action and uploading on the DOPPW Website/Pensioners Portal.

Copy, for information, to:

- i. Secretary, President Secretariat, Rashtrapati Bhawan, New Delhi
- ii. Secretary General, Lok Sabha Secretariat, Parliament House, New Delhi
- iii. Secretary General, Rajya Sabha Secretariat, Parliament House, New Delhi
- iv. Secretary (Coordination & PG), Cabinet Secretariat, Rashtrapati Bhawan, New Delhi
- v. PPS to Secretary (P&PW), PS to JS(P&PW).
- vi. All Dir/DS/US of DoPPW.



Annexure

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

Table-A

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

Table – B

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

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

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

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