

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

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No. E(W) 2011/PA-1/4

New Delhi, dated 20-12-2011

The General Managers
All Indian Railways &
Production Units, etc.

Sub: Conduct of Pension Adalats and dealing with pensioners.

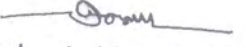
- Ref: Board's letters :
- (i) No. E(W) 95/PA-1/1 dated 12-10-1995.
 - (ii) No. E(W) 95/PA/2 dated 19-12-1997.
 - (iii) No. E(W) 2001/PA/1 dated 30-09-2004.

Representations are being received from Pensioners' Associations and individual pensioners stating that Ministry of Railways' instructions with regard to conduct of Pension Adalats are not being properly followed and that pensioners' grievances are not being addressed/replied resulting in harassment to railway pensioners.

2. This Ministry attaches great significance to adherence to policy guidelines issued in the matter as a follow up to the policy adopted by the Central Government with regard to pensioners' welfare under various orders and as enshrined in the National Policy on Older Persons.
3. Accordingly, based on the scheme announced by the Government, this Ministry had issued detailed instructions in the matter of conduct of Pension Adalats vide letter No. E(W) 95/PA/1 dated 12.10.1995 with a view to on-the-spot redressal of pensioners' grievances. It is again reiterated that these instructions may be followed scrupulously for redressal of pensioners' grievances. Any cases which could not be resolved in the Pension Adalats may be finalized and replied within a maximum period of three months.
4. Zonal Railways have also been advised earlier that complaints from Pensioners' Associations should be examined thoroughly and replies should be sent in time and that pensioners should be extended all help for addressing their problems promptly at one place obviating the need for them to run from pillar to post. It may be ensured that these instructions are followed by all concerned.

5. Further, Board has decided that CPO(IR) on Zonal Railways Headquarters, a DPO on Divisions and a Dy. CPO in Production Units will be the nodal officer for dealing with Pensioners' Associations and coordinating with other departments for addressing pensioners' concerns raised by Associations and individual pensioners and replying to their representations. Other units may also nominate officer of the appropriate level for this purpose. It is also advised that such information and other information regarding Pension Adalats, etc. may be posted on the respective websites of Zonal Railways, Production Units, etc. on the Pensioners' related web page. It needs no emphasis that the staff in the concerned departments should also be sensitized for dealing with pensioners with due respect and according urgency to redressal of their grievances.

6. Receipt of this letter may please be acknowledged.


(Debasis Mazumdar)
Joint Director Estt. (Welfare)
Railway Board

No. E(W)2011/PA-1/4

New Delhi, 20-12-2011

Copy forwarded to :-

1. The General Secretary, AIRF, Room No.256-E, Rail Bhavan, N.Delhi (with 35 spares)
2. The General Secretary, NFIR, Room No.253, Rail Bhavan, New Delhi. (with 35 spares)
3. The Secretary General, FROA, Room No.256-A, Rail Bhavan, New Delhi (with 5 spares)
4. The Secretary, RBSS, Group 'A' Officers Association (with 5 spares)
5. The President, Railway Board Class II Officers' Association (with 5 spares)
6. The Secretary General, IRPOF, Room No.268, Rail Bhavan, New Delhi (with 5 spares)
7. The President, Indian Railway Class II Officers Association, Rail Nilayam, Secunderabad (with 5 spares)
8. The President, All India SC/ST Railway Employees Association, 7-GF, Rail Bhawan, New Delhi.
9. The Secretary, Railway Board Ministerial Staff Association (with 5 spares)
10. The Secretary, Railway Board Class IV Staff Association (with 5 spares)
11. The General Secretary, All India RPF Association, Room No.256-D, Rail Bhavan, New Delhi.


for Secretary/Railway Board