

Brief note on Interactive Awareness Programme on “Pensioners’ Portal” and “Sankalp” held at Cinema Hall, Assam Rifles, Near Assam Rifles Football Ground, Aizawl (Mizoram) on 5th February, 2015

1. The Department of Pension & Pensioners’ Welfare organized its first awareness programme in the State of Mizoram for the benefit of the pensioners residing in and around Aizawl. Around 350 pensioners participated in the Awareness Programme. These included pensioners who had retired from the State Government and also participated enthusiastically. Some pensioners from the Defence forces were also there. The meeting was chaired by Secretary, Pension and was attended among others by Ms. L. N. Tochowng, Finance Commissioner, Govt. of Mizoram.

2. The minute to minute programme is given at Flag – A.

3. In his opening remarks, Secretary (Pension) informed the gathering that the government is emphasizing more on e-governance programmes and was working towards Digital India. He further informed the participants that two such programs in the North East have already been conducted by the Department i.e. in Shillong (Meghalaya) and Agartala (Tripura). Secretary (Pension) further highlighted that in tune with the Government policies new initiatives had been introduced by Department of Pension & PW i.e. Bhavishya – (an Online Pension Sanction and Pension Payment System); JeevanPramaan (Digital Life Certificate System by authentication through Aadhar); and Sankalp (wherein a portal for the benefit of the pensioners wanting to register and work for the development of the society).

4.1 The introductory address was followed by screening of a short movie ‘Help at Your Finger Tips’ which is based on Pensioners’ Portal. After that a presentation on lodging of online grievances and its monitoring was done by NIC wherein pensioners were shown step by step procedure to be followed to lodge a grievance online sitting at the comforts of their home.

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4.2 Thereafter a presentation was made on the new initiative 'Sankalp' - wherein the experience and expertise of the pensioners are proposed to be utilized in socially productive work. The pensioners were informed about the procedure for registration under Sankalp.

5. This was followed by an open session where the pensioners are given a chance to ask any questions on any issues pertaining to the department. In the open session, the issue regarding disparity in the pension of Assam Rifle retirees with the Armed Forces pensioners was raised. It was informed that the concern of Assam Rifles pensioners would be conveyed to MHA for appropriate action. The pensioners of Assam Rifles took up issue regarding non-payment of revised pension by the Banks as per the recommendations of 6th CPC although revised SSA had already been issued by the CPAO in 2013. The Department informed that the matter would be taken up with CPAO to ensure that the revised pension is actually paid by the pension disbursing banks on the basis of revised SSAs issued by CPAO. The pensioners were also informed that the grievance in individual cases could be given in writing for taking up the matter with the concerned authorities.

6. The pensioners of Aizawl were also informed about the recent decision of the government to start CGHS facilities in their city which was received very well.

7. One retired IAS officer who is getting three pensions - one as an AIS pensioners and one each for service rendered in Maharashtra State Administrative Tribunal and CAT, informed that revision of his pension in respect of MSAT and CAT had been delayed. He also mentioned that the family pension also needs to be indicated in the Pension Payment Order/SSA. It was informed that the matter would be taken up with the concerned authorities, in this case DoPT.

8. This was followed by Vote of Thanks by Shri Harjit Singh, Deputy Secretary.