

F. No. 42/1/2013-P&PW(G)  
Government of India  
Ministry of Personnel, Public Grievances & Pensions  
**Department of Pension & Pensioners' Welfare**

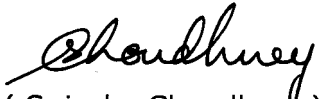
3<sup>rd</sup> Floor, Lok Nayak Bhavan,  
Khan Market, New Delhi - 110003  
Date: 6<sup>th</sup> February, 2013

**OFFICE MEMORANDUM**

**Subject: Action Taken Report (ATR) on the minutes of the 21<sup>st</sup> meeting of Standing Committee of Voluntary Agencies (SCOVA).**

Please find enclosed herewith a copy of Action Taken Report (ATR) on the decisions of the 21<sup>st</sup> meeting of the Standing Committee of Voluntary Agencies (SCOVA) held on 27<sup>th</sup> September, 2012 in New Delhi under the Chairmanship of Hon'ble MOS(PP) for kind perusal.

**Enclosure : As above.**

  
( Sujasha Choudhury )  
Deputy Secretary (P)  
Telefax : 24644637

To,

1. Director, NIC, 3<sup>rd</sup> floor, Lok Nayak Bhawan, New Delhi for placing this Office Memorandum on this Department's website [www.pensionersportal.gov.in](http://www.pensionersportal.gov.in) → Circulars → SCOVA.
2. **Pensioners Associations under SCOVA :**

**STANDING GROUP**

- (i) Secretary, National Council (Staff Side) JCM, 13-C, Ferozshah Road, New Delhi - 110001.
- (ii) President, All India Retired Railwaymen's Federation, Block 303, Railway Colony High School, Chilkallguda, Secunderabad - 500025, Andhra Pradesh.
- (iii) President, Indian Ex-Services League, 9, Nyaya Marg, Chanakyapuri, New Delhi - 110 021.
- (iv) President, All India Federation of Pensioners Association, G-2, Soundarya, New No. 51, Old No. 22, Kavarai Street, Saidapet West, Chennai - 600015.
- (v) Secretary General, Bharat Pensioners' Samaj, Post Box No. 3303, Jangpura P.O. New Delhi - 110 014.

**ROTATING GROUP**

- (i) Vice President & Honorary Secretary, Air Force Association, Air Force Station, Race Course Camp, New Delhi - 110 003.
- (ii) President, Retired Railway Employees Welfare Association, 490A/16, Gurudwara Road, Gurgaon - 122 001, Haryana.

Contd..2..

- (iii) President/General Secretary, P&T Pensioners' Welfare Association, House No. 686, Sector 40-A, Chandigarh - 160036, Punjab.
- (iv) President, Karnataka Central Government Pensioners' Association, Bangalore (Regd.) 'Swarna', No.120/1, 2<sup>nd</sup> Main Road, GD Park Extension, Vyalikaval, Bangalore-560 003.
- (v) General Secretary, Federation of Central Government Pensioners' Organization, 253-A, Ashoke Road, PO - Garia, Kolkata - 700084.
- (vi) President, Central Government Pensioners Welfare Association, Jammu Olympic Association Bldg., Parade, Jammu - 180001, Jammu & Kashmir.
- (vii) President/General Secretary, All India Organisation of Pensioners, Kanpur, 120/469, Lajpat Nagar, Kanpur - 208 005 Uttar Pradesh.
- (viii) President/General Secretary, Central Government Pensioners Association, Maharana Sahi, Vivekananda Marg, Bhubaneswar - 751 002, Orissa.
- (ix) President/General Secretary, All India Central Government Pensioners' Association, 1785, Sadashivpeth, Phadkeshankul, Near Pune, Vidyarthi Griha, Pune - 411030, Maharashtra.
- (x) President/General Secretary, Jharkhand Pensioners' Kalyan Samaj, Near Treasury Office, Court Compound, Ranchi (Jharkhand) - 834001

**3. *Invited Ministries/Departments.***

- 1. Ministry of Finance (Department of Expenditure)
  - 2. Ministry of Defence (Department of Ex-Servicemen Welfare).
  - 3. Ministry of Railways.
  - 4. Department of Posts.
  - 5. Department of Telecommunications.
  - 6. Ministry of Health & Family Welfare.
  - 7. Department of Personnel & Training (DOP&T).
  - 8. Department of Financial Services.
  - 9. Controller General of Accounts (CGA).
  - 10. Central Pension Accounting Office (CPAO).
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**Ministry of Personnel, Public Grievances & Pensions**  
**(Department of Pension & Pensioners' Welfare)**  
**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	2	3	4
1	<p><i>Sl. No. 1 and 19 of ATR of Para 5 :</i></p> <p><i>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>	<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 applications and 6.00 lakhs are pending. The Ministry has been asked to complete the task of issuing revised PPOs by</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>

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.

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. **The Ministry was asked to deploy additional manpower for capturing of data and complete the revision exercise by 30<sup>th</sup> September, 2013.**

Secretary (P&PW) requested all the organizations/Departments/ Ministries to expedite the same without further delay and update the latest status with the Department of Pension & Pensioners' Welfare.

**( Action : CPAO, M/o Railways, M/o Defence, D/o Posts, D/o Telecom and DOP&PW**

30.11.2012 in respect of revision of PPOs of pre 2006 pensioners is **45.18%**. All the Head of Circles/ Postal Accounts offices have been requested to get the work completed by target date.

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.

**Ministry of Railways :**

(i) The position of revision of Pre-2006 and Post-2006 PPOs to the end of December/2012 is given below :-

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

(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.

(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 same before being forwarded to the Accounts Department for revision of pension.

			<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> 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>
2	<p><b><u>Sl. No. 6, 7 and 8 of ATR of Para 5:</u></b> (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. (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 (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 ( <b><u>Action : Ministry of Railways and DOP&amp;PW</u></b>)</p>	<p><b><u>DOP&amp;PW:</u></b> (a), (b) and (e): No change in the information.(d): Ministry of Railways had been requested on 22.11.12 and reminded on 07.01.13.  (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><b><u>Sl. No. 13 and 16 of ATR of Para 5:</u></b> <b><u>(13) -</u></b> The Orders of Ministry of Health reiterating that all the pensioners are at liberty to opt themselves with any of the nearest CGHS hospital/dispensary may be widely circulated. Arbitrary</p>	<p>It was informed that the issue was taken up with the concerned ministries and the decision to merge 19 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</p>	<p><b><u>Department of Posts :</u></b> <b><u>Merger of 19 postal Dispensary located in 12 cities with CCHS</u></b> As per recommendations of VI Pay Commission, the matter of merger of 19 Portal Dispensaries in 12 cities, where CGHS is in operation, is in active consideration. <b><u>Fixed Medical Allowance to Pensioners of Department of Posts &amp; Telecommunication (FMA):</u></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>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>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><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><i>Sl. No. 17 of ATR of Para 5: Inclusion of Representatives of A.I.R.R.F and SCOVA in Railway Hospital Advisory Committees.</i></p>	<p>The matter is under examination in consultation with Zonal Railways.</p> <p><b><u>(Action : 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>
5	<p><i>Sl. No. 23(ii) of ATR of Para 5 Fixed Medical Allowance.</i></p>	<p>It was informed that jurisdiction of a dispensary is decided by its admn. Authorities. Department of</p>	<p><b><u>DoP&amp;PW:</u></b></p> <p>The position regarding entitlement of FMA to non-railway civil pensioners was explained in the last meeting. It was explained that those residing within</p>

	<p>(ii): to pensioner residing beyond 2.5 kms from dispensary.</p>	<p>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.</p> <p>The members thereafter raised specific issue of RELHS. It was decided that the Ministry of Railways may discuss the issue with the members. (Action : Ministry of Railways)</p>	<p>the jurisdiction of CGHS dispensary were not entitled to FMA.</p> <p><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.</p> <p>Regarding issues relating to RELHS, the position has been explained against Sl. No. 4 &amp; Sl.No. 14 of the ATR by Ministry of Railways</p>
6	<p><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></p>	<p>Department of Telecom may re-examine the issue. (Action : <u>Department of Telecommunication</u>)</p>	<p><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&amp;PW opined that "since the Govt. had decided and implemented the formula for 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 absorbees 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</p>

			<p>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 for 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 absorbees 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. (copy enclosed) 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><b><u>Sl. No. 28 of ATR of Para 5:</u></b> <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><b><u>6.1 of Para 6</u></b> Time bound grievance redressal &amp; real time dissemination of information are the two main ingredients of this novel venture for the welfare of pensioners</p>	<p>The Department of Pensioners and Pensioners Welfare informed that all the Ministries have been 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</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 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> 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>to all Ministries/Departments.</p> <p>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.</p> <p><b>(Action: Ministry of Railways, DOP&amp;PW and other Ministries)</b></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>
9	6.2 of Para 6 Dissemination of information in real time :	<p>All the Ministries were requested to update the information available in the website and provide 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</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> <p><b><u>Ministry of Railways :</u></b></p> <p>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></p> <p>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></p> <p>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</p>

		<p>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 take up the issue with Department of Post and Department of Telecommunication</p> <p><b>(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)</b></p>	<p>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>
10	6.3 of Para 6 Simplification of submission of Life Certificate	<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><b>(Action : CPAO/Department of Post/ Department of Telecommunication)</b></p>	<p><b><u>CPAO :</u></b> 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> The matter is under examination in consultation with Department of Expenditure</p> <p><b><u>Department of Telecom :</u></b> 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</p>

			procedure for submission of life certificate.
11	<u>6.5 of Para 6</u> Nomination facility for Family Pensioners drawing Life Time Arrears:	The Department of Pension and Pensioners Welfare agreed to further examine the proposal. ( <i>Action : Department of Expenditure/ Department of Financial Services/ CGA/CPAO and DOP&amp;PW</i> )	<b><u>DoP&amp;PW:</u></b> The matter is under examination in consultation with D/o Legal Affairs.
12	<u>6.7 of Para 6</u> Medical Insurance coverage to Pensioners	The Representatives of Ministry of Health & Family Welfare informed that the proposal has been sent to Planning Commission in 12 <sup>th</sup> Plan and the scheme will be started for obtaining the requisite information. ( <b><u>Action: Ministry of Health &amp; Family Welfare</u></b> )	<b><u>Ministry of Health &amp; Family Welfare :</u></b> Department will initiate further process in the matter after finalization of the 12 Five Year Plan which is in its final stages.
13	<u>6.8 of Para 6</u> a) Grievances Committees at the Additional Director (CGHS) Level at Delhi :	Advisory Committees have been constituted at Wellness Centre level which meets regularly to settle the issues at local level itself. Claim day once in a month and Claim Adalat from time to time are held in each zone to settle outstanding reimbursement claims. Detailed instructions to streamline and expedite disposal of Medical Reimbursement Claims have also been issued and the position is being monitored at all levels regularly. As a result of the initiatives taken by the Ministry in this regard, the pendency has been brought down drastically. MOHFW intends to further bring it down through computerization and administrative actions. It was decided that a fix date and time may be prescribed	<b><u>Ministry of Health &amp; Family Welfare :</u></b> Instructions have been issued to all Additional Directors of CGHS cities/zones to fix a time slot of 11.00 AM to 01.00 PM on every Wednesday for hearing and redressal of grievances of CGHS beneficiaries including pensioners.

		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>Ministry of Health &amp; Family Welfare :</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>Ministry of Railways :</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 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 & Diagnostic Centres (200 sq.m.), 101 Secondary Level General Speciality Hospital (5acres) and 40 Tertiary Level Multi-specialities Hospital (20 acre). To translate the MoU into action, a High Power Working Group under the

	<p>iii) Separate nominated days for Pensioners/family pensioners for specialist consultation in Rly hospital.</p> <p>iv) Inclusion of representatives of identified Associations &amp; SCOVA members in Rly Hospital grievance committees.</p> <p>v) Smart Card Facility for RELHS beneficiaries</p>		<p>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, Barreckpore, 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 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.</p> <p>(v) Instructions in this regard have been issued. <b><u>(Annexure-D)</u></b></p>
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	<p>vi) RELHS to be open ended scheme</p> <p>vii) Streamlining of functioning of Railway Hospitals</p> <p>6.13-Welfare Measure for Railway Pensioners:</p> <p>(ii)Provision of office accommod to Pensioner Asso.</p> <p>iv)Allow dependents in Widow passes :</p> <p>v)Provision of passes to family pensioners other than the widow</p>		<p>(vi) Instructions in this regard have been issued. <u>(Annexure-E)</u></p> <p>(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.</p> <p><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.</p> <p><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.</p> <p>(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.</p>
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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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3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
New Delhi, the 15<sup>th</sup> 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.

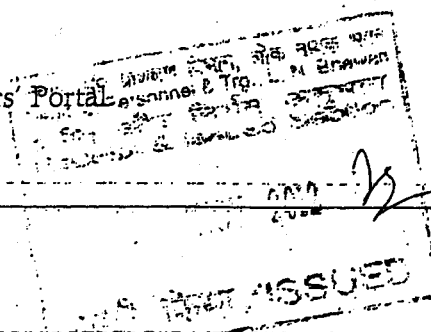
Yours faithfully


(Tripti P. Ghosh)  
Director

O/C

Copy to:

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



No. B-11015/2/2012-Ad.I  
Government of India  
Ministry of Finance  
Department of Expenditure  
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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.III(B)/E.V]



(A)

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.

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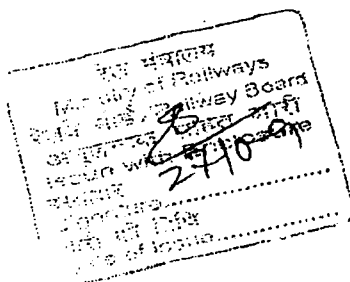
The issue of providing specialized treatment to eligible Sr. Citizens in Railway Hospitals on the nominated day(s) & time has been engaging attention for sometime.

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 use*

*O/c*



GOVERNMENT OF INDIA  
MINISTRY OF RAILWAY  
(RAILWAY BOARD)

(B)

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.**

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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.

  
(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.

  
(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.



For Financial Commissioner/Railways

Copy to F(E) Spl. Branch.

(B)

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).

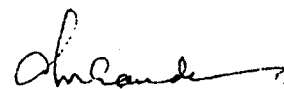
**Sub:** Cashless Service for RELHS Card Holder to take treatment in Recognized Private Hospitals in emergency-clarifications.

**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

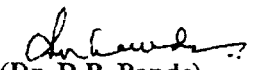
DA:- As above.

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. पांडे / Dr. D.P. Pande  
कार्य. निदे. स्वा. (यो.) / Exec. Director Health (Plg)  
Telefax - 23389623  
Email: 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.