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Republic Day Celebrations 2016

86  
7

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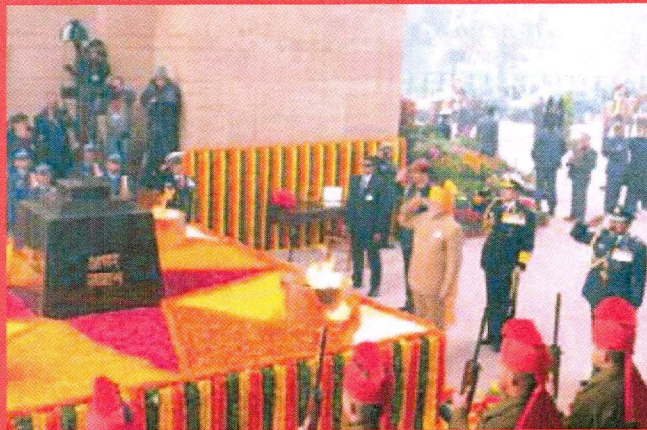
On front cover: The President, Mr Pranab Mukherjee giving away the highest gallantry award Ashok Chakra to Lance Naik Mohan Nath Goswami of 9 Para (Special Forces) posthumously, the award received by his wife Smt Bhawana Goswami, on the occasion of the 67th Republic Day Parade.

pic. CD Mehta

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## A Unique Platform for Pensioners' Welfare

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# A Unique Platform for Pensioners' Welfare

The Defence Accounts Department headed by the CGDA is constantly engaged in addressing the grievances of the large community of Defence veterans and their families and has taken a number of proactive steps to reach out to them going beyond conventional methods of replying to pensioners' queries and concerns through letters, email, telephone etc. The platform of Defence Pension Adalats has been used to reach out to large number of Defence pensioners (current number 2.5 million) spread across the country and especially those located in remote regions of the country. These Adalats have been highly successful and well received by both the Pensioners as well as various authorities in redressing the grievances of the pensioners literally at their door steps.

The platform of Defence Pension Adalats, held under the overall aegis of Ministry of Defence, was set up in 1987 as a major step towards settling pension related queries and grievances of the Defence pensioners. The first Adalat was held on December 29, 1987 at Jalandhar. Since then, the CGDA has held 137 adalats in 89 stations across the country. Till date, about 56837 grievances received in various adalats have been settled to the satisfaction of the applicants.

The Defence Pension Adalats have become a unique forum where all the concerned agencies involved in pension process ranging from Record Offices, Pension sanctioning authorities to representatives of Banks, treasuries, DPDOs etc. come together and resolve the grievances of the pensioners in a comprehensive manner. The dates and venues of the Adalat are advertised in advance through local media, local



Mrs Shobhana Joshi, IDAS, CGDA lighting the inaugural lamps at the Guwahati Adalat on December 7, 2015 in the presence of Dr. G.D.Pungle, IDAS, PCDA (P)

administration including the Zilla Sainik Boards, Defence/ Military authorities in the area seeking applications from the pensioners residing in those areas as also to take part in the Adalats and seek on the spot redressal of their pension related queries or complaints. As a result of advance mobilization, financial benefits are also disbursed during these Adalats based on revised entitlements worked out in

response to applications made prior to the date of Adalat. The Adalats also serve as a forum to disseminate latest orders and improvements on the pension side to not only the pensioners but also to local military and disbursement authorities like Banks, Treasuries etc. Besides, the Platform of Adalat is also utilized by the pensioners and the local military authorities to know and disseminate various other welfare activities for the Ex-servicemen.

The venues for the Adalat are determined based on number of pensioners located in those areas and feedback or requests received from pensioners, pensioners' groups or Defence formations. Applications are sought in advance and action taken on each of them in association with Record offices, Sanctioning authorities, disbursement agencies like the banks, DPDOs, treasuries etc prior to the dates of the Adalat to ensure that disbursement is made or complaint settled during the Adalat program. Broadly, the grievances range from delays in disbursement of pensionary awards and release of arrears, re-fixation of pension consequent to issue of orders revising

Defence Pension Adalats in 2015		
S.No.	Station	No. of grievances Settled
1.	Dehradun/ Uttrakhand (March' 2015)	375
2.	Udhampur/ J&K (April' 2015)	325
3.	Kannur/Kerala (May 2015)	544
4.	Port Blair/ Andaman & Nicobar (May 2015)	180
5.	Jalandhar/ Punjab (June 2015)	159
6.	Nasik/ Maharashtra (July 2015)	377
7.	Nagpur/ Maharashtra (July 2015)	188
8.	Yol/Chamba (H.P.)(Sep 2015)	82
9.	Vellore/Tamilnadu (Nov 2015)	291
10.	Guwahati/Assam (Dec 2015)	143

pension awards, in-correct fixation, wrong payments and seeking confirmation on disbursement of correct pension dues.

In the year 2015, the department conducted 10 Defence Pension Adalats in all the zones of the country – (see box for the stations where Adalats were held and participation levels).

During these Adalats, about 70 % of the grievances received have been settled to the satisfaction of the pensioners by officers of PCDA (P), DPDOs, Banks, Record offices / Services representatives. The highlights of the Adalats held in 2015 was disbursement of Rs. 152.18 Lacs worth of financial benefits to Defence pensioners due to the intervention of Adalat forum.

Continuing with this tradition of reaching out to the Defence Pensioners, the CGDA will be holding 8 Defence Pension Adalats in the year 2016, starting with Adalat in Kochi in March 2016 and, thereafter, one in each zone including one in North East - at Aizwal, Mizoram. It has also been decided to take customer

Upcoming Adalats in 2016			
S I . No.	Station	Month	Organizing Controller
1.	Kochi (Kerala)	March' 2016	PCDA (Navy) Mumbai
2.	Satara (Mah)	April' 2016	PCDA (P) Allahabad
3.	Ranikhet (Uttarakhand)	May' 2016	PCDA (P) Allahabad
4.	Mysore (Karnataka)	May' 2016	CDA Chennai
5.	Bhopal (MP)	June' 2016	CDA (AF) New Delhi
6.	Aizawal (Mijoram)	Sep' 2016	PCDA (P) Allahabad
7.	Surajgarh (Rajasthan)	Oct' 2016	PCDA (P) Allahabad
8.	Bareily (U.P.)	December' 2016	CDA (PD) Meerut

satisfaction to higher level by turning the Adalat into a digitized platform where the data base of all agencies involved in pension entitlements, sanction and disbursement will be available on the spot to address and cull out specific pension details from the digitized records and redress the grievances on the spot. Efforts are also being made to bring in more agencies on the Adalat platform to provide one spot holistic solutions to the pensioners' grievances. For

schedule of the upcoming Adalats in 2016, refer to box.

The Defence Accounts Department is committed to reaching out to larger number of Defence Pensioners with a view to resolving their pension related grievances holistically and in a time bound manner. We in the department are hopeful that new digitized Adalat will give greater satisfaction to the pensioners and will resolve most of their queries on the spot.

A pensioners' helpline facility has also been installed at the office of PCDA (P) Allahabad, which enables the pensioners to call at the toll free number and seek pension related information or redress their grievances. The number of pension call centre is 1800-180-5325. The pensioners can also e-mail their grievances at [cgda@nic.in&cc-pcda.cgda@nic.in](mailto:cgda@nic.in&cc-pcda.cgda@nic.in).

The CGDA extends greetings to all defence pensioners and their families on the advent New Year 2016 and wish to reach out to largest number of Ex-Servicemen through these Pension Adalats.

inputs: **Rozy Agarwal**



Smt. Shobhana Joshi, IDAS, CGDA, interacting with the pensioners at the business session during Guwahati Pension Adalat.