



केन्द्रीयविद्यालयसंगठन (मु.)/
Kendriya Vidyalaya Sangathan (HQ)
18 संस्थागतक्षेत्र/18 Institutional Area,
शहीदजीतसिंहमार्ग/Shahed Jeet Singh Marg,
नईदिल्ली - 110016/New Delhi -110016
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Email-pensionkvshq@gmail.com

F.110230(Misc)2022-KVS(HQ)/P&I/2144

Dated - 10.03.2023

The Deputy Commissioner/Director,
Kendriya Vidyalaya Sangathan,
All Regional Offices/ZIETs

Subject: Conduct of Nation-wide Pension Adalat to be held in the third week of March, 2023-reg.

Madam/Sir,

With reference to the Ministry of Education letter No. 17-07/2022-UT.1 (INS-5) dated 20th Feb, 2023 vide which DO letter dated 05th Jan, 2023 of Dept. of Pension & Pensioners' Welfare has been forwarded directing all the organizations to conduct a Nation-wide Pension Adalat during third week of March, 2023 for prompt resolution of pensioners' grievances, within the framework of extant policy/ guidelines.

In view of the above, all the Regional Offices/ZIETs^{read} to conduct the Pension Adalat in the third week of March, **preferably on or before 24.03.2023**. It is advised that in the first instance, a Notice to this effect that pension Adalat will be conducted in the third week of March, 2023, should be published in the website of Regional Offices. It should also be mentioned in the said Notice that the aggrieved pensioners may submit their grievances to the Regional Offices/ZIETs through e-mail. Thereafter, the grievances received may be examined in your office and taken up in the Pension Adalat to be organized through **Digital Technology** only in the third week of March, 2023 (SOP attached). It may be noted that only those grievances are to be taken up in the said Adalat which fall within the purview of extant Pension Policy/Rules/Guidelines etc. **The Family Pension cases and those cases pending from the last Adalat should be given Top Priority.** In case, the Grievance is to be resolved by KVS(HQ), the same should be forwarded to KVS (HQ) at email ID pensionadalatkvshq@gmail.com latest by 17.03.2023 along with comments of RO.

The contents of this letter should be circulated among all the KVs under your jurisdiction and a copy of this letter should also be published on the official website of all the Regional Offices and KVs for information of pensioners under your jurisdiction. After conducting the said Adalat, the required information may be submitted to this office in the enclosed format by **29th March, 2023** through email (pensionadalatkvshq@gmail.com) only for onward submission of the consolidated information by KVS(HQ) to Dept. of Pension & Pensioners' Welfare.

Encl: As above

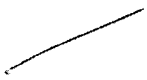
Yours sincerely


(Satya Narayan Gulia)

Joint Commissioner (Fin.)

Copy to:

- 1) The Deputy Commissioner (EDP) KVS(HQ) with the request to upload the letter on KVS website under the head 'Announcement'.


Joint Commissioner (Fin.)

All India Pension Adalat
Standard Operating Procedure (SOP) for Pension Adalat through Video-
conferencing

All India Pension Adalat 2023 will be a seamless technology driven exercise to ensure redressal of pensioners' grievances within the overall guidelines issued by Min of Home affair and Min/o Health & Family Welfare for Covid-19 Pandemic. With the objective of "Ease of Living", all over country, this one day will be dedicated to our pensioners. To bring uniformity among pension adalats conducted by Ministries/Departments all over India, it is requested that this SOP may be adhered to in-totally.

1. All Ministries/Departments, subordinate offices, will conduct Pension Adalats at various locations all over India through video-conferencing tools. The date will be intimated in due course.
2. Pension Adalat links of different Ministries/Departments will also be connected with All India Pension Adalat link, being conducted by Dept of Pension & Pensioners' Welfare. Dedicated VC link and other details will be shared subsequently.
3. All Ministries/Departments shall nominate a nodal officer not below the rank of JS at Ministry/HQ level and DS/Director level in field offices. Details of nodal officer i.e. name, designation, phone no., e-mail id may be forwarded by 31st January, 2023 to Department of Pension and Pensioners' Welfare at the following e-mail:- kumar.ravinder66@nic.in and singh.dp1973@nic.in.
4. Ministries/Departments shall identify Pension/Family Pension related grievances/pending cases received by them through CPENGRAM and through their respective grievance redressal systems/portals. Details of all such cases may be forwarded to DoPPW by 31st January, 2023. Since this Adalat is being dedicated to family pensioners, efforts should be made to take up a majority of Family Pension related cases.
5. Pension Adalat shall be conducted only through video-conferencing (VC) by leveraging technology using available VC tools and applications. Pensioners, HcD, DDO, PAO and Banks shall join the Pension Adalat from their respective locations on VC and should come prepared for each case which is being listed. The Nodal officer nominated at field office level shall co-ordinate the entire VC to ensure seamless participation by all stake-holders.
6. It may be ensured that pensioners are given sufficient time to explain their grievances, if they, so desire, during the VC.

7. Ministries/Departments may also explore the feasibility of providing facility to pensioners to upload/send their grievances and related papers available with them through e-mail or any other mode in advance. However, this should not be made a mandatory condition for listing of their case.
8. At the start of pension Adalat, VC coordinator shall allot time slots for each case and announce case-wise time slots to all the stake holders. This will help aged pensioners and they will not be forced to remain logged-in for the whole day. It will also reduce the load on the ICT systems. Pensioners and officials related to that case may be requested to join 15 minutes prior to their allotted time-slot.
9. VC coordinator shall keep record of all proceedings and direct HOD/DDO/PAO/Bank to take action to ensure redressal of grievance within specific time-period.
10. Ministries/ Departments shall send record of proceedings along with details of cases listed and settled during Pension Adalat to DoPPW within 15 days of the Adalat. In case the case remains unresolved an updated status of such cases, where some action is required on the part of HOD/DDO/PAO/Bank, may be sent again after one month.
11. Ministries/ Departments may ensure availability of ICT hardware including high speed internet, power backup etc. for smooth conduct of the Pension Adalat.
12. Ministries/ Departments shall ensure that all Covid 19 related guidelines i.e. sanitization, thermal screening, social distancing, masks etc. are strictly adhered to while conducting the Pension Adalat.
