

# **OFFICE OF THE PR. ACCOUNTANT GENERAL (A&E)-I, MAHARASHTRA, MUMBAI**

## **PENSION OUTREACH AND ADALAT AT PAO, MUMBAI – 27.05.2022**

The Pension Outreach and Adalat was conducted at the Pay and Accounts Office, Mumbai on 27<sup>th</sup> May 2022. It was attended by the following officer/officials of this office.

- 1) Shri Jishnu J Raju, Deputy Accountant General.
- 2) Shri Raju Ramnani, Sr.Accounts Officer
- 3) Ms.Sandra A. Peres, Sr.Accounts Officer
- 4) Shri R.S.Pillai, Sr. Accounts Officer
- 5) Smt. Anuradha Dhaple, Asst. Accounts Officer
- 6) Shri A.R.Shrirame, Asst. Accounts Officer
- 7) Shri Ajit Singh Choudhari Asst Accounts Officer
- 8) Shri Shashi Dungaria , Sr. Accountant
- 9) Smt Rajini Tickoo, Sr. Accountant
- 10) Smt Vandana Rao, Sr. Accountant

- The Pension Adalat was conducted in the Conference Hall of the PAO. In all around 100 Pensioners' Associations members attended the Adalat.
- The Pr. Accountant General along with Shri Rajeghatge, DAT and Smt. R. Nandivadekar, PAO inaugurated the workshop. DAT applauded the Pension outreach programme initiated by the office of the Pr. Accountant General and welcomed all the initiatives from this office.
- The Pr. Accountant General thanked the DAT and the PAO and addressed all the retired pensioners gathered in the hall, explaining in details the various initiatives taken by this office under her guidance to help the pensioners and their families. Initiatives like toll free number, voice message facility, help desk for quick redress of the pensioners' grievances, printing of booklets, informative posters, etc. were presented to the pensioners in a slide show. The Pr.A.G invited the pensioners to make use of the facilities to resolve their pension related problems.
- The DAT, PAO and the pensioners were pleased to take note of all the initiatives of this office and thanked the Pr. A.G for her efforts to reach out to them in solving their problems. Pensioners' Association representatives specially thanked Pr. A.G for the efforts taken to resolve their issues and reach out to them.
- After the address, the Pension Adalat started with an overwhelming response. The team of this office addressed the grievances of the pensioners by contacting the officials in this office and directing them to dispose of the complaints. Around 23 complaints were received out of which 19 were settled on the same day. 02 letters pertaining to PR 12 section were disposed of and 02 letters pertaining to PR 2 section will be shortly cleared.

## Photographs of Pension Outreach and Adalat at Pay and Accounts Office, Mumbai



**Inauguration of Pension Outreach and Adalat**



**Pensioners' Association and audience watching the video on initiatives taken by PAG office**



**Members from various Pensioners Associations listening to the information about Registration Process for Pension Samvaad**



**Mrs. Gandhi, Senior member of Pensioners' Association expressing positive feedback on new initiatives taken by PAG office**



**Redressing the pension grievances during Pension Adalat**



**Senior member of Pensioners' Association sharing positive feedback on PAG office initiatives**