



ABSTRACT

Pensioners' Grievances – Conduct of Pensioners' Grievances Meetings in Districts – Guidelines – Issued.

Finance (Pension) Department

G.O.(Ms).No.38

**Dated:11.02.2023,
Subakiruthu, Thai - 28,
Thiruvalluvar Aandu - 2054.**

Read:-

1. G.O.Ms.No.829, Personnel & Administrative Reforms (PGC-I) Department, dated 03.09.1987.
2. G.O.Ms.No.531, Finance (Pension) Department, dated 28.06.1994.
3. D.O.Lr.No.59128/Finance (PGC) Department/93, dated 26.6.1997.
4. From the Additional Secretary to Government/ Director of Pension, Chennai, Letter Rc.No.20700/2022/D5, Dated:13.12.2022.

ORDER:

In the Government Order first read above, orders have been issued to organize Pensioners Grievance Day by the District Collectors, once in four months where a joint meeting of retired personnel whose pension claims are pending, respective departmental officers and the then Accounts Officer of the Directorate of Treasuries and Accounts be convened and the pending problems relating to pension cases sorted out at the meeting itself. The procedures to be observed in the Pensioners Grievances Day Meeting have also been communicated in the above said Government Order.

2. In the Government Order second read above, orders have been issued for the formation of the Department of Pension to attend to the above said work of dealing with the grievances of pensioners along with various other items of work as stipulated in the orders therein.

3. In the Government letter third read above, instructions have been issued to the Director of Pension to attend to the Pensioners Grievances Day Meetings convened by the District Collectors and send periodical reports to Government.

4. In the letter fourth read above, the Director of Pension has pointed out that at present the Pensioners Grievances Day Meetings are organized periodically once in four months as ordered by Government barring some extraordinary circumstances, such as natural calamities, pandemic situations and General Elections. Due to Covid '19, no Pensioners' Grievance Meetings were held in the Districts during the year 2020 and 2021. Moreover

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seeking consent from the District Collectors for conducting Pensioners' Grievances Day Meeting does not fulfil the mandate of conducting Pensioners' Grievances Day Meeting every four months. There are about 7,15,761 pensioners and family pensioners. In addition, grievances of the Contributory Pension Scheme Subscribers who retire and awaiting the final settlement are also brought up in the District Pensioners' Grievances Meetings. Of late, the guidelines issued in the Government Order first cited are not followed and as well requires due modification.

5. The Director of Pension has further pointed out that at the time of issue of orders in Government order second read above, there were only 20 Districts and hence it was ordered to conduct Pensioners' Grievances Day Meeting in the Collectorates once in 4 months. But whereas the number of Districts have been bifurcated and newly created increased to 38 Districts. Further, the procedure of seeking consent of the Collector for convening the Grievance Day Meeting and obtaining the confirmation takes time and hence the Grievance Day Meetings cannot be held every four months. Hence, it is suggested that the Pensioners' Grievances Day Meeting in the Districts may be mandatorily conducted once in 6 months in all Districts. However, the pensioners are at liberty to send their representations to the Directorate of Pension for redressal of grievances in-between the conduct of Pensioners' Grievances Meeting during the year.

6. The Director of Pension has therefore requested the Government to issue the following orders:

- (i) To issue necessary orders for conducting the Pensioners' Grievances Day Meeting once in 6 months in all Districts so as to fulfil the objective of settling the grievances of Pensioners.
- (ii) To approve the Calendar Programme for the Year 2023 for convening the Pensioners' Grievance Meetings in the Districts to avoid unnecessary delay in obtaining the consent of the District Collectors each and every time before visiting the Districts and also fulfill the purpose of redressal of grievances of the pensioners.
- (iii) To issue necessary guidelines for the conduct of the Pensioners' Grievance Day Meeting in Districts.
- (iv) To delegate powers to the Director of Pension to alter the date of Pensioners' Grievance Day Meeting in case of any extraordinary circumstances.
- (v) To permit the Director of Pension to inspect the Treasury Offices / Pension Pay Office, Chennai and ensure timely payment of Pension, Additional Pension, Restoration of Commutation and Conversion to Family Pension, etc.

7. After careful consideration of the proposal of Director of Pension, the Government issues the following orders:

- a) The Director of Pension is permitted to conduct the Pensioners' Grievances Day Meeting once in a year in all Districts for the year 2023 to fulfil the objective of settling the grievances of Pensioners.

- b) The Pensioners' Grievances Day Meeting in two districts adjacent to each district shall be conducted in a day i.e, morning and afternoon session.
- c) The Director of Pension shall ensure that not more than a day in a week is earmarked for Pensioners' Grievances Day Meeting.
- d) If the Pensioners' Grievances Day Meeting is to be conducted either on Monday or Friday or prior to or after Government holidays, intimation shall be given to the Additional Chief Secretary to Government, Finance department before proceeding for the meeting.
- e) The Director of Pension is delegated with powers to alter the date of Pensioners' Grievance Day Meeting in the Districts in case of any extraordinary circumstances.
- f) The Director of Pension is also permitted to inspect the Treasury Offices / Pension Pay Office, Chennai in respect of pension related activities to ensure timely redressal of the grievances of the Pensioners / Family Pensioners.

8. In respect of following a uniform procedure for the conduct of the Pensioners' Grievance Day Meeting in all the districts, necessary guidelines is appended to **Annexure** to this order for strict adherence.

9. The Director of Pension is requested to send a detailed report to Government on the Grievance Day Meetings convened in the Districts during the year 2023.

(BY ORDER OF THE GOVERNOR)

N.MURUGANANDAM
ADDITIONAL CHIEF SECRETARY TO GOVERNMENT.

To

The Director of Pension, Chennai-600 035.
The Commissioner of Treasuries and Accounts, Chennai – 600 035.
The Pension Pay Office, Chennai – 600 035 / All Treasury Officers.
All Regional Joint Directors of Treasury and Accounts Department.
The Additional Chief Secretary to Government/ The Commissioner of Revenue Administration, Chennai – 600 005.
The Secretary to Government, Public (Special-B) Department, Chennai-9.

Copy to:

All Departments Additional Chief Secretary / Principal Secretary/ Secretary to Government.

All Departments of Secretariat.

All the District Collectors.

Stock File/Spare Copies.

-/Forwarded: By Order /-

K. Pandian devi
Section Officer.

ANNEXURE

Guidelines for the conduct of the Pensioners' Grievance Day Meeting by the District Collectors in Districts.

- i. A detailed Press release shall be issued in the local newspapers intimating the date of Pensioners' Grievances Day Meeting giving atleast one month time in advance for the pensioners to submit their requests. The date of Meetings shall be given wide publicity and intimated to all the Departments in the District Administration and also to all the Pensioners' Associations in the Districts.
- ii. The representations received from the Pensioners shall be sent to the departments concerned and necessary remarks / views of the departments concerned shall be obtained and placed before the meeting.
- iii. All the departmental Officers concerned in the Districts are instructed to compulsorily attend the Grievance Day Meeting without fail.
- iv. The Departmental Officers attending the Meeting should be in a position to furnish the details sought for by the Collector / Director of Pension or his representative during meeting for the redressal of the grievance of the petitioners.
- v. A detailed minutes should be prepared by the Personal Assistant (Accounts) to the Collectors' concerned and sent to Director of Pension and the departments concerned within a week for necessary follow up action.
- vi. The action taken report on the previous meeting should be tabled as the first Agenda in the subsequent Pensioners' Grievances Meeting.
- vii. The Collector / DRO of the concerned District and the Director of Pension or his nominees shall compulsorily be present during the Grievances Day Meeting.
- viii. The District Collectors shall send a detailed report to Government in Finance (Pension) Department on the conduct of the Pensioners' Grievance Day Meeting.

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Section Officer.

