

F. No. 4(3)/2023-P&PW(H)-8828  
Government of India  
Ministry of Personnel, Public Grievance & Pension  
Department of Pension & Pensioners Welfare

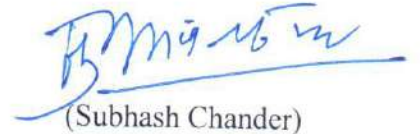
3<sup>rd</sup> floor, Lok Nayak Bhawan  
Khan Market, New Delhi  
Dated: 04.04.2024

**OFFICE MEMORANDUM**

**Sub: Minutes of the Meeting held with Pensioners' Welfare Associations under the Chairmanship of Secretary (Pension & Pensioners' Welfare) on 21.03.2024 (through VC)**

The undersigned is directed to forward a copy of minutes of the meeting held on 21.03.2024 (through VC) with Pensioners' Welfare Associations under the Chairmanship of Secretary (Pension & Pensioners' Welfare).

2. This issues with the approval of Secretary (Pension & Pensioners' Welfare).



(Subhash Chander)

Under Secretary to the Government of India

To,  
All participants of the meeting.

Copy for information to:

1. PSO to Secretary (Pension), Sardar Patel Bhawan, New Delhi
2. PPS to JS (Pension), Lok Nayak Bhawan, New Delhi
3. Director, (PW), DoPPW, New Delhi

**Minutes of the Meeting held with Pensioners' Welfare Associations under the Chairmanship of Secretary (Pension & Pensioners' Welfare) on 21.03.2024 (through VC)**

- I. A meeting was held with the representatives of registered Pensioners Associations under the Chairmanship of Shri V. Srinivas, Secretary (Pensions & Pensioners' Welfare) **on 21<sup>st</sup> March, 2024 through Video Conferencing (VC)**. Representatives from two Pensioners' Welfare Associations, viz., Bharat Pensioners' Samaj and Indian Ex-Services League attended the meeting physically. Other Associations across the country participated through VC.
- II. The objective of the VC was to obtain feedback from the Associations regarding matters related to CGHS, SCOVA, redressal of grievances and Grant-In-Aid.
- III. The following decisions were taken:
  - a. Periodic meetings with Pensioner Welfare Associations would form an integral part of DOPPW work plan.
  - b. The DLC campaign 2.0 was a huge success and DLC Campaign 3.0 would be conducted on an enlarged basis.
  - c. Pre-retirement Counseling Workshops and Pension Adalats will be held regularly for the benefit of retirees and pensioners.
  - d. The Integrated Pensioners Portal is a one stop for providing information to pensioners and the department is working towards revamping it to make it more beneficial.
  - e. The followup action on SCOVA decisions was discussed.
  - f. The followup action on enhancing PWA's Grant in Aid was discussed
  - g. The enlargement of PWA membership through new members was discussed.

**List of participants is appended as Annexure-I and points raised by the PWAs on various matters as Annexure-II.**

- VI. The meeting concluded with a vote of thanks.

## Annexure-I

S. No	Participants	S. No	Participants
1.	Sh. Dhruvajyoti Sengupta Joint Secretary	19.	Posts and Telegraphs and Other Central Govt. Pensioners' Association, Ahmedabad
2.	Sh. Ravikiran Ubale, Director	20.	The Karnataka Central Govt. Pensioners' Association, Bangalore
3.	Sh. Pramod Kumar, Director	21.	CGHS Pensioners Association, Pune
4.	Sh. Anil Bansal, Tech Director NIC	22.	Atomic Energy Retirees Welfare Association, Mumbai
5.	Sh. Ravinder Kumar, Director	23.	Kendriya Nivrutta Karmachari Mandal, Vadodara
6.	Sh. RC Sethi, Deputy Secretary	24.	Ex-Defence Employees Welfare Association, Balasore
7.	Sh. S. Chakraborty, US	25.	Central Govt. Pensioners' Association, Bhubaneswar
8.	Sh. Subhash Chander, US	26.	Railways Sr. Citizens Welfare Society, Mohali
9.	Sh. Shashi Bhooshan, US	27.	Karnataka Posts and Telecommunications' Pensioners' Association, Bangalore
10.	Ms Ramanjit Kaur (Consultant) DOPPW	28.	Bharat Pensioners' Samaj, New Delhi
11.	Ms. Deepanjali Parida, Office Assistant	29.	Defence Accounts Pensioners' Association, Pune
12.	Ms. Kajal Singh, DEO	30.	All India Central Government Pensioners Association, Cuttack
13.	Railway Pensioners Welfare Association, Mysuru	31.	The Disabled War Veterans, New Delhi
14.	Indian Ex-Services League, Delhi	32.	Central Govt. Pensioners Association, Ahmedabad
15.	All India Federation of Pensioners' Association, Chennai	33.	Baroda Central Pensioners' Association, Vadodara
16.	DGS&D South Zone Pensioners Welfare Association, Chennai	34.	Central Government Pensioners' Welfare Association, Regd., Ambarnath
17.	All India Organisation of Pensioners (Civil & Military), Thiruvananthapuram	35.	Central Government Pensioners' Association, Jaipur
18.	All India Bharat Sanchar Nigam Limited Retired Executives' Association, Chennai	36.	Postal Accounts & Audit Pensioners' Association, Nagpur



## Annexure-II

## Points raised by Pensioners' Welfare Associations during meeting held on 21.03.2024

S. No	Name of Pensioners' Welfare Associations	Suggestions/Points raised
1.	Bharat Pensioners' Samaj, New Delhi	i) Merger of CCS 2021 Rules with Railway Pension Rules ii) Department wise information of Government employees retiring in next six months to enable the Associations to increase pensioner base and assist them.
2.	The Karnataka Central Govt. Pensioners' Association, Bangalore	i) Grant-In-Aid is not sufficient and should be increased. ii) Number of doctors should be increased at Wellness centres to enable timely consultation of CGHS senior citizen patients. iii) A number of problems are faced by SPARSH pensioners which need to be attended to by an appropriate cell.
3.	Central Government Pensioners' Association, Jaipur	One has to visit Wellness centres for referral each time, some test is advised by CGHS hospitals. A software may be developed by CGHS for online approvals/medicines on the same lines as the RGHS of Rajasthan Government.
4.	The Disabled War Veterans, New Delhi	Complaints lodged on SPARSH are not replied and the same needs to be monitored by a central body.
5.	Central Government Pensioners' Welfare Association, Regd., Ambarnath	There are many cases where pensions have been stopped despite submission of DLC. It could be because of entry of old PPO numbers. This needs to be streamlined. It also appears that Aadhar numbers have not been linked in SPARSH.
6.	Karnataka Posts and Telecommunications' Pensioners' Association, Bangalore	i) Suggestions given in SCOVA have been implemented and issues addressed to the satisfaction of pensioners. BSNL and DOT pensioners are now receiving SMS giving details of pensions received. ii) Legal heir certificate is being demanded by Banks from the family pensioners before commencement of pension. Guidelines on this subject with regard to documents required for commencement of family pension should be re-iterated.
7.	All India Organisation of Pensioners (Civil & Military), Thiruvananthapuram	i) Holding of LAC meetings during OPD hours is a cause of delay and discomfort for patients and the same should be conducted outside OPD hours. ii) There are limited empanelled hospitals at Kerala. If feasible CGHS pensioners may be permitted to avail consultation at ECHS.
8.	All India Bharat Sanchar Nigam Limited Retired Executives' Association, Chennai	i) System for online referral may be started by CGHS as patients have to come back to Wellness centres several times for referrals after consulting at CGHS hospitals. ii) In case of CGHS pensioners there is a grace period of three months between retirement and issuance of new CGHS card. This facility should also be provided to BSNL pensioners.
9.	Indian Ex-Services League, Delhi	i) MOD has revised disability pensioners but the same has not been revised for civilians and it is required that this disparity be removed.

		ii) A separate meeting should be convened with SPARSH and CDA Allahabad to resolve issues of Defence pensioners as presently there are a lot issues in the data transferred from Banks to SPARSH.
10.	Railways Sr. Citizens Welfare Society, Mohali	DLCs have been very beneficial. However, there are major problem being faced in registering of DLCs with Banks leading to stoppage of pension in several cases. This needs to be resolved proactively by taking up with Banks for synchronization of PPO numbers.

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