



Western Railway Employees' Union

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General Secretary

No.BCT/28/2023

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To,
GM(E)-CCG

Sub: Poor functioning of Pension Adalat in Divisions - Hardship faced by the Pensioners/Family Pensioners.

Ref: Master Circular No.63/95

Railway Board vide its letter No.E(W)2019/PA-1/2 dated 20-08-2019 has issued guidelines for conducting Pension Adalat. The intention of conducting Pension Adalat's is to examine the grievances of Pensioners/Family Pensioners so as to redress their grievances by taking on the spot decisions and to obviate the delay, settlement of their pending dues, including of names in PPO, payment of FMA, revision of PPO etc. Such steps would go a long way in instilling a sense of being cared for and attended to in the minds of Pensioners/Family Pensioners. Pension Adalat will be held once in a year i.e 15th December each year or next working day if the 15th December is a holiday. Notice for Pension Adalat will be issued by 1st week of August and the last date for submission of grievances by the Pensioner will be 31st October. The Pension Adalat should be conducted at the level of Senior Officers i.e GM/AGM/PCPO/PFA at HQ level and DRM/ADRM besides Sr. DPO and Sr.DFM in case of divisions.

As per Board directives to extend co-operation to Pension and Pensioners Association it was decided that CPO(IR) on HQ and Sr. DPO/DPO on divisions will be the Nodal officer for dealing with Pensioners Association and coordinating with other departments for addressing Pensioners concern raised by the Association and individual Pensioners and replying to their representations. The Railway Board in its guidelines emphasized that all the cases which are admissible and tenable should be settled at the time of Pension Adalat itself, in case where it is not possible to settle on the spot it should be settled and finalized within a period of 3 months from the date of holding the Pension Adalat. But unfortunately, it is seen that in most of the divisions Pension Adalat is being held to complete the formalities only.

However, it has been ascertained that in divisions DRM/ADRM are never present in the Pension Adalat. Sr. DPO and Sr. DFM remain in the Adalat in the beginning only. Thereafter, the Adalat are managed by APO/ADFM, in some of the occasions only COS/Settlement and Sr. SO-Accounts manage the show which never yield a fruitful result in any of the cases filed in the Adalat which led to severe discontentment amongst the Pensioners/Family Pensioners who are attending the Pension Adalat by expecting a on the spot judgement and a fruitful result. For an instance Pension Adalat held on 15-12-2023 in Mumbai division is being managed by COS/Settlement and Sr.SO-Accounts as such they were incapable to give any decisions on the petition filed by the Pensioners.

You are therefore requested to instruct all DRMs to adhere with the guidelines issued by Railway Board for conducting Pension Adalat and to ensure their presence to give on the spot judgement on the Adalat thereon to justice to Pensioner/Family Pensioner on their Petition.


General Secretary