

Ministry of Personnel, Public Grievances & Pensions  
(Department of Pension & Pensioners' Welfare)

**ACTION TAKEN REPORT ON THE DECISIONS OF THE 25<sup>th</sup> MEETING OF  
STANDING COMMITTEE OF VOLUNTARY AGENCIES (SCOVA) HELD ON  
05.09.2014 UNDER THE CHAIRMANSHIP OF HON'BLE MOS(PP)**

Sl. No	Issues raised in the 25 <sup>th</sup> SCOVA meeting	Gist of Decision taken in the 25 <sup>th</sup> SCOVA meeting	Follow up Action														
1.	i) Status of issue of revised PPOs to pre-2006 pensioners.	<p>(a) CPAO informed that as on date approximately 38,000 cases were pending for revision. Out of these 27,000 cases belong to pre-1990 retirees. Despite several efforts, no further information was coming forth in respect of the pre- 1990 PPOs. CPAO informed that they have approached banks and pensioners to obtain the missing information. CPAO was advised to hold meetings with individual Ministries and sort out cases issue wise so that solutions could be worked out and the pendency brought down to zero.</p> <p>(b) Ministry of Railways informed that as on date approximately 26,690 cases were pending which was very good progress when compared with the pendency at the time of the previous SCOVA meeting.</p> <p>It was stated by one Pensioners' Association that PPO signing powers should be</p>	<p><b><u>CPAO</u></b></p> <p>Status of revised PPOs to pre-2006 as on 07.01.2015 is as under:</p> <table border="1"> <thead> <tr> <th>Mins/ Deptts</th> <th>Total cases</th> <th>Revised authority issued by Deptt</th> <th>PPOs yet to be revised</th> </tr> </thead> <tbody> <tr> <td>Civil Mins /Deptts</td> <td>4,31,167</td> <td>3,99,396</td> <td>31,771</td> </tr> </tbody> </table> <p>Revised PPOs in physical form have been issued by various Ministries/Departments and subsequently authority letters have been issued by CPAO to banks. Difficulties are being faced to revise the remaining cases, by various Ministries/Departments since service records or mandatory information like pay scales, last pay drawn, qualifying service etc of the pensioners are not available. CPAO is however, providing all possible assistance to facilitate PAOs so that remaining cases could also be finalised by respective Ministries/Departments.</p> <p><b><u>Ministry of Railways</u></b></p> <p>The status of revision of PPOs as on 16.01.2015 is as under:</p> <table border="1"> <thead> <tr> <th>Total cases</th> <th>Revised authority issued by Deptt</th> <th>PPOs yet to be revised</th> </tr> </thead> <tbody> <tr> <td>9,48,260</td> <td>9,48,260</td> <td>Nil</td> </tr> </tbody> </table> <p>As regards delegation of PPO signing authority to field units is concerned, it is stated that a centralised application has been</p>	Mins/ Deptts	Total cases	Revised authority issued by Deptt	PPOs yet to be revised	Civil Mins /Deptts	4,31,167	3,99,396	31,771	Total cases	Revised authority issued by Deptt	PPOs yet to be revised	9,48,260	9,48,260	Nil
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		<p>with lower officers and not centralized as a part of systemic correction.</p> <p>(c) Improvement indicated by Department of Posts was quite significant. However, some of the pensioners association stated that large number of pensioners in the State of Maharashtra, West Bengal and in Madhya Pradesh circle have till date not received the revised PPOs copies. On detailed discussion, it emerged that though pension had been revised hard copies of corrigendum PPOs have not been issued to pensioners. Department of Posts will further investigate the matter and ensure that hard copies are made available to pensioners.</p> <p>(d) Department of Telecommunications informed that approximately 7637 PPOs were pending and the reasons for the pending PPOs was that the old records were not traceable. These pensioners could not also be contacted.</p>	<p>developed on Railways for all pension related activities. This envisages online issue and submission of e-PPO to the banks, the matter is under examination in consultation with the Banks. There will be no physical scenario and thus no attendant delays will be involved. Hence no change in existing system is considered desirable for the present.</p> <p><b><u>Department of Posts</u></b></p> <p>All circles of D/o Posts have already issued confirmatory certificates about completion of revision of PPOs of pre-2006 pensioners. However, all the Postal Accounting Offices were requested to complete revision of PPOs, if any, without delay upon receipt of this Department letter dated 30.09.2014 and a reminder dated 28.10.2014.</p> <p>Further a DO letter at the level of D/o Posts (PAF) dtd 04.12.2014 was also issued to expedite the work.</p> <p>The status of revision of PPOs as on 31.12.2014 is as under:</p> <table border="1" data-bbox="863 1503 1409 1703"> <thead> <tr> <th>Total cases</th> <th>Revised authority issued by Deptt.</th> <th>PPOs yet to be revised</th> </tr> </thead> <tbody> <tr> <td>1,79,407</td> <td>1,58,876</td> <td>20,531</td> </tr> </tbody> </table> <p><b><u>D/o Telecommunications</u></b></p> <p>Status of revised PPOs to pre-2006 as on 31.12.2014 is as under:</p> <table border="1" data-bbox="863 1930 1409 2111"> <thead> <tr> <th>Total cases</th> <th>Revised authority issued by Deptt.</th> <th>PPOs yet to be revised</th> </tr> </thead> <tbody> <tr> <td>53,126</td> <td>51,881</td> <td>1245</td> </tr> </tbody> </table>	Total cases	Revised authority issued by Deptt.	PPOs yet to be revised	1,79,407	1,58,876	20,531	Total cases	Revised authority issued by Deptt.	PPOs yet to be revised	53,126	51,881	1245
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	<p>ii) Pension Adalat</p>	<p>(e) Ministry of Defence intimated that a total of 85,000 cases are pending including Defence Civil pensioners. However, the pensioners associations did not agree with these figures and also stated that hard copies of PPOs were not being issued. It was also informed that the revised PPOs issued to the pensioners getting invalid pensions were showing wrong amount of pension as reckonable service is not relevant in these cases.</p> <p>Secretary(P) stated that the pendency of revised PPOs was very high and requested all the Departments to launch a special drive involving field units so as to clear the pendency in 60 days time.</p> <p>All the Departments will issue the revised PPOs by 31<sup>st</sup> Dec, 2014 after which the agenda item will be closed.</p> <p><b>(Action :- CPAO, M/o Railways, D/o Posts, D/o Telecomm. And M/o Defence)</b></p> <p>On the issue of pension adalat in North East, the Department of Ex-servicemen Welfare intimated that a pension adalat in Shillong will be held on 17<sup>th</sup> and 18<sup>th</sup> Oct, 2014. The associations requested that the minutes of the adalats should be issued</p>	<p><b><u>Ministry of Defence</u></b></p> <p>Corrigendum PPOs in respect of 16.71 lakh pre-2006 Defence/Civilian pensioners has been achieved under project Sangam. No pendency rests at this end.</p> <table border="1" data-bbox="879 619 1465 818"> <thead> <tr> <th data-bbox="879 619 1046 755">Total cases</th> <th data-bbox="1051 619 1241 755">Revised authority issued by Deptt</th> <th data-bbox="1246 619 1465 755">PPOs yet to be revised</th> </tr> </thead> <tbody> <tr> <td data-bbox="879 762 1046 818">16.71 lacs</td> <td data-bbox="1051 762 1241 818">16.71 lacs</td> <td data-bbox="1246 762 1465 818">Nil</td> </tr> </tbody> </table> <p><b><u>DoPPW</u></b></p> <p>In this regard, an OM dtd 04.12.2014 was issued to D/o Revenue, D/o Central Excise and O/o of Surveyor General of India to take necessary action in the matter and intimate the same to DoPPW. A reminder dtd 28.01.2015 has also been issued in this regard.</p>	Total cases	Revised authority issued by Deptt	PPOs yet to be revised	16.71 lacs	16.71 lacs	Nil
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		<p>by all the Departments.</p> <p>One pensioner association recommended that Lok Adalats should not be confined to cities but should also be held in the hinterland especially in places like Ladakh, upper reaches of Himachal, Uttrakhand and areas from where the other ranks abound. Suggestion was accepted by CGDA representative.</p> <p>One of the Pensioners' Associations pointed out that Pension Adalat is not being held in the IncomeTax, Central Excise and Survey of India Departments.</p> <p><b>(Action:- D/o Revenue, Central Excise, Survey of India, DoPPW)</b></p>	<p><b><u>Survey of India</u></b></p> <p>Till 28.01.2015, a total of 21 Pension Adalats have been held in various stations Survey of India.</p>
2.	<p><b>Broad Banding of Disability Element for Pre-1996 cases.</b></p>	<p>The Department of Ex-Servicemen Welfare informed that the proposal had been approved by Department of Expenditure and the orders in this regard will be issued by the Department of Ex-servicemen Welfare shortly. One pensioners association informed the Chair that the approved file had been with the Dept of ESW for over three weeks with no forward movement. The Department of ESW clarified that the file had been put up to the Minister and orders would be issued by the ensuing week.</p> <p><b>(Action : D/o Ex-servicemen Welfare)</b></p>	<p><b><u>D/o Ex-servicemen Welfare</u></b></p> <p>In this regard, Government had issued letter dated 15.09.2014.</p>

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3.	<p><b>Health Insurance Scheme for pensioners including those residing at non-CGHS areas.</b></p>	<p>Planning Commission has suggested re-casting of the EFC Memo. The Ministry of Health intimated that the Ministry of Health will submit the revised EFC Memo within two weeks.</p> <p><b>(Action: Ministry of Health &amp; Family Welfare, DoPPW)</b></p>	<p><b><u>Ministry of Health and Family Welfare</u></b></p> <p>The EFC Memo is being re-cast.</p>
4.	<p><b>Dedicated day for pensioners.</b></p>	<p>Most of the Departments had fixed days for meeting the pensioners barring Department of Ex-servicemen Welfare, Ministry of Railways and Department of Financial Service. Secretary (P) requested these Departments to fix days to meet the pensioners. Department of ESW should put in place an institutional mechanism for regular interaction with pensioners. Some pensioner associations brought out the fact that the veterans could not travel to Allahabad PCGDA every time they needed redressal. The Department of ESW should reintroduce the quarterly meetings with its ESM's as before to resolve issues and improve matters.</p> <p><b>(Action: D/o Financial Services, D/o Ex-servicemen Welfare and Ministry of Railways)</b></p>	<p><b><u>D/o Financial Services</u></b></p> <p>All Public Sector Banks have been advised to take note of resolving the grievances in disbursement of pension/family pension to sensitise their operating staff in this regard.</p> <p>Further all Branch Managers are making themselves available for meeting customers, including Pensioners, any time during business hours on all working days. Hence there may be no need to fix specific time slots.</p> <p><b><u>D/o Ex-servicemen Welfare</u></b></p> <p>A Standing Committee has been set up under the Chairmanship of Hon'ble Raksha Rajya Mantri to look into the various issues relating to welfare of Ex-servicemen. The Committee will meet once every quarter. The recognised Ex-Servicemen Associations are members of the Standing Committee.</p> <p><b><u>Ministry of Railways</u></b></p> <p>Instructions to the all Railways Units are issued from time to time to conduct Pension Adalats so that the grievances of the pensioners may be dealt with.</p> <p>Further, all Railway Units were also requested to take necessary action so that pensioners and pensioners associations may feel free to meet the officers for redressal of their grievances.</p>

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5.	<b>Special Family Pension for the Widows of Disabled War Veterans.</b>	<p>The Department of Ex-servicemen Welfare informed that it had not been possible to agree to the proposal. After discussion it was understood that the proposal considered by the Department of ESW should have been only for special family pension to the war casualties, not all disabled veterans. This number, it was stated, was not more than 3,000. Therefore, It was decided the Department of Ex-servicemen Welfare will reconsider the proposal.</p> <p><b>(Action: - M/o Defence, D/o of Ex-servicemen Welfare)</b></p>	<p><b><u>D/o Ex-servicemen Welfare</u></b></p> <p>The matter is under examination.</p>
6.	<p><b>(a)</b> <i>The Orders of Ministry of Health reiterating that all the pensioners are at liberty to opt themselves with any of the nearest CGHS hospital/ dispensary may be widely circulated. Arbitrary orders dated 01/08/1996 and 01/09/1996 issued by M/o of Health and Director of CGHS may be withdrawn and the benefit of CGHS facilities be allowed to the pensioners of D/o Posts and D/o Telecom.</i></p> <p><b>(b)</b> <i>Medical facilities for existing P&amp;T pensioners.</i></p>	<p>Ministry of Health informed that the matter was still sub-judice. It was suggested that Ministry of Health may reconsider this issue to see that there is no discrimination among the employees/pensioners from the various Departments of the Central Government.</p> <p><b>(Action: Ministry of Health &amp; Family Welfare)</b></p>	<p><b><u>M/o Health and Family Welfare</u></b></p> <p>As per this Ministry's OM No 11011/46/95-CGHS Desk.II/CGHS(P) dt 01.08.1996, Post and Telegraph pensioners who were members of CGHS Scheme prior to retirement were allowed to transfer their CGHS cards from one CGHS covered city to another. However, the P&amp;T pensioners who were not participating in CGHS while in service were not extended this facility. The matter is sub-judice in the apex court.</p>

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7.	<b>Anomaly in fixation of pension to DoT employees absorbed in BSNL, who retired between 1.10.2000 and 31.7.2001.</b>	DoT informed that the BSNL is collecting the requisite information sought by DoPPW from corporate offices of BSNL/MTNL. It was decided that the matter may be discussed in a meeting between DoPPW and DOT to find a solution to the issue. <b>(Action: D/o Telecom &amp; D/o P&amp;PW)</b>	<b><u>D/o Telecom</u></b>  DoPPW vide its I.D note dated 28.02.2014 sought some information from D/o Telecomm. As the information was not available with D/o Telecom, it was asked to BSNL Corporate Office/MTNL Corporate Office to furnish the concerned information.  So far, BSNL has not furnished the information and a reminder dated 19.01.2015 has been issued to BSNL in this regard.  <b><u>DoPPW</u></b>  In this regard, two meetings were held with the officials of D/o Telecomm on 29.09.2014 and 30.12.2014. In both the meetings, DOT was asked to furnish the requisite details. Thereafter, a number of reminders were also sent to D/o Telecom in this regard. Reply from D/o Telecom is awaited.
8.	<b>Merger of 78.2% IDA with basic pension benefit to the absorbed BSNL Pensioners.</b>	DoP&PW has already conveyed it's 'no objection' to the proposal. Department of Expenditure intimated that they will send their comments to DOT within a week.  <b>(Action: D/o Telecom &amp; D/o Expenditure)</b>	<b><u>Department of Expenditure</u></b>  A proposal from D/o Telecom was examined in D/o Expenditure and comments/views of D/o Expenditure has been conveyed to DOT vide OM dtd 15.10.2014.  <b><u>D/o Telecommunications</u></b>  DoPPW has conveyed it's no objection and Department of Expenditure has also agreed to the proposal subject to the approval of Cabinet. Accordingly, Cabinet Note has been prepared and put up for approval of MOC & IT.
9.	<b>Extension of benefit of upgraded Grade Pay to pre-2006 retirees of S-12 grade.</b>	The matter is sub-judice.  <b>(Action: D/o Expenditure &amp; DoPPW)</b>	<b><u>D/o Expenditure</u></b>  Certain grievances on the same issue have been received from Shri K. Srinivasan. The issue is being considered by D/o Expenditure. However, since the matter is sub-judice, DOPPW has been requested to provide the details of the cases on this issue, their present status and the submission by DOPPW so that the issue may be re-examined

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			<p>comprehensively.</p> <p><b><u>DoPPW</u></b></p> <p>In the last SCOVA meeting it was informed that Karnataka high Court in order dtd. 06.03.2014 directed that the order dtd. 08.03.2013 of CAT in OA No 2321/2013, may be complied with in the event of SLP No 36148-50/2013 were to be dismissed and if the SLP were not to be allowed, order dtd 08.03.2013 in OA No 253/12 CAT, Bangalore Bench reproduced operative part of the order dtd 01.11.2011 CAT. Pr. Bench in OA No 655/2010 directed the respondents to re-fix pension. Apparently, the direction was re-fixation of pension in terms of order 01.11.2011 of CAT, Pr. Branch and there seems to be no direction to allow the benefit of Grade Pay of Rs 4600/-. The SLP 36148-50/2013 is pending for hearing 17.02.2015.</p> <p>The D/o Expenditure has sought to examine the issue again. The relevant file on the issue has been forwarded to Expenditure on 22.01.2015</p>
10.	<p><b>Extension of benefit of OM dt. 28.1.2013 w.e.f 1.1.2006 instead of 24.9.2012</b></p>	<p>The matter is sub-judice. Secretary(P) mentioned that as and when the Hon'ble Supreme Court decides the pending SLP, the orders of Hon'ble Supreme Court will be implemented.</p> <p><b>(Action : DoPPW)</b></p>	<p><b><u>DoPPW</u></b></p> <p>Instructions have been issued concerned Ministries/Departments implement the order 15.05.2014/1.11.2011 of CAT, Pr.I Bench New Delhi in respect of petitioners in OA 655/2010 only.</p> <p>Law Ministry had advised to await outcome of SLP No 36148-50/2013 before deciding in respect of other pre-2013 pensioner. The SLP no 36148-50/2013 pending for hearing on 17.02.2015.</p>

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11.	<p>Sl no (25.1) :-</p> <p><b>Stepping up of Disability Element on the basis of Fitment Tables.</b></p>	<p>In respect of the civil pensioners the proposal has been agreed to by the Department of Expenditure and the orders will be issued shortly by the Department of Pension. In respect of ex-servicemen the file is under consideration of Ministry of Defence (Fin). It was requested that the matter be expedited.</p> <p><b>(Action: D/o Ex-servicemen Welfare, DoPPW)</b></p>	<p><b><u>D/o Ex-Servicemen Welfare</u></b></p> <p>The proposal has been concurred by Department of Expenditure. Government orders are under process. CGDA has been requested to expedite the matter.</p> <p><b><u>DoPPW</u></b></p> <p>In respect of Civil disability pensioners/family pensioners covered under the provisions of CCS(EOP) Rules, the proposal has been examined and orders have been issued vide DoPPW's OM No 45/03/2008-P&amp;PW(F) dated 20.11.2014</p>
12.	<p>Sl.no (25.2)</p> <p><b>Income Certificate to be produced by the Family Pensioner.</b></p>	<p>Ministry of Railways were in general following these instructions except in a few zones like Southern Railway, particularly Divisions like Trichy, Madurai etc. Railways were requested to reiterate the existing instructions to accept self attestation for strict compliance.</p> <p><b>(Action: M/o Railways)</b></p>	<p><b><u>Ministry of Railways</u></b></p> <p>Instruction has been issued to all the Zonal Railways vide Board's Letter No F(E)III/20005/PN1/16 dtd 29.08.2014 reiterating the instructions already issued vide board's letter dated 17.02.2012 for compliance.</p>
13.	<p>Sl no (25.3) and (25.4)</p> <p><b>Extension Counter of CGHS Wellness Centre Jammu at Srinagar and Upgradation of facilities at CGHS Wellness Centre Jammu including Construction of CGHS Hospital on the plot of land allotted by J&amp;K Govt. at Jammu.</b></p>	<p>Ministry of Health informed that due to resource and man power constraints, it is not possible to open a CGHS Wellness Centre at Srinagar. It was decided that the issue of increasing the number of CGHS dispensary will be taken up along with other issues on CGHS in a special meeting of JS(Pension) with AS&amp;DG, CGHS.</p> <p><b>(Action: Ministry of Health &amp; FW, DoPPW)</b></p>	<p><b><u>Ministry of Health and Family Welfare</u></b></p> <p>CGHS has reiterated its earlier stand that due to resource and manpower constraints, it is not possible to open a CGHS Wellness Centre at Srinagar.</p>

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14.	<p>SI no (25.5):-</p> <p><b>Delay in family pension to next eligible family member in case of death of widow.</b></p>	<p>It was noted in the meeting that procedure for payment of family pension to spouses has been streamlined resulting in smooth transition of payment to spouses. It was not possible to simplify the provision in respect of other categories. The SCOVA member who raised the issue was requested to give details of the 3 cases quoted where hardships were being faced in payment of family pension for further examination.</p> <p><b>(Action: DoPPW)</b></p>	<p><b><u>DoPPW</u></b></p> <p>There is no case pending in DoPPW. specific case, as and when received from SCOVA member, will be taken up according</p>
15.	<p>(25.6)</p> <p><b>Extension of CGHS facilities to retired BSNL employees - Issue of follow up order by the Ministry of Health and Family Welfare &amp; fixation of rates of contribution &amp; ward entitlement by DoT.</b></p>	<p>Ministry of Health and Family Welfare intimated that the orders extending the CGHS facilities to retired BSNL employees drawing pension from the Government were already issued on 9/1/2014. Pensioner Association requested that Ministry of Health and Family Welfare may circulate the OM dtd 09.01.2014 to all concerned, especially to the CGHS, and supply a copy of the OM to the Pensioners' Associations under SCOVA. The item may be closed.</p> <p>Pensioners' Association mentioned that in CGHS, monthly contribution is fixed on the basis of Grade Pay and ward entitlement on the basis of Pay in pay band. As there is no element of "Grade Pay" and "Pay in Pay band" in IDA pay scales the Department of</p>	<p><b><u>M/o Health and Family Welfare</u></b></p> <p>Orders have been issued vide letter Z.15025/36/2006-CGHS-III(Part-I) 9.01.2014</p> <p><b><u>D/o Telecomm</u></b></p> <p>The matter is being taken up with Ministry Health and Family welfare</p>

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		<p>Telecom / Ministry of Health and Family Welfare should evolve criteria in respect of BSNL retirees regarding monthly contribution and ward entitlement.</p> <p><b>(Action : M/o Health and Family Welfare, Department of Telecom)</b></p>	

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