

WESTERN RAILWAY

P.S.No.97/2015

Headquarter Office,
Churchgate, Mumbai-20

No. E(S) 789/0 Vol.XXIII

Date:01/09/2015

To,
All DRMs / CWMs & Units Incharge,
C/- Genl. Secy., WRMS-BCT/ WREU-GTR
C/- ZS-All India SC/ST Rly Employees. Assn,'W' Zone, Mumbai
C/- ZS-All India OBC Rly Empl. Assn, Mumbai.

Sub: To extend necessary Cooperation to the office bears of identified Pensioners associations in the matter of redressal of pensioners' grievances.

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A copy of Railway Board's letter No.2015/PG/16/4/CPENGRMS dated 14.08.2015 is sent herewith for information, guidance and necessary action.

Encl: As above.



(Smita Mhasde)
APO(B&A)
For General Manager (E)

C/- FA&CAO (Pension) for information & necessary action.

GOVERNMENT OF INDIA (BHARAT SARKAR)
MINISTRY OF RAILWAYS (RAIL MANTRALAYA)
(RAILWAY BOARD)

NO.2015/PG/15/4/ CPENGRMS

New Delhi, dt. 14.8.2015

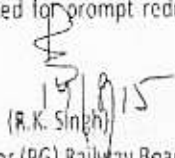
The GMs (CLW, DLW, Metro/Kolkata, DMW(Patiala), ICF/Chennai,
Coir/ALD, RCF/Kapurthala, RCF/Rai Bareilly Kishan Gang, & RWF (Bengaluru),
The AGMs(CR, ER, NR, NFR, SR, SCR, SER, ~~WR~~ & NWR),
The DIRECTOR GENERAL RDSO Alam Bagh, Lucknow,
The SR.DGMs(NER, ECR, ECoR, NCR, SWR, WCR & SECR)
The Chairman & Managing Director, CONCOR,
The CMDs (RITES, IRCON, CRIS, KRCL & IRCTC)

Sub:- To extend necessary Cooperation to the office bears of identified Pensioners
associations in the matter of redressal of pensioners' grievances.

Kindly find enclosed a copy of Ministry of Personnel, PG & Pensions Department of Pension & Pensioners' Welfare, letter F No. 41/30/2011- P&PW(C) dated 4th August, 2015 on the above subject. Ministry of Personnel, PG and Pensions, DOP & PW has stated that the grievances of pensioners are being fed on-line through CPENGRAMS available in the Pensioners' Portal to facilitate lodging of grievances by pensioners' spread all over India. In this context, DOP & PW has identified 43 Pensioners' Associations across the country and expressed their concern as some time it was found difficult to get the grievances redressed in spite of constant follow up and pointed out that timely action is not being taken by various Ministries/Departments/Organization for redressal of grievances which remain pending for unduly long periods.

It is therefore, requested to kindly sensitize your Divisions/ Departments towards the grievances of pensioners so that unnecessary delays could be avoided for prompt redressal of grievances in a time bound manner.

DA/as above


(R.K. Singh)
Director (PG) Railway Board

FTS- 80460/15

F. No. 41/36/2011-P&PW(C)

Govt. of India

Ministry of Personnel, P.G. & Pensions

Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,
New Delhi, the 4 August, 2015

To

All Nodal Officers of all Ministries/ Departments
(Web Based Pensioners' Portal)

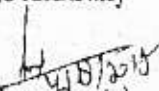
Subject: To extend necessary cooperation to the office bearers of identified pensioners associations in the matter of redressal of pensioners' grievances.

Sir/ Madam

As you are aware, the grievances of pensioners are being fed online through our application CPENGRAMS available in the Pensioners' Portal maintained by this Department. To facilitate lodging of grievances by pensioners' spread all over India, this Department has identified 43 Pensioners' Associations across the country as per list enclosed. These Associations, some time find it difficult in getting the grievances redressed in spite of constant follow up with the Departmental offices at regional level. Some of the Pensioners Associations have pointed out that timely action is not being taken by various Ministries/ Departments/ Organisations for redressal of grievances and same remain pending for unduly long periods.

You are therefore, requested to sensitize your Department towards the grievances of pensioners so that unnecessary delays could be avoided for prompt redressal of grievances. The regional offices and field officers, wherever they exist also be requested to provide all cooperation to the Pensioners' Associations who are helping in the redressal of grievances.

Yours faithfully


(Seema Gupta)
Dy. Secretary