

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PENSION & PENSIONERS' WELFARE)

LOK SABHA
UNSTARRED QUESTION NO. 5287
(ANSWERED ON 02.04.2025)

PENSION ADALATS

5287. SHRI S JAGATHRATCHAKAN:

Will the **PRIME MINISTER** be pleased to state:

- (a) the details of Pension Adalats conducted by the Government during the last five years along with the cases disposed of, State-wise;
- (b) whether the Government maintains department-wise records of cases resolved through Pension Adalats, if so, the details thereof and if not, the reasons therefor;
- (c) whether the Government plans to organise additional Pension Adalats to address pension-related disputes in the future, if so, the details thereof;
- (d) the details on the processes followed during Pension Adalats specifying the methods like mediation, negotiation or other approaches; and
- (e) whether any follow-up mechanisms have been put in place by the Government to ensure that grievances are fully resolved, if so, the details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) and (b): Pension Adalats are conducted by Government to redress long standing grievances pertaining to Central Government Pensioners. As the Pension Adalats are for Central Government Pensioners, Ministry wise/Department wise data sets are maintained and State-wise data is not collated. The details of the Pension Adalats conducted over the last 05 years along with the cases taken up and resolved pertaining to almost all the Ministries and Departments including major Ministries like Ministry of Defence, Railways, Telecommunications, Finance, Home Affairs and O/o CAG are provided below:

Pension Adalat (Year)	No of cases taken up during the Adalat	No of cases resolved during the Adalat
2020	342	319
2021	3692	2591

2022	1732	1113
2023	603	440
2024	403	330
2025	192	151
Total	6,964	4,944

(c): Yes sir, the Government intends to organize additional Pension Adalats to redress long-standing pension-related grievances in the future.

(d): The objective of the Pension Adalat is to provide on-the-spot resolution of unresolved and chronic grievances in CPENGRAMS. After giving advance notice to all the stakeholders, involving the Head of Office (HOO), Pay and Account Office(PAO), Central Pension Accounting Office (CPAO), Pension Disbursing Bank etc. and representative of the Pensioner are called on a common platform for resolution of the grievances across the table.

(e): Most of the cases taken up in Pension Adalats are resolved on the spot. Due follow-up with the respective Ministry/Department is carried out and Action Taken Reports are sought for the cases that are resolved. The unresolved cases are revisited and their status is considered before holding the next Pension Adalat.
