

Eastern Railway

No.E.787/0/Pen/Pt-XXV.

Kolkata, dated 29.06.2012..

ALL CONCERNED

**Sub:-Extension of necessary co-operation to Pensioners' Associations for redressal of pensioners' grievances – Instructions reg.**

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Copy of Railway Board's letter No.E(W)2011/PA-1/4 dated 21.06.2012 with DOP&PW's letter F.No.41/38/2011-P&PW (C) dated 21<sup>st</sup> September,2011 on the above subject is sent herewith for information, guidance and necessary action.

DA: As above.

*29.06.12*  
(Md. Tarique)

Asstt. Personnel Officer/HQ  
For Chief Personnel Officer

*s/c*

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**INDEX No.:1058- Clarification regarding extension of necessary co-operation to Pensioners' Associations for redressal of pensioners' grievances.**

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Copy of Board's letter No. E(W)2011/PA-1/4 dated 21.06.2012 with DOP&PW's letter F.No.41/38/2011-P&PW (C) dated 21<sup>st</sup> September,2011 addressed to G.M(P) All Indian Railway/PUs along with its enclosures is circulated herewith.

**Sub:- Extension of necessary co-operation to Pensioners' Associations for redressal of pensioners' grievances – Instructions reg.**

References have been received from various Pensioners' Associations stating that due time and attention is not paid to their representations for redressal of pensioners' grievances.

2. It would be appreciated that the guidelines issued by the Department of pensions & Pensioners' Welfare on the subject matter have been reiterated from time to time to ensure strict compliance of the same and timely disposal of grievances of pensioners' through Pension Adalats and meeting of representatives of the Pensioners' Associations. Further Board's instructions of even number dated 20.12.2011 for nominating CPO(IR) on Zonal Railways Headquarters, DPO on Divisions and a Dy.CPO in Production Units was the step forward for extending co-operation to the Pensioners' and Pensioners' Associations.

3. DOP&PW vide its letter No.F.N.41138/2011-P&PW( C) dated 21.9.11 have now forwarded the list of the 27 Pensioners' Associations who have been identified across the country to facilitate lodging of grievances by pensioners. A copy of the letter dated 21.9.11 ibid is enclosed herewith.

4. It is desired that all necessary co-operation may be extended to these Pensioners' Associations for prompt disposal of pensioners' grievances.

Sd/-  
(Debasis Mazumdar)  
Director Estt.(Welfare)  
Railway Board

*Contd. .... 2.*

S.N. 15

F.No. 41/38 /2011-P&PW(C)  
Govt. of India  
Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare  
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3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
New Delhi, the 21<sup>st</sup> September, 2011

To

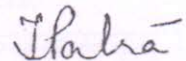
All Nodal Officers of all Ministries/ Departments  
(Web Based Pensioners' Portal)

**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, that on line grievances of pensioners are being fed through our application CPENGRAMS available in the Pensioners' Portal maintained by Department of Pension & Pensioners' Welfare. To facilitate lodging of grievances by pensioners' spread all over India, 27 Pensioners' Associations have been identified across the country. The list of 27 Pensioners' Association is enclosed. However, these associations are finding it very difficult in getting these grievances redressed and are requiring 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 leading to a 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 us in the redressal of grievances.

Yours faithfully



(Tripti P. Ghosh)  
Director

Copy to:

1. NIC - For updating the letter on Pensioners' Portal.
2. Identified Pensioners Association for information.

List of identified Pensioners' Associations for Implementation of Pensioners Portal, a Mission Mode Project under National e-governance Plan.

S.No.	Organisation	S.No.	Organisation
1.	All India Central Govt Pensioners' Association, 355, Ganga Mandir, Cuttack - 753 001 (Orissa), Tel. 2619750	2	Karnataka Posts and Telecommunications' Pensioners' Association(R), 1397, 23 <sup>rd</sup> Main Banashankari Second Stage, P.O. Bangalore - 560 070 (Karnataka), Tel 26716198.
3.	All India Central Govt. Pensioners' Association, 1785, Sadashivpeth, Phadkesankul, Near Pune, Vidyarthi Griha, Pune - 411 030 (Maharashtra), Tel. (020) 24493757	4.	All India Organisation of Pensioners (Civil & Military), Althara Junction, Vellayambalam, P.O. Sasthamangalam, Trivandrum - 10 (Kerala), Tel. 2312177.
5.	All India Federation of Pensioners' Association, G-2, "Soundarya", Door No. New 51, Kavarai Street, West Saidapet, Chennai - 600 015 (Tamil Nadu), Tel 23715031.	6. ✓	Bharat Pensioners' Samaj, P B.No.3303, Jangpura, New Delhi - 110 014. Tel. 011-24376642.
7.	All India Central Confederation of Pensioners' Association, 144, New Surya Kiran Appartments, Plot No 65, 5 <sup>th</sup> Avenue, I.P. Extn., Patparganj, New Delhi - 110 092, Tel (011) 22242322/ 22242319/ 22724236.	8.	Accountant's General Offices Pensioners' Association, AG's Office Premises Pensioners' Association Room, Saifabad, Hyderabad-A.P.
9.	Association of Retired Officers of IA&AD, H.No. 2154, Sector 38-C, Chandigarh, Tel. 0172-2213479.	10.	Indian Ex-Services League, 9- Nyay Marg, Chanakyapuri, New Delhi-21, Tel 46068121,24122381,26113669.
11. ✓	Retired Railway Employees Welfare Association (Regd.), 490A/16 Gurudwara Road, Gurgaon, Haryana, Tel. 2302262, (M) 9911663100.	12. ✓	Retired Railway Employees Welfare Association, Jagadhari Work Shop, B-IX/1105, Vishnu Nagar, Jagadhari-135002, Haryana, Tel.(01732) 252389.
13.	Central Government Pensioners Welfare Association, Jammu Olympic Association Bldg. Parade, Jammu, J&K, Tel. 09205046021	14.	Central Government Pensioners' Association, Kerala, "Pension Kendra", II Floor, Capital Towers, Patturaickal Jn. Thrissur- 680022. Kerala, Tel. 0484-2313208.
15.	Jharkhand Pensioners' Kalyan Samaj, Near Treasury Office, Court Compound, Ranchi, Jharkhand, Tel. 0651-2207243.	16.	Postal Audit & Accounts Pensioners' Association, Teerathroot, 63, Dharampeth Society Layout No.3, Deendayal Nagar, Nagpur - 440 022, Maharashtra, Tel. 2293632.
17.	Central Govt. Pensioners' Association, Maharana Sahi, Vivekananda Marg, Bhubaneswar - 751002, Orissa, Te. 2432826/2431172.	18.	All India Central Govt. Pensioners Association, EP 233, Naya Bazar, Jalandhar City -144001, Punjab Tele Ph. 0181-2210445, (M) 9417120103.
19.	Central Government Pensioners' Association, A 404 Triveni Nagar, Gopalpura Bye Pass, Jaipur - 302018 Rajasthan, Tel. 0141-5129306	20.	All India Organisation of Pensioners, C-17, Sector-J, Jagriti Vihar, Aliganj, Lucknow-226024, U.P., Tel. 2762167.
21.	The Co-ordination Committee of Central Govt. Pensioners' Association, 68-B, KG Bose Road, Mangala Lane, Kolkata, W.B., Tel. 2212-2305/2565	22.	All India Organisation of Pensioners, Kanpur, 120/469, Lajpat Nagar, Kanpur-208 005, U.P., 0512-2222780.
23.	Uttarpara Central Govt. Pensioners' Association, Sushma Apartment (Ground Floor), 35, Dwarik Jungle Road, P.O. Bhadrakalai, Dist. Hoogly - 712 232 (W.B.)	24. ✓	All India Retired Railwaymen's Federation 303, Railway Block, Railway Colony High School, Chilkalguda, Secunderabad - 500 025 (A.P.)
25. ✓	N.F. Railway Pensioners' Associations, Rest Camp, Pandu, Guwahati-781 012, Assam	26.	Central Civil Pensioners Association, A-12, Chetak Puri, Gwalior - 474002, M.P.
27.	Kendriya Nivrutta Karmachari Mandal, Vadodara, Shiva Suman, Martanda Complex, Kapadi Pole, Raopura, Vadodara- 390 001, Gujarat. Tel.0265-2412495		