

Ministry of Personnel Public Grievances and Pensions
Department of Pension and Pensioners Welfare

28th August, 2024

Address of Shri V. Srinivas, Secretary, DARPG and DoPPW at the 55th PRC, ANUBHAV AWARDS Ceremony and All India Pension Adalat dated 28th August, 2024.

Respected Dr. Jitendra Singh ji, Hon'ble MOS PP
Smt. Alka Sharma ji, Special CGDA,
Dr. Shankari Murali, Additional CGA,
Smt. Manimekalai, MD & CEO Union Bank of India,
Smt. Shalini Kakkar CGM State Bank of India,
Shri Dhruvajyoti Sengupta, Joint Secretary DPPW,
Senior Officials Representing Pension Disbursing Banks,
Awardees under the Anubhav Awards Scheme,
Distinguished participants of the 55th Pre-Retirement Counselling Workshop,

At the outset, I would like to welcome Dr. Jitendra Singh ji, Hon'ble Minister of State Personnel, Public Grievance and Pensions, Government of India to the 55th Pre-Retirement Counselling Workshop, the 7th ANUBHAV Awards Ceremony and the 11th Pension Adalat being held at Vigyan Bhavan today.

Under the overall supervision of Hon'ble Prime Minister, and the Hon'ble Minister of State, the Department of Pension and Pensioners' Welfare has scaled new heights over the past decade in policy formulation and welfare activities for pensioners. Rules have been updated, circulars issued for streamlining procedures, forms simplified and digitization practices promoted.

The Department has successfully implemented the mandated activities under the new Government's 100 days program.

1. The Special Campaign was held to redresses family pensioners grievances from 1-31 July, 2024 in which 1750 grievances of family pensioners were redressed.
2. The 54th Pre-Retirement Counselling Workshop held in Jammu and was attended by 350 pensioners and pensioner welfare associations.
3. Pension Forms were simplified and integration of e-HRMS platform with the Bhavishya portal has been notified in the official gazette. The new form would be launched on 30 August 2024.
4. The Guidelines for the Digital Life Certificate Campaign 3.0 for submission of digital life certificates through face authentication have been issued and the DLC Campaign 3.0 will be held in all districts across India from November 1-30, 2024.

The Department of Pension and Pensioners Welfare has successfully conducted Pre-Retirement Counselling Workshops not only in Delhi but also in Ahmedabad and Jammu in 2024.

The 55th Pre-Retirement Counselling Workshop being attended by 750 officials, seeks to enable each pensioner to plan his retirement in a comprehensive manner. The technical sessions on

submission of pension forms on Bhavishya portal, potential investment options, functioning of pensioner welfare associations, tax liabilities and the borrowing instruments presented in the exhibition curated by the Pension Disbursing Banks are oriented with the objective of simplifying a pensioners' journey.

I am grateful to the State Bank of India represented by Smt Shalini Kakkar ji CGM and the MD & CEO Union Bank of India Smt. Manimekalai ji and all senior representatives of Pension Disbursing Banks for their presence in the inaugural session. The integrated Pensioner Portal to act as a one-stop portal for improving pensioners welfare was conceptualized by the Department and the State Bank of India was the first Pension Disbursing Bank to on-board the portal. Since then several other Banks have on-boarded the portal and today the Union Bank of India has on-boarded the integrated pensioners portal.

I am also thankful to the Additional Controller General of Accounts Dr. Shankari Murali ji for her efforts to ensure time bound disbursement of pension payments. The CGA has played a critical role in reducing the delays between retirement and commencement of pension. The Department of Pension has collaborated with the CGA in streamlining processes and improved monitoring.

The Department has received continuous support from MOHFW for Improving Pensioners Welfare and a series of reforms in CGHS on the recommendations of SCOVA were witnessed. The CGHS reforms in 2024 include simplification of referral procedures, timely settlement of bills on the Ayushman Bharat National Health Authority Portal, operationalization of cash less services in the All-India Institute of Medical Sciences, simplification of procedures for settlement of petty bills and operationalization of new CGHS Health and Welfare Centers. I would like to acknowledge the leadership of Shri Apurva Chandra ji Secretary MOHFW and the Director General CGHS Smt. Roli Singh in undertaking the far-reaching CGHS reforms.

The Hon'ble Prime Minister has placed emphasis on Effective Redressal of Public Grievances in a timely, effective and accessible manner. The 11th Pension Adalat redressed 125 long standing grievances including several cases of Defence personnel. The Pension Adalat has emerged as an effective forum for redressal of long-standing pensioners' grievances. I am grateful for the support received from Smt Alka Sharma ji the Special CGDA and the Joint CGDA Smt. Molly Sengupta ji for their support in successful redressal of cases listed in the Pension Adalat.

The 7th Anubhav Awards Ceremony is being held today. The Anubhav Awards are the vision of Hon'ble Prime Minister to encourage pensioners to document their administrative experiences and have received wide-spread participation from 46 Ministries/ Departments. My congratulations to all award winners. I would urge each of the officials participating in today's Pre-Retirement Counselling Workshop to submit their Anubhav experiences through their Nodal Ministries/ Departments.

I would like to complement all officials of the Department of Pension and Pensioners Welfare under the leadership of Joint Secretary Shri Dhruvajyoti Sengupta, the Directors Shri Ravikiran Ubale, Dr. Pramod Kaushik, Shri Ravinder Kumar, Smt. Nimisha Jha and all Under Secretaries who have strived tirelessly to make the event a success.

To conclude, let me thank Hon'ble MOS PP for his guidance and leadership and thank each one of the dignitaries on the dais and the pensioners attending today's event. Jai Hind.