

**GOVERNMENT OF INDIA
DEFENCE
LOK SABHA**

UNSTARRED QUESTION NO:1143
ANSWERED ON:15.11.2010
PENSION DISTRIBUTION SYSTEM
Bais Shri Ramesh;Joshi Shri Pralhad Venkatesh

Will the Minister of DEFENCE be pleased to state:

- (a) whether cases of delay in payment of revised pension and outstanding amount to the ex-servicemen have increased recently;
- (b) if so, the details thereof, including the complaints received from them;
- (c) whether the Government proposes to streamline the pension distribution system so as to make early clearance of the pension cases; and
- (d) if so, the details thereof?

Answer

MINISTER OF THE STATE IN THE MINISTRY OF DEFENCE (SHRI M.M. PALLAM RAJU)

(a) & (b): A total number of 58540 complaints were received in the last 3 years, out of which, 58268 have since been resolved. It is also ensured that the pensioner's grievance is settled to his satisfaction.

(c) & (d): Systemic improvement is a continuous process. The pension distribution is presently through 45000 branches of Public Sector Banks, 4 Private Sector Banks, 61 Defence Pension Disbursing Offices (DPDOs), 640 Treasuries, 2 Post Offices, 5 Pay & Accounts Offices (PAO). For the Armed Forces pensioners residing in Nepal, disbursement is done through 3 Pension Payment Offices (PPOs). The present system adequately caters to the requirement. This Department has also been closely monitoring the progress of implementation of 6th Central Pay Commission and Cabinet Secretary Committee's recommendations.