

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:1625
ANSWERED ON:22.08.2012
PROBLEMS OF PENSIONERS
Punia Shri P.L.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether several cases of pensions are not transferred to designated accounts of various retired Central Government employees or their spouses on time;
- (b) if so, the details thereof; and
- (c) the measures taken by the Government to give relief to the retired Central Government employees?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.
(SHRI V. NARAYANASAMY)

(a), (b) & (c): As per various rules governing pension, time schedule has been fixed to process the pension cases by various authorities.

As per Rule 85 of CCS (Pension) Rules 1972, the pension is payable monthly on or after the last working day of the month to which the pension relates, except for the month of March, when it is payable on or after first working day of April. However, some times complaints for delay in receipt of pension are received by the Government.

The Government has taken the following measures to give relief to the retired Central Government employees:

- i. Central Pension Grievance Redressal and Monitoring System in the Department of Pension & Pensioners' Welfare receive complaints from all Central Government Pensioners and process these to get the grievances redressed by the concerned authorities.
- ii. Central Pension Accounting Office in the Department of Expenditure has given wide publicity to its toll free helpline for Civil Pensioners covered by it.
- iii. Ministries/Departments and Pension Disbursing Banks also hold Pension Adalat to resolve the complaints of pensioners from time to time.
- iv. Reserve Bank of India has advised all agency banks to ensure that any delay in disbursement of regular pension, revised pension, any type of pension arrears, etc. irrespective of the type of pension (whether normal pension, pension (DA) relief or pension arrears) or any category of pensioners (Central/State/Railway/Defence/Telecom/Freedom fighters, etc.) should be compensated @ Bank Rate plus 2% penal interest for the delayed period.