

**GOVERNMENT OF INDIA  
DEFENCE  
LOK SABHA**

STARRED QUESTION NO:549  
ANSWERED ON:06.05.2013  
GRIEVANCES OF DEFENCE PERSONNEL  
Choudhary Shri Bhudeo;Singh Shri Ganesh

**Will the Minister of DEFENCE be pleased to state:**

- (a) the mechanism adopted by the Government to resolve the grievances related to the amount of pensions being paid to the retired officers and jawans;
- (b) the details of the parameters being adopted on the basis of which the One Rank One Pension decision would be taken and the time by which the same is likely to be implemented; and
- (c) the steps taken by the Government for ensuring timely and accurate payment of pension to ex-servicemen?

**Answer**

MINISTER OF DEFENCE (SHRI A.K. ANTONY)

(a) to (c): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (c) OF LOK SABHA STARRED QUESTION NO. 549 FOR ANSWER ON 6.5.2013

(a) There is a Pension Grievance Cell in the Department of Ex-servicemen Welfare which deals with grievances of the retired officers and jawans. On an average this cell receives representations ranging between 500 to 800 per month. Grievances are also received through the pension portal of Department of Pension & Pension Welfare. These are examined and forwarded to the concerned agencies for redressal with a copy to the individual to enable him to know the status of his case. Similar cell exists in the office of respective Pension Sanctioning Authorities (PSAs). Controller General of Defence Accounts (CGDA) organizes 6 Defence Pension Adalats in a year across the country and local Army Commands organize Army Melas. Their purpose is to redress the grievances of the ex-servicemen on the spot rather than expecting them to approach the concerned authorities for redressal. They have proved very successful as these are not only to redress the grievances but also to disseminate the latest information and the policy laid down by the Government for their welfare.

(b) Pension improvement is a continuous process. The demand for One Rank One Pension (OROP) has been considered by various Committees and Group of Ministers in the past, in addition to the various Pay Commissions. Keeping in mind the spirit of the demand, several recommendations have been made for significant improvements in the pension of pre-1.1.2006 retiree pensioners which have been accepted by the Government. Orders in implementation of the recommendations of these Committees / Group of Ministers (GoM) have been issued from time to time.

(c) Pension claims in superannuation / discharge cases are notified and instructions for timely payment of pension to Defence pensioners are issued to all Pension Disbursing Agencies (PDAs) across the country which are 46000 branches of Public Sector Banks, 4 Private Sector Banks, 63 Defence Pension Disbursing Offices (DPDOs), 640 Treasuries, 2 Post Offices, 5 Pay & Account Offices. For Armed Forces pensioners residing in Nepal, disbursement is done through 3 Pension Payment Offices (PPOs) located in Nepal. To ensure timely and accurate payment of pension the Department & CGDA closely monitor the progress with the Banks / DPDOs. Trainings are imparted by CGDA to the banking officials so as to ensure timely and accurate pension payments.