



15th Pension Adalat conducted at Indian Institute of Public Administration, New Delhi on 24.12.2025 under the Chairpersonship of Ms Rachana Shah, Secretary DoPT, DARPG & DOPPW

815 of the 1087 long pending pension grievances redressed on the spot

The Success stories through ‘Jan Samvad’ portraying the commitment to ensure faster resolution of grievances and enhance dignity and financial security for the Pensioners

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1087 grievances related to grievances of super senior and family pensioners pertaining to 30 Departments/Ministries belonging to the Departments under Ministry of Defence, Ministry of Home Affairs, Finance, Posts, Housing & Urban Affairs, Civil Aviation etc were taken up in the Adalat for redressal out of which 815 grievances were resolved on the spot underscoring the efficiency of this initiative in delivering timely justice to pensioners.

There were many heart-warming success stories which came out of the Adalat held on 24.12.2025. Excerpts of some of the cases are mentioned below to appreciate the struggles experienced by the Pensioners and how the mechanism of Pension Adalat enabled them to get their long-pending rightful dues.

Shri Pritam Singh

Sh. Pritam Singh who belongs to Rewari, Haryana had his grievance pending for more than 114 days. It was regarding non-payment of GPF, Leave Encashment and Gratuity. He voiced his concern over phone regarding the pendency of his complaint. It was apprised by the officers in BSF that the case has been resolved and with total arrears for Rs 68,10,192/- to be credited to the account of the pensioner at the earliest.

Shri Kewal Krishan

Shri Kewal Krishan who belongs to J&K had his grievance pending for more than 150 days, which was delay in start of family pension following the death of his wife, Smt. Pholi Devi, who was drawing the family pension sanctioned after the demise of his son, CT/GD NARESH KUMAR working in CRPF. It

was informed by the officers from CRPF that the deposit of the extra family pension amount of Rs.8,56,107/- have been already completed and total arrears from 07/12/2020 to 30/11/2025 amounting Rs.12,11,444/- have been processed and will be paid at the earliest.

Smt Khimuli Devi

Smt Khimuli Devi who belongs to Uttarakhand, is a family pensioner whose husband was posted in SSB. Her grievance was more than 133 days old. She was awaiting the arrears of the revision and payment of minimum Extraordinary Pension with interest. Her grievance was pending for more than 150 days. Her grievance was regarding release of arrears with interest on revision of minimum Extraordinary Pension. Her grandson had joined through VC and mentioned that the arrears of additional pension have not been paid and also requested to provide him the calculation sheet of the entire arrears. It was assured by the SSB nodal officer that the balance arrears will be paid at the earliest and also calculation sheet will be provided.

Smt Sabitri Bagh

Smt Sabitri Bagh is widow of Late Shri Kshama Sil Bagh who had retired from Department of Posts. Her grievance was pending for more than 129 days. There was delay in regularization of the suspension period of the deceased official resulting in non-release of salary benefits and denial of family pension even after his death on 08.09.2024. Her son had attended the Adalat through VC. It was informed by the Department of Posts that the service period of Late Sri Kshamasil Bagh for the period from 11.10.2014 to 09.01.2020 has been regularized on 21.11.2025. However, it was stressed in the Adalat that a follow-up of the case is to be carried out in a week to expedite granting of the arrears of the retirement benefits to the family pensioner.

Smt Savitri Devi Bhikaji Madaye

Smt Savitri Devi Bhikaji Madaye is an 84-year-old super senior family pensioner who had not received the family pension since June-2021 due to the loss of original documents and PPO while transferring the payment from Treasury to the Bank. It was apprised in the Adalat by the officers in CRPF that after a lot of follow-up with the CCA MHA, PAO and CPAO, sanction has been issued to CPPC Bank of Maharashtra on 18.12.2025 for crediting the arrears of Rs.7,40,870/- to her account. Since, she was hospitalized, the General Secretary of AICGPA, Pensioners' Welfare Association in Pune joined on her behalf and expressed his gratitude in the resolution of the complaint.



15th PENSION ADALAT FLYERS

Pension Adalat Overview

- 14 Pension Adalats
- Total 26,725 cases taken up in 14 Pension Adalats
- 19,133 cases resolved by different Ministries/Dep'ts.
- In 14th Pension Adalat on 10/09/2025, total 894 cases taken up by DoPPW
- 652 cases were disposed of on the spot

Pension Adalat Empowering Pensioners, Redressing Grievances.

The concept of the All India Pension Adalat was introduced in 2017 for conducting Pension Adalats across various Ministries and Departments on a single day throughout the country. It envisaged to include all Ministries/Departments including Central Armed Police Forces, Ministry of Defence, Ministry of Railways, Department of Telecommunications and Department of Posts. This has evolved as one of the most extensive grievance resolution exercises ever undertaken in the country.

The Pension Adalat aims to provide a single platform where concerned stakeholders, including Ministries, Departments, Organizations, CGO and BPs, come together to expedite the resolution of long-pending grievances for the satisfaction of the pensioners, thereby reducing and avoiding the need to file court cases by the pensioners/family members.

Till date, DoPPW has organized 14 Pension Adalats, redressing a total of 26,725 long pending grievances. Among them, 19,133 cases have been successfully resolved through this effective initiative. The 14th All India Pension Adalat was held on September 10, 2025. Out of the 894 cases taken up in the Adalat, 652 cases were resolved successfully on the spot by different participating Ministries/Departments/Organizations.

Through this Flyer, some of the successfully redressed long pending grievances in the 14th All India Pension Adalat, are being showcased as a testimony to the transparency and accountability of this novel grievance redressal system.

Success Story-1

Hony. Lt. Balveer Kumar
Kathua, Jammu & Kashmir
(DOPPW/E/2025/0028231)

Sh. Balveer Kumar briefed his case before Hon'ble MoS(PP)

Sh. Balveer Kumar is the brave soldier of Indian Army who got injured and got disabled under Category A. Due to incapacity, he retired as Honorary Lieutenant on 30.04.2024 and was paid all benefits bearing Continued Value of Pension and War Injury Element of the Pension. He had represented his case in various forums, but the process was taking time.

In the pursuit of redressal, he filed a grievance on the CPENGAMS portal on 01.04.2025. The redressal process gained momentum after his case was taken up in the Pension Adalat at the Department of Pension & Pensioners' Welfare (DoPPW) started regular follow-ups to expedite the matter.

During the Adalat, he interacted with the Hon'ble MoS (PP) through VC and represented his case. Thereafter, CIO CGOA and PCOA, MHD informed that his case had been fully resolved and Rs. 46.04 lakh had been paid.

Hence, Pension Adalat has proved its utility in disbursal of pensionary benefits to the valiant soldier of the country, which were pending for more than 16 months.

Success Story-2

Ms. Mevla Devi
Kanpur, Uttar Pradesh
(DOPPW/P/2025/0006151)

Hon'ble MoS(PP) was apprised about the case of Ms. Mevla Devi

Ms. Mevla Devi, aged 65 years, is the spouse of Late Sh. Badri Prasad, who retired on 31.03.2017 from the Field Gun Factory, MHD. At that time, he was not paid retirement gratuity in view of ongoing court proceedings. Subsequently, he passed away on 20.09.2020. Thereafter, his Mevla Devi actively pursued for outstanding DCRG.

To seek redressal, she lodged a grievance on the CPENGAMS portal on 17.02.2025. Her case was subsequently taken up in the Pension Adalat and closely monitored.

She expressed her faith in Pension Adalat and sent her son Sh. Satender to represent her case before Hon'ble MoS (PP). Due to swift follow up action taken subsequent to the issue of notice of Pension Adalat, her grievance got resolved and the CIO PCOA, MHD reported that DCRG amount amounting to Rs. 8.75 lakh had been released to her, providing significant financial relief in her advanced age.



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