

**ଓଡ଼ିଶା ସରକାର**  
**ସାଧାରଣ ପ୍ରଶାସନ ଓ ସାଧାରଣ ଅଭିଯୋଗ ବିଭାଗ**

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ସଂଖ୍ୟା-GAD-PEN-PEN-0044-2024- 39268 /GA&PG,ତା- 27-12-2024

ପ୍ରେରକ

ମନୋଜ ଆହୁଜା,  
ମୁଖ୍ୟ ଶାସନ ସଚିବ

ପ୍ରାପ୍ତେଷୁ

ସମସ୍ତ ଅତିରିକ୍ତ ମୁଖ୍ୟ ଶାସନ ସଚିବ/ପ୍ରମୁଖ ଶାସନ ସଚିବ/କମିଶନର-ତଥା-ଶାସନ ସଚିବ  
ସମସ୍ତ ବିଭାଗୀୟ ମୁଖ୍ୟ  
ସମସ୍ତ ଜିଲ୍ଲାପାଳ

**ବିଷୟ:-** ସରକାରୀ କର୍ମଚାରୀଙ୍କୁ ଅବସର ଗ୍ରହଣ ଦିନ ତୁଡାନ୍ତ ସମୟାବୃତ୍ତୀ ଓ ତୁଟିଶୂନ୍ୟ ପେନସନ ପ୍ରଦାନ ନିମନ୍ତେ-'ସହାୟତା କେନ୍ଦ୍ର' ସ୍ଥାପନ-ସମ୍ବନ୍ଧରେ

ମହାଶୟା/ମହାଶୟା,

ଆପଣମାନେ ସମସ୍ତେ ଅବଗତ ଅଛନ୍ତି ଯେ ଅବସର ଦିବସରେ ସମସ୍ତ ଯୋଗ୍ୟ ସରକାରୀ କର୍ମଚାରୀଙ୍କୁ ପୂର୍ଣ୍ଣାଙ୍ଗ ପେନସନ ପ୍ରଦାନ କରିବା ପାଇଁ ରାଜ୍ୟ ସରକାର ଅଙ୍ଗୀକାରବଦ୍ଧ । ଏହାକୁ ଦୃଷ୍ଟିରେ ରଖି ରାଜ୍ୟ ସରକାର ସାଧାରଣ ପ୍ରଶାସନ ଓ ସାଧାରଣ ଅଭିଯୋଗ ବିଭାଗ ପତ୍ର ସଂଖ୍ୟା ୯୪୮, ତା ୧୭.୦୧.୨୦୨୩ ରିଖ (ନକଲ ସଂଲଗ୍ନ କରାଗଲା) ମାଧ୍ୟମରେ ଯୋଗ୍ୟ ସରକାରୀ କର୍ମଚାରୀମାନଙ୍କୁ ଅବସର ଦିବସରେ ପୂର୍ଣ୍ଣାଙ୍ଗ ପେନସନ ଦେବା ନିଷ୍ପତ୍ତିକୁ ସୁଗମ କରିବା ପାଇଁ ସମସ୍ତ ପେନସନ ମଞ୍ଜୁରୀକର୍ତ୍ତା କର୍ତ୍ତୃପକ୍ଷଙ୍କ କାର୍ଯ୍ୟାଳୟରେ ସ୍ଥାୟୀ ସହାୟତା କେନ୍ଦ୍ର (Help Desk) ଖୋଲିବା ପାଇଁ ମାର୍ଗଦର୍ଶିକା ଜାରି କରିଥିଲେ । ଉକ୍ତ ସହାୟତା କେନ୍ଦ୍ର ମାଧ୍ୟମରେ ଆବେଦନକାରୀମାନେ ପେନସନ ପାଇଁ ଆବେଦନ କରିବା ସହ ସେ ସମ୍ବନ୍ଧୀୟ ଜିଜ୍ଞାସା/ ସଂଶୟ ଦୂର ପାଇଁ ସହାୟତା ନେଇପାରିବେ । ସମ୍ପୂର୍ଣ୍ଣ କର୍ମଚାରୀଙ୍କର ପେନସନ କାଗଜ ସଠିକ ସମୟରେ ଓ ସଠିକ ଭାବରେ ଦାଖଲ କରିବା ନିମନ୍ତେ ସହାୟକ ହେବ ।

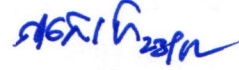
ତେଣୁ, ପୂର୍ବୋକ୍ତ ପତ୍ରରେ ଦିଆଯାଇଥିବା ନିର୍ଦ୍ଦେଶାବଳୀର ଅନୁପାଳନ ପୂର୍ବକ ସମସ୍ତ ବିଭାଗ/ ବିଭାଗୀୟ ମୁଖ୍ୟ ଦସ୍ତୁର / ଜିଲ୍ଲା କାର୍ଯ୍ୟାଳୟ ତଥା ଅନ୍ୟ ପେନସନ ମଞ୍ଜୁରୀକର୍ତ୍ତା କର୍ତ୍ତୃପକ୍ଷଙ୍କ କାର୍ଯ୍ୟାଳୟରେ ଆବଶ୍ୟକ କର୍ମଚାରୀ ଓ କମ୍ପ୍ୟୁଟର ଉପକରଣ ସହ ତୁରନ୍ତ ଉକ୍ତ ସ୍ଥାୟୀ ସହାୟତା କେନ୍ଦ୍ରକୁ କାର୍ଯ୍ୟକ୍ଷମ କରିବା ନିମନ୍ତେ(ଯଦି କାର୍ଯ୍ୟକାରୀ ହେଉନଥାଏ) ଅତିକ୍ରମରେ ଅନୁଶାସନ ସଚିବ ପାହ୍ୟାର ଜଣେ ଅଧିକାରୀ/ ବରିଷ୍ଠ

ଅଧିକାରୀ କୁ ଉଚ୍ଚ ସହାୟତା କେନ୍ଦ୍ରର ଦାୟିତ୍ୱ ନ୍ୟସ୍ତ କରାଯାଇପାରେ । ଏହି ନିର୍ଦ୍ଦେଶନାମାକୁ ଆଗାମୀ ୭ (ସାତ)

ଦିନ ମଧ୍ୟରେ କାର୍ଯ୍ୟକାରୀ କରି ସାଧାରଣ ପ୍ରଶାସନ ଓ ସାଧାରଣ ଅଭିଯୋଗ ବିଭାଗକୁ ଜଣାଇବେ ।

ଏହା ଆପଣଙ୍କ ଅବଗତ ଓ ତୁରନ୍ତ କାର୍ଯ୍ୟାନୁଷ୍ଠାନ ନିମନ୍ତେ ସୂଚାଇ ଦିଆଗଲା ।

ଆପଣଙ୍କ ବିଶ୍ୱସ୍ତ,



ମୁଖ୍ୟ ଗାସନ ସଚିବ

**Government of Odisha**  
**General Administration & Public Grievance Department**

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No. GAD-PEN-PEN-0001-2023- 948 /GA & PG Date- 16/01/2023

From

Shri Suresh Chandra Mohapatra, IAS,  
Chief Secretary

To

All Departments of Government  
All Heads of Departments  
All Collectors

Sub: - Holding of Pension Adalat to redress the grievances of retired Government employees.

Madam/Sir,

Attention is invited to GA & PG Department letter No. 27822/ GA & PG dated 30.09.2022 wherein a deadline i.e. October 31, 2022 was set for disposal of all eligible Pension cases. However, grievances on pension matters are still pouring in on regular basis with the allegation that their cases have not been finalised despite completion of all the formalities.

The Government have always strived to ensure payment of all retirement dues and delivery of Pension Payment Order (PPO) to retiring employees on the day of retirement itself. The State have been conducting Pension Adalats from time to time wherein on-the-spot decisions are taken for a prompt resolution of pensioners' grievances. With a view to leveraging technology in redressing grievances, the Government has recently launched an Online Registration System for Pension Adalat accessible at <http://pension.hrmsodisha.gov.in/>

Now, keeping in view the rising spate of the Pensioners' grievances and for ensuring the cooperation and involvement of all the Departments in addressing these grievances, it has been decided to create a dedicated "Help Desk" in the office of the PSAs which shall function permanently and shall assist the Pensioners for online processing of his/her Pension through the above portal.

It has been decided to hold Pension Adalat for the year 2023 at the District level and the State level. The Pensioners can register their grievance online through the above portal which will remain open for the applicants from **20.01.2023 to 20.02.2023.**

All the Collectors & DMs are directed to review the status of the long-pending pension cases at the district level by organising a meeting with all the PSAs in the concerned District and issue necessary instructions for prompt resolution of the Pensioners' grievances by following the extant guidelines in force. Since this will be a technology driven exercise, necessary training to all the PSAs at the district level may be imparted through the CMGI staff stationed in the O/o the Collectors & DMs.

Keeping in view the overall objective of prompt and quick redressal of the Pensioners' grievances, a set of guidelines captioned as "SOP for Pension Adalat and redressal of the Pensioners' grievances" have been formulated for reference and strict adherence.

The Departments are also requested to issue necessary directions to the PSAs of their sub-ordinate offices / institutions to abide by the above instructions of the Government and ensure timely resolution of the Pensioners' grievances.

All the PSAs are impressed upon to take proactive steps to keep the retired Government employees informed about these developments. The date of holding of the Pension Adalat will be communicated to all concerned in due course.

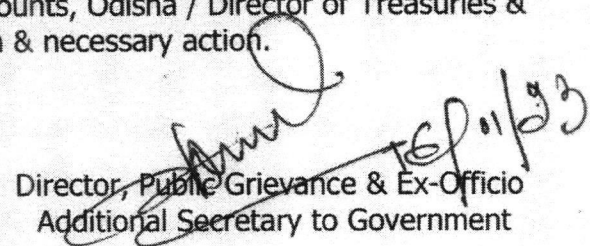
This is for information and necessary action.

Yours faithfully,

  
Chief Secretary

Memo No.- 949 /GA & PG Date- 16/01/2023

Copy forwarded to OSD to Chief Secretary / PS to Additional Chief Secretary, GA & PG Department / PS to Principal Secretary to Government, Finance Department / Principal Accountant General (A&E), Odisha, Bhubaneswar / Executive Director, CMGI, Bhubaneswar / Controller of Accounts, Odisha / Director of Treasuries & Inspection, Odisha, Bhubaneswar for information & necessary action.

  
Director, Public Grievance & Ex-Officio  
Additional Secretary to Government

## **Standard Operating Procedure (SOP) for Pension Adalat and redressal of the Pensioners' grievances**

The Government of Odisha have been considering for framing of some guidelines / framework for holding of Pension Adalats with a view to redressing the grievances of retired Government employees and mitigating the hardship/distress of families of the deceased Government employees. Keeping this objective in view, the State Government has recently launched the Online Registration System for registering grievances to be heard in the Pension Adalat. Retired employees of the State Government can now lodge their pension-related grievances online from anywhere through the dedicated Online Registration System for Pension Adalat accessible via the link at <http://pension.hrmsodisha.gov.in/>.

Now, keeping in view the overall objective of prompt and quick redressal of the Pensioners' grievances, the following guidelines are being formulated for settlement of the legitimate dues of the Pensioners. To bring uniformity in grievance redressal of the Pensioners all over Odisha, it is requested that this SOP may be adhered to in-totally.

1. All the Pension Sanctioning Authorities (PSAs) starting from the Block level to the apex level of the State shall open a "Help Desk" in their Office with an objective of providing information to the pensioners across the counter and to deal with their queries and compliance at a single point. The Help Desks shall function permanently and shall assist the Pensioners for online processing of his/her Pension.
2. The Help Desk shall be manned by an Officer not below the rank of Under Secretary to Government. He/she must have a sound working knowledge of Online Application and processing of the Pension. The Officer shall be assisted by one or more Assistant Section Officer(s) / Junior Assistant(s) along-with all necessary dedicated hardware.
3. All the Departments of the Government shall nominate a nodal officer not below the rank of Joint Secretary in charge of Establishment matters. Such Officer shall be designated by a written order as "Nodal Officer" for the purpose of Pensions in addition to his/her own duties. Details of Nodal Officer i.e., name, designation, phone no., e-mail id shall be communicated to the Help Desks under the concerned Departments.
4. If any department has a Deputy Secretary ranked officer responsible for Establishment Matters, the Head of Office shall specifically appoint an officer of the rank of Joint Secretary and above to deal with all the pension applications.
5. Such Nodal Officers shall personally supervise and monitor the processing of the applications duly assisted by team of officers. The number of staff in the team to be decided by the respective Departments depending upon the work load.

6. Once the date of holding the Pension Adalat at the District / State level is announced, the Help Desk will act as a single-point facility for online registration of the Pensioners and enable them to upload/send their grievances and related papers through the dedicated Online Registration System for Pension Adalat.
7. All the registered online grievances will be routed to the Department level for further action on the matter.
8. The Nodal Officer at the Department level will be the highest-level monitoring authority who shall screen the grievances/pending cases received through the Online Registration System for Pension Adalat and forward the same to the Pension Sanctioning Authority (PSA) at the field level for redressal of the grievance in a time-bound manner. The grievances / representations may be examined in detail and prompt action to finalise the cases be taken. Wherever necessary, liaison may be done with other concerned PSAs / authorities for prompt settlement of the grievances.
9. Those cases / grievances which could not be settled at the district level in the Pension Adalats shall be transferred to the Department level for resolution in the state level Pension Adalat.
10. Efforts should always be made by the PSAs to make payment of the Pensionary dues immediately on retirement as per normal practice. No case should be held up for decision in Pension Adalats unless the delay is absolutely inescapable.

The above guidelines should be followed scrupulously to ensure that the grievances of the Pensioners / Family Pensioners are settled promptly without giving any room for complaint whatsoever.