



भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड) (RAILWAY BOARD)



No. 2026/E(W)/22/01/1

New Delhi, Dated – 25.08.2026

The General Managers (P)
All Indian Railways & PUs.

Sub: Holding of Pension Adalats-2026 on Indian Railways.
Ref: Board's letter No. E(W)2019/PA-1/2 dated 20.08.2019.

As per the extant instructions contained in Master Circular No. 08/2019 dated 20.08.2019 issued vide Board's letter cited under Ref., Pension Adalats are to be conducted on 15th December every year on the Indian Railways. This year also, Pension Adalats should be held on 15th December 2026 (Tuesday).

2. In compliance to the recommendations of Department-Related Parliamentary Standing Committee on Personnel, Public Grievances, Law & Justice regarding effectiveness of Pension Adalats, DoP&PW vide their OM No.4/12/2025-P&PW(D)-Part(2)/E-10488 dated 12.05.2026 (copy enclosed), have advised to accord priority to undertake widespread and well-coordinated awareness campaigns, sufficiently in advance of organizing Pension Adalats.

3. It has been emphasized to disseminate the information regarding Pension Adalats through multiple channels, including Pensioners' Welfare Associations, relevant Government offices and Pension Disbursing Authorities viz. Banks, Post offices, etc. It has also been advised that digital platforms such as official websites, Pension Portals, SMS alerts and Social Media should also be employed in this regard. It is reiterated that Pensioners/Family Pensioners whose grievances are to be taken up for redressal during the Pension Adalat may also be given advance intimation well before the date of Pension Adalat, as already stipulated in para 3.2 and 3.3 of above referred Master Circular No. 08/2019. Further, provisions as contained in letter No. 2026/E(W)/22/01/2 dated 14.08.2026 (copy enclosed) and other provisions in Master Circular No. 08/2019, may also be adhered to.

4. Accordingly, all Zonal Railways/PUs are requested to take necessary action for holding Pension Adalats-2026, in adherence of guidelines/instructions issued from time to time by DoP&PW and reiterated by Railway Board for necessary compliance.

Digitally signed by
Rashmi Dahiya
Date: 25-08-2026
14:59:56

(Rashmi Dahiya)
Deputy Director/ Estt.(Welfare)
Railway Board
Phone No.: 011-47845543
E-mail ID: drashmigodara.rb@gov.in

Encl: As stated
Copy to: **Secretary/RB**

No.4/12/2025-P&PW(D)-Part(2)/ E-10488

Government of India

Ministry of Personnel, Public Grievances and Pensions

Department of Pension and Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,

Khan Market, New Delhi

Dated, the 12th May, 2026

OFFICE MEMORANDUM

Sub: - Guidelines on holding of Pension Adalat – Recommendations of Department-Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice - reg.

The undersigned is directed to refer to Department of Pension and Pensioners' Welfare's OM dated 23.03.2011 (copy enclosed) regarding the guidelines for the conduct of Pension Adalat and to say that the Department-Related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice, in its 161st Report, has noted that the effectiveness of Pension Adalats depends significantly on the extent to which pensioners are made aware of these opportunities in advance and has recommended to reach out to the eligible pensioners, particularly those residing in remote areas or those with limited digital access, so that they may avail this grievance redressal mechanism. It is a time tested model of ensuring 'on the spot' qualitative redressal of pending grievances having almost 75% on the spot redressal rate in the last 12 Pension Adalats that this department has organised in the past. In fact, the balance cases have also been resolved within the next few days of the Adalats through follow-up meetings with concerned stake-holding Ministries/Departments/Organizations.

2. In view of the above, the provisions contained in aforementioned OM dated 23.03.2011 of this Department on the issues concerning Pension Adalat are reiterated. Further, to comply with the above recommendations of the Committee, Ministries/Departments/Organizations should accord priority to undertake widespread and well-coordinated awareness campaigns, sufficiently in advance of organising Pension Adalats, so as to ensure that all pensioners with pending grievances are informed and able to participate. Also, information regarding Pension Adalats should be disseminated through

Contd....

multiple channels, including Pensioners' Welfare Associations, relevant Government offices and Pension Disbursing Authorities viz. Banks, Post offices and Treasuries. Further, digital platforms such as official websites, Pension Portals, SMS alerts, and Social Media should also be employed in this regard.

3. This issues with the approval of Competent Authority.

Encl: As above.


(Dr. Pramod Kumar)
Director

To,

1. All Ministries/Departments of Government of India.
2. All Pension Disbursing Banks.

No. 44013/2/2010-Coord.
Govt. of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

Lok Nayak Bhawan,
Khan Market, New Delhi
Dated: 25.03.2011

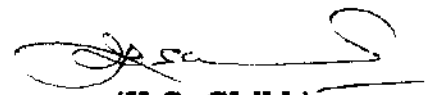
OFFICE MEMORANDUM

Sub: Guidelines for holding of Pension Adalats - reg.

The undersigned is directed to state that the Department of Pension & Pensioners' Welfare, Ministry of Personnel, P.G. & Pensions, is the nodal Department for the formulation of general policy relating to pension and other retirement related benefits of Central Government employees covered under CCS (Pension) Rules, 1972. Besides, it also seeks to promote pensioners welfare and serves as a forum for the redressal of pensioners' grievances.

2. At present, some Ministries/Departments like Defence, Railways and Posts have been conducting Pension Adalats from time to time wherein on-the-spot decisions are taken for a prompt resolution of pensioners' grievances. However, keeping in view the rising spate of pensioners' grievances, the cooperation and involvement of all Ministries/Departments in redressing these grievances through various fora (i.e. Pension Adalats, etc.) is considered necessary.

3. The Department of Pension & Pensioners' Welfare has been considering for sometime framing of some sort of guidelines/framework for holding of Pension Adalats. Based on the interaction with Ministries/Departments of Defence, Railways and Posts and the feedback received from Banks with regard to holding of Pension Adalats, this Department has formulated guidelines for holding of Pension Adalats by various Ministries/Departments/ Organisations, including the Pension disbursing Banks. A copy of these guidelines is enclosed herewith for perusal. The Ministries/Departments/ Organisations may like to organise Pension Adalats for pensioners as considered appropriate by them. These guidelines are not mandatory in nature and suitable changes could be effected, wherever required, keeping in view the overall objective of prompt and quick redressal of pensioners' grievances.


(K.S. Chibb)
Director (P)

To,

All Ministries/Departments/Banks

Guidelines for conducting Pension Adalats

1. Objective

The intention of conducting Pension Adalats is to look into the grievances of Pensioners so as to redress the same by taking on-the-spot decisions thereby reducing the delays, if any, in the settlement of their legitimate dues. This kind of interaction with the Pensioners would instill in them a sense of being cared for and attended to, thus, dispelling their feelings of isolation and neglect. It will also give an idea of the kind of problems/difficulties that are being faced by the pensioners and help in identifying the areas of concern in policy that require our urgent attention for amendment, etc.

2. Frequency, Date and Time

2.1 Pensioners' Adalats may be held twice around January and July every year. Venue and date will be fixed by the concerned organization in consultation with the stakeholders and notified through advertisements in leading newspapers/other media. For this purpose, the following time frame may be adopted:

- | | |
|--|---|
| (a) Issue of notice by respective organisations through print and visual media and other means about holding of Pension Adalats indicating date, venue, time of Adalat and the name of Officer to whom the grievances have to be submitted. | At least 4 months in advance of the proposed date of Adalat. |
| (b) Last date for submission of grievances by Pensioners, which should be indicated in the Notification mentioned above. | Within 90 days from the date of issue of notice |

2.2 About 4 to 6 weeks time is considered adequate to investigate most of the complaints/representations though some cases may take a little longer. However, keeping in view the fact that the aim of the Adalat is to promote credibility and generate confidence amongst the pensioners, the last date for receiving the complaints/representations to be heard in the Adalat may be

suitably fixed and announced at the time of giving the publicity. Only one officer will be nominated to receive the complaints/representations. The officer to whom the complaints/representations should be sent will also be indicated in the advertisement.

3. Publicity for the Adalat

3.1 Wide and adequate publicity through print and visual media and other means like posters at prominent places, may be given in advance to enable the pensioners to send their cases in time for consideration in such Adalats. Doordarshan and A.I.R. can also be requested to telecast/broadcast the same through appropriate programmes. This is considered necessary, as reference to various records is very often essential before a grievance can be considered/redressed.

3.2 The most important aspect of the publicity campaign is to reach out to the individual pensioners. For this purpose a set of hand outs, posters and press releases may be prepared and sent to the following agencies three months in advance.

- Bank branches, Post Offices and Treasury Offices for display at their respective premises.
- Respective organizations at regional level for display at their premises and other crucial points.
- Pensioner's Associations & Leagues of pensioners at the station of the Adalat and its adjoining states for dissemination of information to the pensioners.
- Special efforts for publicity in the interior villages may be made by the respective organizations located at the station of the Adalat, which are also expected to liaise with the local print and electronic media
- For publicity of the Adalat for the information of Pensioners, press releases be issued in various print and electronic media in local/regional languages.
- The above exercise may be repeated through several rounds of press releases to above mentioned agencies.

4. Admissibility of cases in Pension Adalats

4.1 Cases involving purely legal points e.g. succession, etc., cannot be taken up in the Adalat. This aspect need to be adequately publicized.

4.2 Grievances involving policy matters need not be taken up in such Adalats.

4.3 In the cases of grievances not being tenable, the Pensioners may be suitably advised in writing.

4.4 Normally, no case should be held up for the sake of consideration/decision in the Adalat unless the delay is absolutely inescapable.

5. Advance action

5.1 The representations/grievances of Pensioners may be acknowledged indicating the date, venue and time of Pension Adalat.

5.2 The concerned Officers will examine the grievances/representations admitted and submit necessary reports at least two weeks before the Adalat meets, to the members of the Adalat. The grievances/representations may be examined in detail and prompt action to finalize the cases be taken. Wherever necessary, liaison may be done with other concerned agencies for prompt settlements of the grievances. The cases which do not fall within the scope of the Adalat, will be required to be communicated to complainants indicating the result of enquiry/investigation, etc, and the decision taken thereon.

6. Representation in Pension Adalats

6.1 All Officers dealing with pension viz. Senior Officers of Personnel/Administrative Branch and Accounts Department and Managers of the pension-disbursing Banks from Zonal or Divisional Headquarters should be present with all the relevant records so that decisions are not postponed for the sake of referring to the records.

6.2 The Officers present in the Pension Adalats should be able to take decisions on the spot to redress the grievances. In this connection it is pertinent to note that such meetings are not to take up policy matters but they should deal with specific grievances of the individual pensioner, when represented by him personally or by a family member of the Pensioner.

6.3 The authorized representatives of the Standing Committee of Voluntary Agencies (SCOVA) and the recognized Trade Unions/Pensioner Associations may also be invited to attend the Pension Adalats. But they should not be permitted to present the grievances of the Pensioners.

6.4 However, in the case of illiterate Pensioners, widows, minors etc. it may not be possible for them to effectively prepare and present cases before the Adalat. In such cases, if the pensioner/family pensioner seeks the assistance of the representatives of the SCOVA/Pensioners Associations attending the Adalat, the SCOVA/Pensioners Associations representatives may be permitted

to present the grievances of such pensioners/family pensioners. It may so happen that the Office bearers of the SCOVA/Trade Union/Pensioners Associations may not be available when Pension Adalats are held on different dates, at different places. In such cases even the representatives of SCOVA/Trade Unions/Pensioners Association, as authorized by the SCOVA/Trade Unions/Pensioners Associations and whose credentials are sent in advance to the concerned Organization, may be allowed to attend the Pension Adalats and to present the cases, if necessary.

6.5 It needs to be ensured that all the cases which are tenable are settled at the time of Pension Adalat itself. But in cases where it is not possible to settle the same on the spot, it should be settled and finalized within a period of approx. three months from the date of holding the Pension Adalat.

7. Composition and conduct of Pension Adalat

7.1 The Adalat will comprise of concerned stakeholders at the Regional level, which may have minimum five members chaired by the Head of the concerned Organization/Bank. The Head of the Pension Adalat would be assisted by the concerned officer of the Region concerned. The other three members will be one each from the Operational Wing and Finance Wings and the Bank/Post office (pension disbursing authority). It may also have a representative of DoP&PW. However, modification in the composition of the members can be made if the Head of the respective Organization/ Pension Adalat feels so in the circumstances.

7.2 The business of the Adalat is conducted through benches which comprise of experts in pension matters from various authorities. The Pension Adalat would be more beneficial if the representatives of DoP&W and all the concerned stakeholders are included in it.

7.3 The Pension Adalats should be conducted at the level of very senior Officers including Officers of Personnel, Accounts, Finance and other Departments concerned. The representatives of Banks/other Pension Disbursing Authorities should also be co-opted in the Pension Adalats. The officers comprising the Adalat should be those who have been authorized to take decisions on the various aspects of pension.

8. Jurisdiction and Venue

The Adalats are generally held at places where there is large concentration of Pensioners who draw their pensions from Public Sector Banks, Post offices and Treasuries. There will be one Adalat at least at regional level

which will cover a wide range of organizations/stakeholders. The Adalats may be held at the Headquarters Station of the Regional Office of the respective organization.

9. Evaluation & Monitoring

9.1 A Summary of outstanding cases may be compiled at the end of the Adalat and the unsettled cases referred to the concerned agencies for appropriate action in a time bound manner. A periodical review of outstanding cases is conducted and follow up action is taken with the internal and external agencies.

9.2 A review of the performance of the Adalat may be completed within 3 months of the ADALAT DAY. The items for evaluation could be

- (a) Total no. of grievances/cases.
- (b) number of cases decided on-the-spot.
- (b) disposal of cases where decision could not be given on-the-spot and another date has been given.
- (c) Users satisfaction generated through the Adalat.

9.3 An evaluation report after the first Adalat meeting may be prepared by the Head of the Pension Adalat assisted by the concerned officer at regional level clearly indicating further steps, if any, required for improvement, and the same submitted within a month from the date of Adalat to senior officers of the respective organization

9.4 Efforts should always be made to make payment of settlement 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.

9.5 As the conduct of Pension Adalat is being monitored at the highest level of the respective organization including stakeholders, the guidelines should be followed scrupulously to ensure that the grievances of Pensioners/ Family Pensioners are settled promptly without giving any room for complaint whatsoever.



भारत सरकार GOVERNMENT OF INDIA
रेल मंत्रालय MINISTRY OF RAILWAYS
(रेलवे बोर्ड) (RAILWAY BOARD)



No. 2026/E(W)/22/01/2

New Delhi, dated: As Signed

The General Managers (P)
 All Indian Railways & Production Units.

Sub: Meetings/Interaction with Railway Pensioners' Associations.

Ref: SCOVA meeting held on 10.03.2026.

The issue of 'conducting informal meetings of Pensioner Associations with DRMs/GMs' was raised in the 35th meeting of SCOVA held on 10.03.2026.

2. In this regard, attention is invited to Para 3.11 of M/o Railways letter No. E(W)/2019/PA-1/2 dated 20.08.2019 {copy enclosed} wherein instructions regarding conduct of informal meetings of Pensioner Associations with DRMs/GMs have been stipulated, as per which the representatives of the Pensioners' Association may meet and discuss the issues with the concerned Officers of the Railways as and when necessary. Further, as per provision contained in Para 3.13 of said Master Circular, CPO(IR) on Zonal Railways Headquarters, a nominated Sr.DPO/DPO on Divisions and a Dy. CPO in PUs are to act as the Nodal Officer for dealing with Pensioners' Associations and coordinating with other departments for addressing pensioners' concern raised by Associations and individual pensioners and replying to their representations.

3. In view of above, the Railways/PUs may ensure the implementation of these instructions, so that the representatives of Pensioners' Associations may meet and discuss their issues with the concerned officials.

Digitally signed by

Rashmi Dahiya

Date: 14-08-2026

11:15:45 (Rashmi Dahiya)

Deputy Director/ Estt.(Welfare)

Railway Board

Phone No.: 011-47845543

E-mail: drrashmigodara.rb@gov.in

Encl: As stated.

Government of India भारत सरकार
Ministry of Railways रेल मंत्रालय
(Railway Board) (रेलवे बोर्ड)

No. E(W)2019/PA-1/2

Dated 20.08.2019

The General Managers,
All Indian Railways & Production Units etc.
(As per standard List).

Sub: Conduct of Pension Adalats on Railways – Updation of Master Circular reg.

At present, the orders relating to conduct of Pension Adalats on Indian Railways are compiled in Master Circular No. 63 issued under Board's letter no. E(W)95/PA/1 dated 12.10.1995. Since then, a number of instructions regarding conduct of Pension Adalats have been issued. The question of consolidation of these existing orders/circulars into an updated Master Circular has been under the consideration of the Ministry of Railways (Railway Board). It has now been decided to issue a consolidated Revised Master Circular on the subject for the information and guidance of all concerned.

2. The intention of conducting Pension Adalats is to examine the grievances of pensioners so as to redress the same by taking on-the-spot decisions and to obviate the delay, if any, in the settlement of their pending dues, if any. Such a step would go a long way in instilling a sense of being cared for and attended to in the minds of pensioners.

3. Railway Board have circulated detailed guidelines for holding the Pension Adalats based on guidelines formulated by the Department of Pension and Pensioners' Welfare (DOP&PW) i.e. the nodal Department for looking after the welfare of Central Government Pensioners. The guidelines are given below:-

3.1 The Pension Adalats should be held normally on Railways/Production Units on 15th December each year or the first working day after that date in case 15th is a holiday. However, this date may be preponed/postponed depending on DOP&PW's directives.

3.2 Wide and adequate publicity, i.e. through print and visual media and other means like posters at prominent places, should be done in advance to enable the pensioners to send their cases in time for consideration in such Adalats. This is necessary as checking of various records is very often essential before a grievance can be redressed. For this purpose, the following timeframe should be adopted:

(a)	Issue of notice by Railway through print and visual media and other means about holding of Pension Adalats indicating date, venue, time of Adalat and the name of Officer to whom the grievances have to be submitted.	By first week of August every year
(b)	Last date for submission of grievances by Pensioners, which should be indicated in the Notification mentioned above.	31 st October every year

3.3 The representation of Pensioners may be acknowledged indicating the date, venue, and time of Pension Adalat.

3.4 The Pension Adalats should be conducted at the level of senior Officers i.e General Manager/Addl. General Managers, Principal Chief Personnel Officers, PFAs and DRMs/ADRM's besides other Officers of Personnel, Accounts and other Departments concerned. The representatives of Bank/Other Pension Disbursing Authorities should also be co-opted in the Pension Adalats.

3.5 All Officers dealing with pension viz. Senior Officers of Personnel and Accounts Department and Managers of the pension-disbursing Banks of Zonal or Divisional Headquarters should be present with all the relevant records to expedite the decisions.

3.6 The Officers present in the Pension Adalats should be able to take decisions on-the-spot in order to redress the grievances. In this connection, it is pertinent to note that such Adalats are not meant to take up policy matters, rather it is meant for

dealing with specific grievances of the individual pensioner, when represented by him personally or by a family member of the Pensioner.

3.7 Cases involving purely legal points e.g. succession etc. cannot be taken up in these Pension Adalats.

3.8 The authorized representatives of the "Standing Committee of Voluntary Agencies" (SCOVA) and the recognized Trade Unions may also be invited to attend the Pension Adalats. However, they should not be permitted to present the grievances of the Pensioners.

3.9 However, in the case of illiterate Pensioners, widows, minors etc. it may not be possible for them to effectively prepare and present cases before the Adalat. In such cases, if the pensioner is not able to present his/her case and he/she seeks the assistance of the representatives of the SCOVA attending the Adalat, the SCOVA representatives may be permitted to present the grievances of such pensioners.

3.10 There are only two members in the SCOVA representing the Railways. Therefore, it may happen that the Railway nominees on the SCOVA may not be available when Pension Adalats are being held on different dates and at different places on the Zonal Railways. In such cases, representatives of SCOVA, as authorized by the Member of the SCOVA and whose credentials are sent in advance to the Railway Administrations, should be allowed to attend the Pension Adalats and to present the cases, if necessary.

3.11 In the 13th Standing Committee on Voluntary organization (SCOVA) meeting, it was mentioned that the time available in the SCOVA meeting held by Department of Personnel & Pensioners' Welfare (DOP&PW) was not sufficient to discuss all the issues relating to different Ministries as these issues required thorough discussion with the Ministries concerned.

As only one or two items concerning Railways appear in the Agenda items, it has, therefore been appraised that setting up of a separate forum for discussion of one or two items is not desirable. However, the representative of the Pensioners' Association may meet and discuss the issued with the concerned Officers of the Railways as and when necessary.

(Railway Board's letter No.E(W)95/PA/2 dated 19.12.97)

3.12 It was again reiterated that the instructions regarding conduct of Pension Adalat should be implemented properly. Complaints received from Pensioners' Association should be examined thoroughly and replies should be sent to them on time. The concerned staff dealing with pensioners' cases should be very courteous and lenient while dealing with pensioners cases. Pensioners should not be allowed to run from one place to another for solving their problems, if the same can be redressed at one place. Any complaint received against staff about their misconduct or unfriendly attitude may be viewed seriously.

(Railway Board's letter No.E(W)/2001/PA/1 dated 30.09.04)

3.13 To extend cooperation to the Pension and Pensioners' Association, it was further decided that CPO(IR) on Zonal Railways Headquarters, a nominated Sr.DPO/DPO on Divisions and a Dy. CPO in Production Units will be the nodal officer for dealing with Pensioners' Associations and coordinating with other departments for addressing pensioners' concern raised by Associations and individual pensioners and replying to their representations. Other units may also nominate officer of the appropriate level for this purpose. It is also advised that such information and other information regarding Pension Adalats, etc. may be posted on respective website of Zonal Railways/PU on the Pensioners' related web page. It needs no emphasis that the staff in the concerned departments should also be sensitized for dealing with pensioners with due respect and according urgency to redressal of their grievances.

(Railway Board's letter No.E(W)2011/PA-1/4 dtd 20.12.2011)

3.14 Time and again, instructions have been reiterated for conduct of Pension Adalat and prompt disposal of grievances of Pensioners. The list of the 27 Pensioners' Association identified by DOP&PW to facilitate lodging of grievances by Pensioners had been circulated for prompt disposal of Pensioners' grievances.

(Railway Board's letter E(W)2011/PA-1/4 dtd 21.06.12 & 17.09.2012)

3.15 It should be ensured that all the cases which are admissible and tenable should be settled at the time of Pension Adalat itself, but in cases where it is not possible to settle the same on the spot, it should be settled and finalized within a period of three months from the date of holding the Pension Adalat.

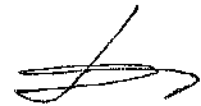
3.16 In those cases of grievances, which are not admissible/tenable, the Pensioners may be suitably advised about reasons of rejection in writing.

3.17 While DRMs may be instructed to hold Pension Adalats in their respective Divisions, once in 3 months or so, the working of this grievance machinery should be monitored at Headquarters level.

3.18 After holding of the Pension Adalats, the requisite details in the prescribed Performa as laid down in Board's letter No. E(W)92/PA-1/1 dated 17.11.1993 should be furnished to the Railway Board by 31st January every year.

4. It must be mentioned that efforts should always be made to make payment of settlement 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.

5. As the conduct of Pension Adalat is being monitored at the level of the Railway Board and DOP&PW, the guidelines should be followed scrupulously to ensure that the grievances of Pensioners/Family Pensioners are settled expeditiously.



(D.V. Rao)

Director Estt.(Welfare)

Railway Board

The consolidation has been made from the following circulars:

1. D.O.86/AC II/21/29 dated 10.07.1986
2. 86/AC II/21/29 dated 30.08.1988
3. E(W)92/PA1-1/1 dated 28.10.1992
4. E(W)92/PA1-1/1 dated 17.11.1993
5. E(W)92/PA1-1/1 dated 25.04.1994
6. E(W)92/PA1-1/1 dated 23.11.1994
7. E(W)95/PA/2 dated 19.12.1997
8. E(W)/2001/PA/1 dated 30.09.2004
9. E(W)2011/PA-1/4 dated 20.12.2011
10. E(W)2011/PA-1/4 dtd 17.09.2012.
