

31st SCOVA Meeting

New Agenda Items

Sl.no	<u>New Agenda Items</u>	<u>Comments</u>
(31.1)	<p><u>Negligence by the Departments / Banks for disposals of grievances of Pensioners within reasonable time.</u></p> <p>It has been prescribed in CPENGRAMS that grievances shall be disposed of within 2 months by a reasoned reply. The application is transferred to the concerned department for action. Many a times, Ministries/Departments forward the grievance to its subordinate/attached offices and mark it disposed without any finality. No follow-up action is taken by the administrative Ministry/Department for which the Pensioners suffer enormously. Due to this modus operandi of disposal of grievance, it is requested that there should be on effective intervention of DoPPW and periodical monitoring system may be developed. It will make portal effective and meaningful for grievance redressal.</p> <p style="text-align: center;">(Action: All Ministries/Departments)</p>	<p><u>Ministry of Railways</u></p> <p>Grievances of Pensioners pertain to different Zonal Railways/Production Units etc. Zonal Railways/Production Units conduct Pension Adalat on annual basis every year for resolving the pension related grievances. As for monitoring of grievances raised through CPENGRAMS portal, instructions/DO letters to all Zonal Railways/Production Units.</p> <p><u>Department of Telecom</u></p> <p>DoT has a separate Public Grievances Wing which regularly monitors the progress the disposal of all types of grievances. As such, grievances of pensioners are being disposed of within reasonable time.</p> <p><u>CPAO</u></p> <p>CPAO strives to submit the reply of pensioners grievances received through CPENGRAMS in a time bound manner. In some cases, pensioners' grievances are forwarded to PAO/HOOs/Banks etc. CPAO constantly follows up with the concerned office for early and speedy resolution of the grievances.</p> <p>CPAO has also developed its own Grievance Management System under Web Responsive Pensioners Service (WRPS) through CPAO website, where pensioners can lodge their grievance online. CPAO also provides toll free no. facility (<u>1800-11-7788</u>) for registration of grievance and other pension related information.</p>

Call
centre
from
July-18

CGDA

Presently grievances are not transferred laterally to agencies outside the organization (eg. Banks), even though a large number of complaints can only be resolved by these agencies.

In addition to this, CGDA is in process of digitization and automation of pension process including resumption of the disbursement function through Comprehensive Pension Project. In this regard, DARG has been approached vide letter dated 16.08.2019 to accord go-ahead for integrating CPENGRAM with CPP portal. This would help in quicker redressal of pensioner grievance and would provide one single window for lodging and tracking of grievance of defence pensioners.

Department of Ex-servicemen Welfare

Grievances received through CPENGRAM/CPGRAMS portal are taken up with PSAs/Service HQs and monitored for disposal. All the Record Offices/PSAs have been added as subordinate in CPGRAMS portal.

The Department reviews the attached reply given by the concerned subordinate organization and in case the reply is found unsatisfactory, the matter is again referred to the concerned organization till the reasoned reply is attached.

As per the report generated through CPGRAMS, the average disposal time for disposing the grievances is 24 days.

Ministry of Home Affairs

Pension related grievances received through CPGRAMS are being transferred to the respective subordinates/CAPFs and AR for expeditious redressal of the case and is being monitored effectively. The CAPFs and AR are redressing the case effectively based on

the available records. A copy of the reply is also uploaded on the CPGRAMS portal.

Department of Posts

Department has a well laid out procedure for handling public grievances for its services. A monitoring mechanism to ensure the quality of services and prompt redress of public grievance is in place. There are various channels available to the customers to lodge their grievances like CPGRAM, India Post Call Centre (IPCC), Social Media Cell, Computerised Customer Care Centres, emails etc. Further, Department of Posts has a well-established monitoring mechanism to monitor the quality of disposal of grievances received on different portals. At present, the average disposal time of grievances of the Department on CPGRAMS is 17 days with the resolution rate of 98.6%

(31.2) Simplification of Procedure for grant of Family Pension in some Railway Divisions and Workshops.

In some Railway Divisions & Workshops the eligible dependent applicants for Family Pension are facing difficulties to prove her/his dependency criteria. The authorities are not ready to follow the orders issued by DoPPW OM 45/51/97-P&PW(E) dated 05.03.1998 on Dependency Criteria. They say that those who are getting any income which is more than Rs. 2550/- are not dependent and are therefore not eligible for formulation whereas, as on date the minimum income for dependency as Rs. 9000 + 12% DR (i.e Rs. 10,080). They are not accepting self-declaration regarding income by the claimant in case of private employed persons. As such it is requested to formulate the documents to be submitted with simplified format of application, reiterating the dependency criteria.

(Action:-Ministry of Railways)

Ministry of Railways

The Ministry has already brought out the dependency criteria for the purpose of family pension as Rs. 9000/- plus Dearness Relief thereon. As the issue has been raised again in SCOVA, a policy directives on the matter by the Ministry vide letter dated 23.08.2019 has been sent afresh again to all the Zonal Railways/Productions Units to ensure that there is no hardships/inconvenience to the family pensioners.

<p>(31.3)</p>	<p><u>Improvement of Health Care facilities required for Railway Pensioners/RELHS beneficiaries:</u></p> <p><u>(a) Authorisation of Doctors of Railway Health Units for referral to empanelled private hospitals:</u></p> <p>Railway Board vide its orders No.2018/Trans Cell/Health/Medical issues dated 24-1-2019 has decided that the Railway Beneficiaries may be referred by two doctors for treatment & Investigation to private empanelled and other Government Hospitals. This has left out the Single Doctor Health Units in cities like Chandigarh as not being authorised to refer the cases to Empanelled specialized Hospitals and thus compelling the Railway Beneficiaries to travel long distances from such cities, towns & areas which have "Single" Doctor Health Units to reach out to the two authorized Doctors to get a referral for an ailing patient. The hardship thus continues for majority of Old age patients to get the requisite treatment. It is requested that in such cases, the Single Doctor of Railway Health Units may be authorized to refer the RELHS beneficiaries to private empanelled hospitals.</p> <p><u>(b) Special provisions for Treatment of RELHS Beneficiaries who are above 80 years of age</u></p> <p>Guidelines for special provision to CGHS Beneficiaries aged 80 years and above and issued vide MoH&FW OM No.Z-16025/98/2017/CGHS-III dated 11-7-2017. In view of this, similar guidelines may be issued by Ministry of Railways for RELHS beneficiaries who are 80 years and above.</p> <p><u>(c) Waiving of condition of Referral from Railway Doctor of RELHS beneficiaries for OPD Consultation & treatment in Government Hospitals:</u></p>	<p><u>Ministry of Railways</u></p> <p>(a) & (b) The medical facilities of Railway pensioners/RELHS beneficiaries are catered through three tier medical care system. Routine tests and medicines are available in Primary Health Units on day to day basis. Cases which require specialized test/treating are referred to Sub-divisional/Divisional/Central Hospitals. In case where these facilities are not available, the patients are referred to outside Railway Diagnostic Centres/Hospitals.</p>
		<p>Railway has invested huge amount of money in developing diagnostic system and treatment facility. In specialties where Railway Doctors are not available, private doctors are engaged as Honorary Visiting Specialists (HVS) on case to case basis. Therefore, if the suggestion of referral of patients to private empanelled hospitals from Health Units is agreed to in all the cases, the huge investment in infrastructure and manpower in establishing secondary and tertiary treatment facilities through Divisional and Central Treatment will remain underutilized/unutilized. Further, the retired railway beneficiaries availing the facility of CTSE are entitled to take treatment in any private empanelled hospital in case of any emergency without referral.</p> <p>Since, CGHS do not have their own specialized centres of treatment for all secondary and tertiary care, they are required to refer all patients to empanelled private hospitals. However, in Railways, as specialized centres of diagnostic tests & treatment are available in house through Sub-Divisional/Divisional/Centre Hospitals.</p> <p>(c) Both Railway serving employees and RELHS beneficiaries are eligible to take treatment (both OPD & IPD) in Government Hospitals during emergency as per the provisions laid down in para no. 657 of</p>

	<p>It is requested that RELHS beneficiaries be not required to get a referral from Railway Doctor for treatment in Centre or State Government Hospitals.</p> <p>(Action: Ministry of Railways)</p>	<p>IRMM, 2000. The amount paid to such State/Central Govt. Hospitals is fully reimbursable. The settlement of reimbursement is done as per the instructions issued vide this Office letter no. 2005/H/6-4/Policy-II dated 31.01.2007.</p>
(31.4)	<p><u>Regarding deletion of Note 3 below pension rule - 34 - Average emoluments</u></p> <p>As per the Note 3 below Rule 33 and Note 3 below Rule 34 of CCS(Pension) Rules, an increment earned during currency of the earned leave after 120 days is not taken into account as emoluments/average emoluments for the purpose of pension. It is requested that this condition of increment having been earned within the 120 days of earned leave may be dispensed with and increment earned during the currency of leave, irrespective of the duration, may be taken into account as part of emoluments/average emoluments for pension.</p> <p>(Action: DOPPW)</p>	<p><u>DoPPW</u></p> <p>The matter is under consideration of this Department.</p>
(31.5)	<p><u>Revision of pension/family pension under 7th CPC in terms of Do P&PW OM dated 12th May, 2017 in respect of the pensioners who were in receipt of compulsory retirement pension and compassionate allowance under Rules 40 and 41 of CCS(Pension) Rules, 1972</u></p> <p>Do P&PW OM No.38/37/2016-P&PW(A) dated 12-5-2017, issued in implementation of 7th CPC recommendation states vide Para 11 that the orders contained therein are not applicable for the purpose of revision of pension of those pensioners who were drawing compulsory retirement pension under Rule 40 of the or compassionate allowance under Rule 41 of the CCS (Pension) Rules and pensioners in these categories would continue to be entitled to revised pension in accordance with the instructions contained in O.M. dated 4.8.2016. In the 5th and 6th Pay Commissions also, the benefit of pension @ 50% of the minimum pay of pay-scale was not extended to such pensioners who were compulsorily retired or were dismissed/retired from service. It is requested</p>	<p><u>DoPPW</u></p> <p>A fresh proposal has been referred to Department of Expenditure on 16.08.2019 for their consideration based on a decision taken in the recent JCM meeting.</p>

	<p>that these orders may be reviewed and all benefits of pension revision may be extended in the case of compulsory retirement pension as well as compassionate allowance.</p> <p>(Action: DOPPW)</p>	
(31.6)	<p><u>Booking of Holiday Homes for Central Government Pensioners-enhancement of time limit from 30 days to 60 days.</u></p> <p>Different time limit (60 & 30 days) has been fixed for serving and retired Central Govt. employees for booking of Holiday Homes.</p> <p>In order to get confirmed journey tickets and better tour planning, it is requested to enhance the time limit from 30 days to 60 days for retired Central Govt. employees also.</p> <p>(Action: Ministry of Housing and Urban Affairs)</p>	<p><u>Ministry of Housing and Urban Affairs</u></p> <p>The provision for time limit for booking of Holiday Homes of 60 days for the serving Central Government has been made considering their official tours (which are mostly decided on urgent basis/unplanned and short in nature) and availing LTC during the service period wherein they have to plan the tour well in advance considering the availability of tickets and leave(s) grant whereas the retired govt. officials, PSU, State Govt. etc can avail the services of Holiday Homes at different time period without any sort of restriction.</p>
(31.7)	<p><u>Formal approval to Chandigarh Administration for allotment of plot to CGHS, Chandigarh.</u></p> <p>The Ministry of Home Affairs may be directed to convey formal approval to Chandigarh Administration, to allot the earmarked Plot to CGHS, Chandigarh, without further delay to address the problem of the CGHS patients, who are facing acute problems in getting proper medical facilities. The CGHS authorities, as also Chandigarh Administration has been taking up this point with MHA for almost 8 or 9 years, but there is no positive response from MHA.</p> <p>(Action: Ministry of Home Affairs and Ministry of Health & FW)</p>	<p><u>Ministry of Health & FW</u></p> <p>Approval from MHA is still awaited by the Chandigarh Administration.</p>

(31.8)	<p><u>Curtailing of investigations prescribed by specialists of empanelled hospitals.</u></p> <p>It is observed that often investigations prescribed by specialist of CGHS empanelled private hospitals are curtailed by the Medical Officers of the Wellness Center at various places without any specific reasons on record which creates doubt in the mind and is not in the interest of wellness of the beneficiaries. Necessary instructions may be issued to mitigate such situations.</p> <p>(Action: Ministry of Health and Family Welfare)</p>	<p><u>Ministry of Health and Family Welfare</u></p> <p>Normally the investigations advised by the Specialist of empanelled hospitals are endorsed by the Medical Officer of CGHS Wellness Centre. However, if the Medical Officer considers that a particular investigation is not justified, he may not endorse the same. It is a part of checks and balances in the system.</p> <p>If any non listed investigation is advised by specialist of empanelled hospital the same requires approval of Addl. Director of superior Authority.</p>
(31.9)	<p><u>No direct consultation with NIA, Jaipur</u></p> <p>The beneficiaries are not allowed to consult directly the apex institution in Ayurveda i.e "National Institute of Ayurveda, Jaipur" (a body of AYUSH Department) without reference of Ayurveda Physician. The medicines prescribed by Ayurvedic Physician are also denied, this should be looked into and suitable instructions may be issued in this regard.</p> <p>(Action: Ministry of Health & Family Welfare/ Ministry of AYUSH)</p>	<p><u>Ministry of Health and Family Welfare/Ministry of AYUSH</u></p> <p>There is no bar on CGHS beneficiaries to consult Government Doctors/Specialists in a recognized Medical System and no referral from CGHS is required. Order No. F. 20019/01/2019-EHS/DIR/CGHS dated 21st August, 2019 has been issued in this regard.</p>
(31.10)	<p><u>Regular appointment of regular Gr. C & D (Technical) and Administrative staff in the CGHS Dispensary at Dehradun.</u></p> <p>The CGHS Dispensary at Dehradun was opened in 2004 with the help of out-sourced staff. No effort has been initiated by CGHS/Ministry of Health & Family Welfare to appoint the regular staff at CGHS Dehradun. The issue was raised in the 27th SCOVA meeting held 13-10-2015. The Ministry of Health & Family Welfare informed in the 27th SCOVA meeting that the "process of appoint regular staff has been initiated". Further, some Administrative posts including MTS have been approved by ministry of health and family welfare in the month of November 2017. However, the dispensary continues to run with the service of out-sourced employees. It is</p>	<p><u>Ministry of Health and Family Welfare</u></p> <p>After implementation of Cadre review on 23.11.2017 the following posts are sanctioned for CGHS, Dehradun</p> <p>(i) Office Superintendent -1 (recruitment by promotion)</p> <p>(ii) Accountant-1 (Recruitment by Promotion)</p> <p>(iii) UDC-2 Recruitment by promotion</p> <p>The contractual staff went to court for stay against recruitment on the following posts sanctioned:</p>

requested that the Gr. C &D (Technical) and Administrative posts sanctioned for CGHS Dehradun may be filled on regular basis without any further delay.

(Action- Ministry of Health and Family Welfare)

- (i) LDC-3
- (ii) MTS (MA)-4
- (iii) MTS(LMA)-2
- (iv) MTS(Common Category)-2
- (v) Pharmacist-2
- (vi) Staff Nurse-1

Therefore, no action could be taken for recruitment by regular employees as the matter is sub-judice.

In addition after merger of Survey of India Wellness Centre the following posts are added to CGHS Dehradun .

S. No	Post	Sanctioned Strength	Vacant
1	Med. Officer	5	4
2	Staff Nurse	1	1
3	Pharmacist	2	2
4	LDC	2	2
5	Female Attendant	1	1
6	Dresser	1	1
7	Nursing Orderly	1	1

Vide Order No. F-20019/01/2019-EHS/DIR/CGHS dated 21.08.2019 Addl. Director CGHS, Dehradun has been requested to initiate action to recruit the regular personnel against vacant posts.

The work of Safai Karmachari and Chowkidaar are being out-sourced.

(31.11) CGHS contribution at the rates prevailing while the old P&T pensioners retired from service

The P&T Pensioners were precluded from joining CGHS due to the orders of the Health Ministry for a long time. P & T dispensaries have been merged with CGHS dispensaries and P&T employees/pensioner have been extended the CGHS facility on the recommendations of the 7th CPC. Now it is not reasonable and justifiable to

Ministry of Health and Family Welfare

CGHS contribution is always to be made as per the rates prevalent at the time of enrolling under CGHS. This is applicable to all beneficiaries. Pensioners have the option to contribute subscription on yearly basis for upto 10 years, if they consider that paying 10 year subscription in one go for life time card is a burden.

	<p>ask the old Pensioners to pay subscription as per the rates revised after 7th CPC. It is requested that they may be permitted to remit the rates prevailed during the time of their retirement.</p> <p style="text-align: center;">(Action: Ministry of Health and Family Welfare)</p>	
(31.12)	<p><u>CGHS Facility for BSNL Pensioners at rates prevalent at the time of formation of BSNL in 1999</u></p> <p>At the time of formation of BSNL in 1999, BSNL pensioners were allowed to enroll themselves under CGHS. Accordingly, many pensioners had come under CGHS and obtained CGHS cards. But later when the medical reimbursement scheme was started under BSNL many CGHS card holders of BSNL joined the new BSNL scheme by surrendering their CGHS cards as the medical reimbursement scheme was being more beneficial. But while surrendering CGHS cards, the registration amount deposited by them had not been refunded.</p> <p>Now, the situation is that BSNL medical reimbursement scheme has become unattractive due to paucity of funds and many beneficiaries would like to go back to the CGHS facility. Therefore it is urged that the intending BSNL pensioners may be allowed to enroll themselves under CGHS by accepting the rates prevalent at the time of formation of BSNL in 1999. Those already enrolled under CGHS had surrendered their cards may be allowed to continue to avail the CGHS facility without any fresh registration fee as they had already deposited the fee with the CGHS.</p> <p style="text-align: center;">(Action: Ministry of Health and Family Welfare)</p>	<p style="text-align: center;"><u>Ministry of Health and Family Welfare</u></p> <p>There is no provision under CGHS for refund of subscription, if they opt out. The eligible BSNL retirees have to submit CGHS contribution as per the rates prevalent at the time of enrolling under CGHS. This is applicable to all beneficiaries. The eligible retirees of BSNL have the option to contribute subscription on yearly basis for upto 10 years, if they consider that paying 10 year subscription in one go for life time card is a burden.</p>

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