



डाक विभाग/DEPARTMENT OF POSTS
मुख्य पोस्टमास्टर जनरल का कार्यालय, पश्चिम बंगाल सर्किल
OFFICE OF THE CHIEF POSTMASTER GENERAL, WEST BENGAL CIRCLE
कोलकाता/KOLKATA - 700 012

Under Entry.

To
To
All Heads of Unit in West Bengal Circle.

No :- A&P/A/Misc./Pension & Family Pension/2015

Dated at Kol-12, the 10.3.2016.

Sub :- Redressal of grievances of Pensioners in respect of delay in sanctioning of family pension to the eligible member of the deceased family .

Kindly find enclosed herewith a copy of the Directorate's letter no. 100-5/2016-Pension dtd. 2.3.2016 on the above mentioned subject received from Dy. Director General (Estt) , Govt. of India , Ministry of Communication & IT , Department of Posts, Pension Section, Dak Bhawan , Sansad Marg , New Delhi-110001 is forwarded herewith for information, guidance and taking necessary action accordingly at your end.

In this connection, you are requested to cut short delays in sanctioning family pension cases of more than 6 months old, the sanctioning authority or Senior Level Officer may personally call the petitioners /claimants /complainants and to guide them properly and get requisite details / papers so that their grievances are settled at the earliest.

Enclosure :- As stated above.

सहायक निदेशक डाक सेव(लेखा)
Assistant Director of Postal Services(A/Cs)
मुख्य पोस्टमास्टर जनरल का कार्यालय
O/o the Chief Postmaster General
पश्चिम बंगाल सर्किल/West Bengal Circle.

Copy to :-

U/E.1-2). The PMG, South Bengal Region , Kolkata-700012 / PMG North Bengal & Sikkim Region , Siliguri for information and taking necessary action .

3). The ADPS (TO) , O/o the Chief Postmaster General , W.B.Circle, Kolkata-700012 for up-loading in W.B.Circle Website positively.

U/E.4). The GM (PA & F), West Bengal Circle, Yogayog Bhawan, Kolkata-12 for information and taking necessary action at his end.

U/E.5). The Secretary , Postal Pensioners Welfare Association, W.B.Circle, C/o Rajat S. Das, Bidhan Pally, P.O. Madhyamgram, Kolkata-700129 for information.

U/E. 6). The General Secretary , Co-Ordination Committee of Central Govt. Pensioners Associations, West Bengal Circle, K.G.Bose Bhawan, 68/B, Malanga Lane, Kolkata-700012 for information .

U/E. 7). The Director , A&N Islands , Port Blair -744101 for information and taking necessary action at his end as accordingly.

Enclosure :- As above .

सहायक निदेशक डाक सेव(लेखा)
Assistant Director of Postal Services(A/Cs)
मुख्य पोस्टमास्टर जनरल का कार्यालय
O/o the Chief Postmaster General
पश्चिम बंगाल सर्किल/West Bengal Circle.

No. 100-5/2016-Pension
AWS
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Most Immediate



Ministry of Communications & Information Technology
Department of Posts
(Pension Section)

Dak Bhawan, Sansad Marg,
New Delhi - 110 001

2nd March, 2016

To
All Head(s) of Circles


Sub: Redressal of grievances of Pensioners'-reg

Sir/Madam,

It has been observed by Department of Pension and Pensioners' welfare that in number of cases, especially those relating to sanction of family pension to eligible member of deceased pensioner, the protracted correspondence between the pension sanctioning authority and eligible member of family takes a lot of time because of which the eligible member for family pension undergoes a lot of difficulties. To cut short delays in pension cases of more than 6 months old, it has been desired that Ministries/Departments/Pension Sanctioning Authorities may personally call the Petitioner and guide them to get the needful done.

2. It is requested that in such cases, the claimants/complainants may be called personally by concerned Pension Sanctioning Authorities or senior level officers and guide them properly and get requisite details/papers so that their grievances are settled at the earliest.

Yours faithfully,


(Shailendra Dashora)
Dy. Director General (Estt.)