

Suresh Kishnani,  
Director



भारत सरकार  
खान मंत्रालय  
शास्त्री भवन, नई दिल्ली - 110115  
GOVERNMENT OF INDIA  
MINISTRY OF MINES  
SHASTRI BHAWAN, NEW DELHI-110115

New Delhi, the 1<sup>st</sup> Sept., 2010.

Dear *Sh. Dutta*

Please refer to my D.O. letters of even number dated 06.8.2010 and 10.8.2010 and meeting etc. the Ministry has been emphasising that the Grievance cases particularly relating to Pension must be redressed on top priority basis. It is seen the some of Grievance Officers instead of discharging duty on their part i.e. getting revised PPO issued and pursuing with PAO or concerned bank, have been summarily disposing off pension related grievances cases by addressing letters to the pensioners asking them to contact the PAO/Bank.

3. One of the pensioners Shri Arabind Ghose has represented (copy enclosed) that unless revised PPO is not issued by PAO/GSI the concerned bank can not revise the pension & calculate arrears.

4. The pensioners have been part of GSI and will continue to remain so, they need all respect and help. We shall not forget that one day we all be also pensioners. During last meeting while emphasized above, all the HODs were asked to cause explanation of concerned AOs & HODs for delay in redressing the Grievances. No such explanation has been forwarding yet. By such action of Grievance Officers the grievances are instead being compounded. The request for closing these 19 grievance cases (sample copy enclosed) may not be acceded till the grievances are actually redressed.

5. If the HODs still desist from calling explanation or AOs & HODs the same should asked to attend the next meeting in the Ministry, scheduled on 13.9.2010 and explain lapses on their part. They may also be asked to explain about not sending acknowledgements of Reporting & Reviewing Officers of ACRs of the Grievance Officers to the Ministry.

6. You are, therefore, to intervene in the matter and resolve the issue urgently to the satisfaction of the pensioners addressing their grievances. A copy of this letter to all HODs is being sent to all HODs, CCA, Shri Gautam Talukdar, Controller of Accounts & Shri Arabinda Ghose.

*With warm regards*

Yours sincerely,

(Suresh Kishnani)

Encl.: as above

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