



प्रधान मुख्य आयकर आयुक्त का कार्यालय, कर्नाटक एवं गोवा क्षेत्र, बेंगलूरु.
**OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF INCOME TAX,
KARNATAKA & GOA REGION, BENGALURU.**

केंद्रीय राजस्व भवन, नं : 1, क्वींस रोड, बेंगलूरु - 560 001.

Central Revenue Building, No.1, Queen's Road, Bengaluru - 560 001.

टेली / Telephone : 080-2286 4273 फैक्स / Fax : 080-2286 6659
F.No.229(2)/Pension Adalat/2020-21/Pr.CCIT Dated: 1/12/2020

To
All the DDOs under the control of
ZAO, CBDT, Bengaluru

Sir/Madam,

Sub: Holding of Pension Adalat-intimation of-reg.

CBDT, New Delhi vide letter in F. No. 38015/14/2019-Ad.IX dated 09/11/2020 has directed to conduct the Pension Adalat on 15/12/2020 through video conferencing for prompt resolution of pensioners' grievances within the framework of extant policy guidelines. In accordance with the guidelines of M/o Personnel, PG and Pension, the following type of cases would **not be** taken up in the pension adalat:

- Cases involving purely legal points e.g. succession etc.
- Grievances involving policy matters.

The pensioners may/are requested to submit their respective grievances, if any, on or before 4/12/2020 positively to DCIT(Hq)(Adm)/ ITO(Hq)(F&W), O/o Pr.CCIT, C.R.Building, Bengaluru (also through e.mail: bangalore.ITO.HQ.FIN@incometax.gov.in) and also mark a copy to Senior Accounts Office(Pension), Zonal Accounts Office, CBDT, 6th Floor, C.R.Building Annexe, Queen's Road, Bengaluru-560001 (e-mail: zaobllore.cbdt@nic.in) for information.

i)Name of the pensioner ii)PPO NO. iii)Pensioner or family pensioner. iv) Complete postal address v) In case of family pensioner date of death of the pensioner vi)Mobile No. and alternative landline/mobile no. vii) Grievances in brief viii)Details of correspondence, if any, already made with respective DDO from where retired or with the ZAO.

The aggrieved pensioner/family pensioner(s) are required to use the video conferencing link which will be provided by this office later on the date of Pension adalat along with the relevant documents/records for personal interaction with the concerned officers/officials of the Dept. as well as banks for on the spot redressal of the grievances.

The time and link of the video conferencing of the Pension adalat would be intimated to the respective pensioners on a later date.

Yours faithfully,

(Madhu N.T.)

01.12.2020

Deputy Commissioner of Income Tax(Hq)(Admn)
for Pr.Chief Commissioner of Income Tax,
Karnataka & Goa region, Bangalore.

Copy to : (i) The Senior Accounts Officer (Pension), ZAO, CBDT, Bengaluru.
(ii) The Karnataka Income tax department Pensioners association, Bengaluru, with a request to circulate among the members of the pensioners association.

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ITO (F4W)

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put up immmdly

Km

F.No.38015/14/2019-Ad.IX
Government of India
Ministry of Finance
Department of Revenue
(Central Board of Direct Taxes)

Room No.10, 5th Floor, Jeevan Vihar Building
Parliament Street, New Delhi - 110001

Dated : 9 November, 2020

To

The All Pr.CCIT

Sub : Conducting of nation-wide Pension Adalats in the month of December, 2020 by each Ministry/Department/Organisation/Field formation.

Sir,

I am directed to forward a DO letter No.1/39/2020-P&PW(E) dated 21st October, 2020 received from Department of Pension & Pensioners' Welfare on the subject cited above.

2. As directed in the above said letter, all charges in Income Tax Department may organise the Pension Adalats through video conferencing for prompt resolution of pensioners' grievances within the framework of extant policy guidelines.

3. It is requested to take appropriate action in the matter and send a report to the undersigned in the prescribed proforma (copy enclosed) for onward transmission to the Department of Pension & Pensioners' Welfare.

Yours faithfully,

Encls: As above.

B. Guha

(Biswajit Guha)

Under Secretary to the Government of India
Telefax.: 23741823

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10/11

Dr. Kshatropati Shiveji, IAS
Secretary
Tel : 011-23742133
Fax : 011-23742546
Email : secy-arpg@nic.in

OFFICE OF THE SECRETARY
DEPARTMENT OF PENSION & PENSIONERS' WELFARE
MINISTRY OF FINANCE
GOVERNMENT OF INDIA
NEW DELHI - 110002

F.No. 1/39/2020-P&PW(E)

21st October, 2020

Dear Secretary,

The Department of Pension & Pensioners' Welfare has been conducting Pension Adalats across Ministries, throughout the country, as part of Good Governance, to minimise Pensioners' grievances. As you may be aware, redressal of Pensioners' grievances is high on the agenda of the Government.

2. It has been decided, to convene a **nation-wide Pension Adalat** in the month of December, by each Ministry/Department/Organization/Field formation **through Video Conferencing**, for which, a suitable date shall be communicated in due course. The main objective of this Adalat would be prompt resolution of pensioners' grievances, within the framework of extant policy guidelines.

3. The hallmark of the Adalat would be **leveraging digital technology** to conduct the Adalat through VC. While holding these Adalats, **each Ministry should ensure the presence of all concerned stake-holders viz. HoD, DDO, PAO and officials of concerned Banks**, at the Pension Adalat from their respective locations on VC. A notice, in advance, intimating the time and link for the Video Conferencing for the Adalat, should also be sent to the concerned Pensioner for their participation, if they so desire. For effective resolution of the grievances, it is imperative that the Departments should examine the cases in advance and make extensive preparations for the Adalat. **Only those grievances are to be taken up which fall within the extant Pension policy/guidelines.** Family Pension cases should be given priority. The Ministries/Departments/Organization having field formations in different parts of the country may organise the Pension Adalats in these formations also on that day, so that this effort has a pan-India effect.

Please discuss

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22/10/2020
SO (Ad. 1A) / SO (Ad. 1B)
23/10/2020
अधिकार
23/10/2020

May portanti to Ad. 1A
23/10/2020
SO (Ad. 1A)

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U.S. (found) [Signature] 23/10/2020 Ankur

4. A nodal officer, may please also be nominated from your Ministry, who shall coordinate within your Ministry as well with the Department of Pension & Pensioners' Welfare. The nodal officer will intimate the details of the cases being taken up in the Pension Adalat/s of your Ministry and also intimate the outcome of the Adalat/s in the prescribed proforma (copy enclosed). It is also requested that the name of nodal officer nominated from your Ministry may kindly be intimated to this Department latest by November 10, 2020.

I solicit your kind personal attention for the involvement & support of your Ministry in this exercise in making this endeavour a grand success.

with warm regards,

Yours sincerely

Encl: as above


(Kshatrapati Shivaji)

**The Secretaries of all Ministries/Departments,
Government of India**