PROFORMA

Detailed report of the cases taken up in the Pension Adalat

1.	Name of Ministries/Department/Organization	PAU, ICAR-National Dairy Research Institute, Karnal
2.	Date of Conducting a Pension Adalat	16.10.2026
4.	Total Number of cases/Grievances	07
	(a) No. of Family Pension case	NA
	(b) No. of case related to Senior Pensioners	NA
5.	Total Number of cases/Grievances un-resolved	02
	(a) No. of Family Pension case un-resolved	NA
	(b) No. of case relating to Senior Pensioners un resolved	NA

SN	Name of petitioner/ details	Grievance /Case diary No.	Gist of the Grievance	Root Cause of the Grievance	Outcome of the Grievance in the Pension Adalat	Suggestion for systemic reform in the Ministry/ Department/ Organization
1.	Sh. Karm Singh, Ex.TO	1.	Monthly Pension Adalat may be conducted.	The pensioner are requesting to conduct Pension Adalat every month.	PAU, ICAR-NDRI is conducting pension Adalat as and when the guidelines received from the ICAR, Head Quarters. **Action : Pension Cell, ICAR-NDRI, Karnal**	
		2.	Reimbursement of actual charges instead of package charges of eye operations.	The pensioner is requesting to pay full amount of eye surgery bill instead of package rates.	Reimbursement of eye operation expenses and other medical procedures are being regulated as per the prescribed CGHS rate, package rates and applicable guidelines. Payment of charges such as surgery, Lens, OT, anesthesia and other components is admissible only to the extent permitted under the applicable CGHS/GOI provisions. **Action : DDO, ICAR-NDRI, Karnal**	
		3.	To relax the condition of referring to retiree who are getting monthly fixed medical allowance.	The pensioners are requesting that the pensioner who are drawing FMA may be exempted for referral from ICAR dispensary.	The institute is following the guidelines issued by ICAR vide their letter No. 38(c)/2019-PerIV dated 28.9.2020 in which it is clearly mentioned that in respect of indoor treatment of pensioners and their dependents subject to the condition that they are referred by the Institute AMA for indoor medical treatment except the emergency cases at any of the recognized hospitals as elaborated in provision 4 of Council's letter No. 3-1/93-Per-IV dated 22.01.1999. **Action : DDO, ICAR-NDRI, Karnal**	
		4.	To update the list of Ayurvedic medicines.	The pensioners are requesting to update the Ayurvedic medicine list.	Reimbursement of Ayurvedic and other medicines is being allowed as per applicable CGHS/GOI list, prescribed rates and guidelines. **Action : DDO, ICAR-NDRI, Karnal**	

2.	Sh. Sunder Lal Madan, Ex. Assistant	1.	Action taken report be uploaded on NDRI website.	The pensioners are requesting to upload ATR of Pension Adalat may be uploaded on NDRI website.	ATR will be uploaded on NDRI website. **Action : Pension Cell, ICAR-NDRI, Karnal**	
		2.	One Kg. cow ghee/ NDRI products may be provided to pensioners in every month.	The pensioners are requesting to provide 1 Kg Ghee to them.	The matter will be discussed with the competent authority and further action will be taken accordingly. **Action : JD(Admn.) & R ICAR-NDRI, Karnal**	
		3.	Deduction cable from medical bills may be intimated to the claimant with rule position.	The pensioners are requesting to intimate the deducted amount from their medical bills.	Medical claims are scrutinized and processed in accordance with the applicable CGHS rates/ guidelines and GOI instructions. Whenever any deduction made from medical claim, the admissibility is determined with reference to the applicable rules. If any pensioner has any doubt, they contact to DDO (C&B). **Action : DDO, ICAR-NDRI, Karnal**	

On Leave
JD(Admn.) & R

2/11/2026
Chief Administrative Officer

1.6/11/26
Chief Finance & Accounts Officer

21/11/2026
Finance & Accounts Officer

AF&AO

2/11/2026
DDO (C & B)

5/11/26
AAO, E-V Section(Pension Cell)