

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
17.03.2026
4. Total Number of cases/Grievances
6
- (a) No. of Family Pension case
NA
- (b) No. of case relating to Senior Pensioners
NA
5. Total Number of cases/Grievances un-resolved
6
- (a) No. of Family Pension case un-resolved
NA
- No. of case relating to Senior Pensioners un resolved
NA

Sl. No.	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.	Smt. Vidya W/o Sh. Paras Ram, Widow of Ex. SSS PPO No. 2966	1.	Revision of pension since 1996	The pension has not been revised since 1996	The matter will be taken up with the concerned administrative Section for further necessary action in the matter. Action : JD(Admn.) & R ICAR-NDRI, Karnal	
2.	Sh. Sunder Lal Madan, Ex. Assistant, PPO No. 1715-ICAR-NDRI	2.	Pensioners drawing FMA may be excluded from referral by NDRI Dispensaries	The pensioner who are getting FMA may not be referred from ICAR Dispensaries/ HHC, ICAR-NDRI, Karnal for taking Indoor treatment from specialized hospitals	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	

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					<p>treatment 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.</p> <p>Amritdhara Hospital is also a paneled hospital, pensioners can take treatment on payment basis in case of emergency.</p> <p>No request from Shah Hospital has been received in the Institute for empanelment.</p> <p>Action : DDO, ICAR-NDRI, Karnal</p>	
		<p>The pensioners are requesting for cash less facility at Amritdhara Hospital</p> <p>The pensioner is requesting that Shah Hospital may be empaneled</p>	<p>Cashless facility at Amritdhara Hospital may be restored</p> <p>Shah Hospital being International Hospital may be empaneled</p>			
3.	Smt. Chander Mohini, Ex. Assistant, ICAR-NDRI, Karnal	3.	<p>DDO Refuse to entertain medical bill of pensioner and misbehavior</p>	<p>The pensioner has taken treatment from unpaneled hospital and they have made complaint of DDO for misbehavior</p>	<p>The problem was raised by pensioner through CPGRAMS Portal and reply has already been conveyed by DDO. The payment of bill will be made as per CSMA Rules.</p> <p>Action : DDO, ICAR-NDRI, Karnal</p>	
4.	Sh. Karm Singh, Ex. Tech. Officer, ICAR-NDRI, Karnal	4.	<p>Treatment and reimbursement of medical bills</p> <p>Problem related to empaneled hospitals</p>	<p>Medical claims are not reimbursed for the necessary expenses of treatment by the Hospital referring package.</p> <p>According to pensioner the empaneled hospitals are charging high, the expenses may be reduced through monitoring committee.</p>	<p>Pensioner has requested for advance of Rs. 1,40,000/- for eye operation that is not admissible. The payment may be made as per Rule.</p> <p>A monitoring committee has already been constituted by the Institute, the members of the committee visit the</p>	

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			Unnecessary pressurized for Operation	According to pensioner, the hospital has pressurize him for operation.	Hospitals time to time.
5.	Smt. Rita Bandyopadhyay W/o Late Sh. Bimal Kumar Bandyopadhyay, PPO No. 1876-ICAR-NDRI, CSSRI, Karnal	5.	Release of family pension	The bank has not released family pension till date as Sh. Bimal Kumar Bandyopadhyay expired on 11.12.2025.	The matter will be taken up with the concerned section and necessary action will be initiated accordingly. Action : DDO, ICAR-NDRI, Karnal
6.	Sh. N. Shantakumar, Ex. MTS, ICAR-NDRI, SRS, Bangalore	6.	Release of Pension and pensionary benefits	As informed by the pensioner his pensionary benefits has not been released till date.	Action : PAU, ICAR-NDRI, Karnal PAU, ICAR-NDRI, Karnal has not received the pension case of Sh. N. Shantakumar till date. However, the matter will be taken up with concerned Regional Station and action will be taken accordingly. Action : JD(Admn.) & R ICAR-NDRI, Karnal

JD(Admn.) & R

on leave
Chief Administrative Officer

25.12.26

Chief Finance & Accounts Officer

JD(Admn.) & R
Finance & Accounts Officer

25.12.26
A.F.

25.12.26
DBO (C & B)

27.12.26
AAO, E-V Section (Pension Cell)