

SMALL GESTURES FROM RWF TEAM

Revision of Pension of Pre-2016 Pension Cases – A Report

The revision of pre-2016 pension cases at RWF was successfully completed as mandated by Railway board vide letter dtd 9.06.2017 and PPOs dispatched to banks and pensioners in a short span of five months. RWF is one of the first units in Indian Railways to have successfully completed entire revision of pre-2016 cases. Several pensioners have appreciated RWF for early receipt of their revised PPO and drawal of revised pension.

In the first week of January 2018, physical verification of 32 pensioners aged 75 years and above was conducted and Accounts Staff were assigned to visit their residence and interact with them. Since this exercise was carried out in the first week of January 2018 as a goodwill gesture the pensioners were given RWF diary.

This was a pleasant surprise for them, as many of them despite having put in more than 30 years of service were receiving a diary for the first time along with a Serving Officer/staff calling on them to check their well being and pension related grievances. This reinstated a feeling of belonging to the Railway family for the Pensioner. A feedback was taken from each pensioner, few of which are attached which is self-explanatory. The feedback itself was like a reward to the officers and staff who had toiled well past officer hours to carry out the revision. It

was an eye-opener to the RWF team as to how small gestures have profound and touching impact. Their take home from this was to be more prompt in addressing their grievances because one day they will also be a pensioner.

“Helping hands are better than praying lips”-

Mother Teresa
