

## **SOUTHERN RAILWAY**

Divl.Rly.Manager's Office,  
Personnel Branch  
Chennai Divn,  
Date: 15.09.2025

No.M/P3/500/PA-2025

**All Concerned  
Chennai Division**

Sub: **Pension Adalat - 2025 to be conducted on 15.12.2025**  
Ref: PCPO/MAS letter No. P(B)500/NWPA/2025/HQRS dt. 08.08.2025

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It has been decided to conduct the Pension Adalat by “**Offline mode**” on **15.12.2024(Monday)** for redressal of grievances relating to Pension/Settlement dues of Retired employees/ Widows/Wards.

**MODE OF REGISTERING GRIEVANCE:** Pensioners / Family Pensioners of Chennai Division may submit their grievances through the online portal [www.pbmas.in](http://www.pbmas.in) by following the steps below:

1. Select “Pensioner’s Corner” tab
2. Click “Pension Adalat 2025”
3. Click “Register Grievance”

Pensioners who require help in registering their grievances online may approach the Staff Facilitation Centre at the office of **Sr. DPO/O/MAS (Ground Floor)** during office hours (**Monday to Friday**). Welfare Inspector/ Staff at the facilitation centre will assist in completing the registration process. The detailed instructions are enclosed as attachment.

### **LAST DATE FOR RECEIPT OF REPRESENTATION – 31.10.2025**

The following items will not be entertained as they are not coming under the purview of Pension Adalat.

1. Cases involving purely legal points (eg) succession certificates, guardianship certificates etc., cannot be taken up in the Pension Adalat.
2. Pension Adalat will not take up and deal policy matters, grievances with regard to Compassionate Appointments and pending disciplinary cases etc.,
3. Grievances once represented through earlier Pension Adalat and replied suitably will not be entertained.

Wide publicity may be given duly advising the Pensioners/Family Pensioners by way of exhibiting this notification in notice boards.

Encl: As above

**Sr.DPO/MAS**

## **SOUTHERN RAILWAY: CHENNAI DIVISION**

### **Instructions for Pension Adalat 2025**

1. The Pension Adalat 2025 will be held on **15th December 2025 (Monday)** from **10:00 hrs to 16:00 hrs**.
2. All pensioners are required to register their grievances **online only**. Grievances submitted in hard copies will not be entertained.
3. To register grievances, Pensioners/Family Pensioners shall visit the portal **www.pbmas.in**.
4. On the homepage, click on the link provided to read the Office Order/Notification of Pension Adalat 2025 for detailed information.
5. For grievance registration, click on **“Register Grievance”**.
6. Enter all the details asked for in the form carefully.
7. After completing the form, click on **“Submit”**.
8. A Preview of the filled form will appear. Pensioners are advised to check all entries carefully.
  - If corrections are required, go back, make the necessary changes, and re-submit the form.
  - If no corrections are needed, proceed to the next step.
9. Download the finalized grievance form. On the downloaded form, **affix your Signature, Date and Place**.
10. Attach all relevant supporting documents to the grievance form.
11. Scan the grievance form along with supporting documents into a single PDF file.
12. Upload the scanned PDF in the **Grievance Upload Portal** available on the website.
13. The pensioner must also bring a copy of the uploaded PDF along with them at the time of attending the Pension Adalat.
14. Pensioners who require help in registering their grievances online may approach the Facilitation Centre at the office of Sr. DPO/O/MAS (Ground Floor) during office hours (Monday to Friday). Staff at the facilitation centre will assist in completing the registration process.
15. The portal for online grievance registration will remain open from **17/09/2025 to 31/10/2025**.

**For Assistance please contact: Smt.S.Rajalakshmi, SWI/Sett,  
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