STUDY NOTES · BASIC CONCEPT

Platforms Protecting Social Security Rights in India

Polity & Governance

25 Dec 2016

Platforms Protecting Social Security Rights in India

Social security rights—such as pension, healthcare, wages, insurance, and welfare benefits—are safeguarded through multiple institutional grievance-redressal and accountability mechanisms in India.

1. Pension Adalats

- Dedicated forums for resolving pension-related grievances of retired employees
- Address issues like pension revision, delayed payments, and family pension
- Example: All India Pension Adalat (Railways)

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2. CPGRAMS (Centralised Public Grievance Redress and Monitoring System)

1. Online grievance portal of the Government of India
2. Enables citizens to file complaints against ministries and departments
3. Ensures time-bound resolution and monitoring

3. Lokpal and Lokayuktas

1. Statutory anti-corruption bodies
2. Address maladministration and corruption affecting welfare schemes
3. Enhance accountability in delivery of social security benefits

4. Central and State Administrative Tribunals (CAT/SAT)

- Adjudicate disputes related to service matters of government employees
- Play a key role in protecting pension and service-related rights

5. National and State Human Rights Commissions (NHRC/SHRC)

- Examine violations of human dignity and basic rights
- Address denial or delay of pensions, healthcare, and welfare benefits, especially for vulnerable groups

6. Right to Information (RTI) Mechanism

- Enables citizens to seek information on welfare entitlements and delays

- Strengthens transparency and prevents arbitrariness

7. Labour Courts and Industrial Tribunals

- Protect workers' rights related to wages, provident fund, and social security
- Important for both organised and unorganised sectors

8. Social Audit Mechanism

- Community-based oversight of welfare schemes like pensions and MGNREGA
- Promotes participatory governance and accountability

9. Tribunals under the Senior Citizens Act, 2007

- Established under the Maintenance and Welfare of Parents and Senior Citizens Act, 2007
- Ensure financial security and dignity of the elderly

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