

1897 cases redressed by the end of month-long Special Campaign 2.0 for redressal of grievances of Family Pensioners and Super Senior Pensioners

Posted On: 31 JUL 2025 6:14PM by PIB Delhi

- **86% of targeted grievance cases redressed by the end of the Special Campaign 2.0**
- **Special Campaign 2.0 empowers hundreds of Family Pensioners and Super Senior Pensioners**
- **Special Campaign 2.0 reinforces commitment towards Digital India Special Campaign 2.0 brings down average redressal time to 20 days**

Government of India is committed towards redressal of Central government pensioners' grievances through CPENGRAMS, an online Portal which provides facility of registration and tracking of the grievances filed on the portal.

The Union Minister of State for the Ministry of Personnel, Public Grievances and Pensions, Dr. Jitendra Singh launched a month long Special Campaign 2.0 from 1st to 31st July for the timely and qualitative redressal of grievances of Family Pensioners and Super Senior Pensioners on 2nd July, 2025.



As part of the pre-campaign phase, DoPPW issued guidelines for smooth conduct of the Campaign and 2,210 grievances pertaining to 51 Ministries/Departments/ Organizations, including M/o Defence, M/o Railways, CAPFs under the Ministry of Home Affairs were identified and shared.

Daily monitoring of the campaign was done to ensure qualitative resolution of all the identified cases. Further, during regular interaction with the stakeholders, it was emphasized that closure of the cases should be done only after logical conclusion,

which has brought behavioural changes in grievance dealing officials. 'Whole of the Government approach' adopted in the cases involving multiple stakeholders has resulted in redressal of complicated long pending cases.

DoPPW conducted a mid-campaign review of the campaign, under the chairmanship of Secretary, Pension with the representatives of Ministries/Departments/ Organizations on 15.07.2025. Even Ministry specific

meetings were also conducted to ensure the timely redressal of their cases. The progress of the campaign with the focus on Success Stories was regularly shared through social media handles/channels of DoPPW including tweets under #SpecialCampaign2.0.

The coordinated efforts of 51 Ministries/Departments have resulted in redressal of 1897 cases, including large number of Success Stories, out of the total 2210 cases. Also, the Campaign has had positive impact on the average redressal time of the grievances as it has come down from 34 days in May, 2025 to 20 days in July, 2025.

The Special Campaign 2.0 has benefited the family pensioners and super-senior pensioners across the country, mostly from the remote and rural areas. Coordinated approach has helped Ms. Sarita Tamang, a family pensioner from the remote village of Sukna, District Darjiling, West Bengal as she received arrears of Rs. 13.92 lakh after 11 years. The long pending case of Ms. Geeta Devi, a Veer Naari from village- Gahlon, Kanpur has been resolved with the payment of Rs. 25 lakh, an Ex-gratia amount after 6 years.

Also, the long pending grievance of Ms. Laxmi Devi, a dependent mother of ex- Delhi Police personnel has been resolved with the payment of more than Rs. 26 lakh. Sh. Subhash Chandra, a super senior pensioner, aged 87 years from Ambala Cantt., Haryana has received arrears of more than Rs. 21 lakhs after 28 years.

Hence, this initiative has proved to be successful in bringing financial stability and social empowerment to the Family Pensioners and Super Senior Pensioners, especially female beneficiaries.

The Special Campaign 2.0 has reinforced the commitment of Government towards the welfare of marginalized section of the society and their empowerment through 'Digital Bharat'.

NKR/PSM/AV

(Release ID: 2150918)