

PARLIAMENT QUESTION: PENSION GRIEVANCE REDRESSAL UNDER CPENGRAMS PORTAL

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A total of 63,310 pension related grievances were received, out of which 55,554 were resolved through the Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) portal during 2025 (from 01.01.2025 to 15.07.2025).

The rate of grievances redressed on CPENGRAMS Portal has come down from 35 days in January, 2025 to 20 days in July, 2025 reflecting the timely and effective resolution of pensioners' concerns across departments.

The Government has issued the policy circular for 'Effective Redressal of Pension Grievances' on 16.10.2024 which stipulates that the Ministries/Departments should strive to redress the pension grievances within 21 days. The circular further details the roles and responsibilities of grievance redressal officers and appellate officers. Government organizes Thematic Adalats, Monthly Inter-ministerial Review Meetings, Capacity Building Programme for grievance redressal officers and Annual Special Campaign for redressal of pension grievances as part of its measures for timely and effective redressal of pension grievances across Ministries/Departments.

This information was given by Dr. Jitendra Singh, Union Minister of State (Independent Charge) for Science and Technology, Earth Sciences, MoS PMO, MoS Personnel, Public Grievances & Pensions, Department of Atomic Energy and Department of Space, in a written reply in the Rajya Sabha today.

NKR/PSM/AV

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