

# PARLIAMENT QUESTION: CENTRALIZED PENSIONERS GRIEVANCE REDRESS AND MONITORING SYSTEM

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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 Ministries/Departments, where the highest number of grievances were received and are pending during the period from January to July 2025 are Ministry of Defence, Department of Financial Services and Ministry of Railways.

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 grievance redressal of pension grievances.

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 effective redressal of pension grievances.

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 Lok Sabha on 23<sup>rd</sup> July 2025.

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