



PARLIAMENT QUESTION: PENSION GRIEVANCES REDRESSAL AND MONITORING SYSTEM PORTAL

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Centralized Pension Grievances Redress And Monitoring System (CPENGRAMS) is an online portal for registration, tracking and redressal of pensioners' grievances. On this portal, the total number of pension grievances received during the years 2023, 2024 and 2025 are 78,675, 1,12,215 & 1,07,731 respectively, while 72,902, 1,07,701 & 1,13,272 grievances, including those brought forward from previous year also, have been redressed respectively during these years. Ministry of Defence, Department of Financial Services (Banking Division) and Ministry of Railways have received the highest number of grievances during these years. As a result of the close coordination with stakeholders through Pension Adalats, monthly Inter- Ministerial Review Meetings, and annual Special Campaigns, there has been a significant reduction in the average redressal time. The present redressal time recorded during February, 2026 is 19 days. As on 06.03.2026, Ministry of Defence (3,699), Ministry of Home Affairs (449) and Ministry of Railways (263) have highest number of pending cases. As on 06.03.2026, on CPENGRAMS portal, two pending pension related cases are from Tripura.

This information was given by Union Minister of State (Independent Charge) for Science & Technology and Earth Sciences, and Minister of State in the Prime Minister's Office, Personnel, Public Grievances and Pensions, Atomic Energy and Space, Dr. Jitendra Singh, in a written reply in the Lok Sabha on Wednesday.

NKR/AV

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