



PARLIAMENT QUESTION: CPGRAMS & DIGITAL PENSION REFORMS

प्रविष्टि तिथि: 05 AUG 2026 2:43PM by PIB Delhi

The Government has undertaken several initiatives to strengthen the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) with a view to improving the efficiency, quality and accountability of public grievance redressal, such as implementation of the 10-Step CPGRAMS Reforms, issuance of the Comprehensive Guidelines for Effective Redressal of Public Grievances in August 2024 to reduce the grievance redressal timeline from 30 days to 21 days, operationalization of a Review Meeting Module to facilitate periodic review of grievance redressal by senior officers. In the year 2026 (from 1st January to 15th July, 2026), 15,20,576 public grievances have been received on CPGRAMS and the average disposal time for redressal of grievances on CPGRAMS was 13 days for Central Ministries/Departments.

Bhavishya is an integrated online pension sanction and payment tracking system for Central Government civilian employees which enables end-to-end online processing of pension cases from pension application to issue of electronic PPO facilitating digital submission and verification of pension papers with single electronic-Sign. It provides real-time tracking of pension cases by retiring employees and all concerned stakeholders and has improved transparency and timely processing of pension papers. Digital Life Certificate (Jeevan Pramaan) has streamlined the annual life certificate submission process through Aadhaar-based biometric authentication and system-driven updation of records with Pension Disbursing Authorities, ensuring seamless continuity of pension along with SMS-based acknowledgements to pensioners. Further, the Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) has enhanced transparency, accountability and the timely delivery of pension-related services for Central Government employees and pensioners by providing an online platform for grievance registration, tracking, and resolution. The system enables real-time monitoring, time-bound redressal, and continuous oversight by Ministries/Departments, resulting in reduced delays and improved responsiveness.

An AI-enabled CPGRAMS chatbot, '*Samadhan Didi*', has been launched on 30th May 2026. The chatbot enables multilingual voice-based grievance registration in all 22 official languages, assists citizens in providing complete grievance details, and uses AI to identify the appropriate Ministry/Department and grievance category for accurate routing of grievances to the concerned Grievance Redressal Officer (GRO), thereby improving the efficiency and quality of grievance redressal and helping reduce delays.

Department of Pension & Pensioners' Welfare has taken up a new scheme named 'Improving Pensioners' Welfare' to facilitate user-friendly access centrally through a unified pensioner portal.

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

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