



2,306 long pending pension grievances redressed during Special Campaign 3

72% of targeted grievance cases were redressed by the end of Special Campaign 3

Special Campaign 3 bridges Digital divide with majority redressal from rural areas through CPENGRAMS Portal

Special Campaign 3 reposes faith in governance with redressal of long-pending pension grievances

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The Department of Pension and Pensioners' Welfare (DoPPW) is committed towards the welfare of the central government pensioners, including the meaningful and accessible redressal of their grievances. For this, annual special campaigns have been organized since 2024. In the third edition, the department started Special Campaign 3 on 7th July, 2026, for the timely and qualitative redressal of long-pending pension grievances/claims/issues. This campaign had a preparatory phase and an execution phase and concluded on 31st August, 2026.

During the preparatory phase, all ministries, departments, and their attached or subordinate offices were mandated to identify long-pending grievances, claims, and issues received via both online and physical modes. Ministries and departments identified 1,062 target cases under this phase. Further, 2,131 grievance cases pending on the CPENGRAMS portal for more than one month were also taken for redressal in this phase.

During the execution phase, the department actively coordinated with the ministries/department for redressal of these cases. Two mid-campaign review meetings were held, and the status of the pendency of these cases was sought regularly.

Coordinated efforts of 40 ministries/departments have culminated in the successful resolution of 2,306 cases out of 3,193 taken-up cases, registering the redressal rate of 72%. Active follow-up is being done for the redressal of remaining grievances.

The demographic distribution of the redressal reflects that most of the resolved cases pertain to the pensioners and family pensioners residing in rural areas. It is a healthy trend, as the redirection of grievances from rural areas in online mode through various portals operated by ministries/departments and CPENGRAMS portal, is bridging the digital divide.

The collective efforts have resulted in the successful redressal of some long-pending cases.

Some major success cases are:

1. Release of Rs. 16.70 lakh on account of family pension arrears to Ms. Jayalakshmi Karnan, the disabled dependent daughter of a Defence pensioner, with effect from June, 2013.
2. Settlement of disability pension arrears of Rs. 30 lakh in favour of Shri Idan Singh, a Defence pensioner, with effect from 16.09.2016
3. Sh. Kapur Singh, a defense pensioner, received Rs. 26.12 lakh as war injury element arrears, with effect from 01.01.2006.
4. Release of dual family pension arrears amounting to Rs. 19 Lakh, with effect from 24.09.2012, in favour of Ms. Rukmani Nair, spouse of a Defence pensioner.
5. Payment of outstanding Special family pension arrears along with interest amounting to Rs. 18.57 lakh and arrear of Ex gratia along with interest amounting to Rs. 12.60 lakh to Ms. Saranjit Kaur, mother of an army personnel with effect from 28.07.2008.
6. Release of pending family pension arrears of Rs. 6.27 lakh to Ms. Sunaina Kumari, widow daughter of a Defence pensioner, with effect from 18.03.2022.
7. A payment of Rs. 10.66 lakh towards arrears of the liberalized family pension was paid to Ms. Simarto, spouse of a Defence pensioner, with effect from 01.01.1996.
8. Disbursement of family pension arrears of Rs. 37.40 lakh to Ms. Angoori Devi, spouse of a Defence pensioner, towards difference between Ordinary Family Pension and Special Family pension, with effect from 01.01.1996.
9. Disbursement of Rs. 25.99 lakh towards the time-barred arrears of service pension arrears to Sh. Ranjit Singh, a Defence pensioner, pertaining to the period from October, 2004, to December, 2023.
10. Payment of Rs. 30.15 lakh to Ms. Koranga Lakshmi, spouse of a Defence pensioner, towards family pension arrears from June, 2011, to February, 2026.

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