

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PENSION & PENSIONERS' WELFARE)

RAJYA SABHA
UNSTARRED QUESTION NO. 422
(TO BE ANSWERED ON 13.12.2018)

FACILITATION FOR GRIEVANCE REDRESSAL OF PENSIONERS

†422. SHRI PRABHAT JHA :

Will the **PRIME MINISTER** be pleased to state:

- (a) whether it is a fact that many corrective measures have been taken by Government in the direction of procedural facilitation for grievance redressal and convenience of pensioners during the last four years;
- (b) if so, the details thereof;
- (c) whether the All India Pension court has been started with the aim of ensuring the convenience in livelihood of pensioners; and
- (d) if so, the details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) to (d): Yes sir. The grievances received from pensioners/family pensioners, from across the country, are registered and forwarded to respective Ministries/Departments for early redressal and are monitored through online Centralized Pension Grievance Redressal and Monitoring System (CPENGRAMS), a web based application. These grievances are to be redressed within the prescribed time limit of 60 days. The pendency of the pension grievances is monitored regularly by holding review meetings from time to time with nodal officers of Ministries/Departments. The department has introduced the following procedural changes in CPENGRAMS to facilitate the pensioners (a) the system of re-registration of those grievances where the pensioner/ family pensioner is not satisfied with the resolution of the grievance by the respective Ministries/Departments (b) the pensioner/ family pensioner can directly send his bank related grievances to Department of Financial services through CPENGRAMS; (c) Introduction of new categories for grievances relating to of National Pension Scheme(NPS) and 7th Central Pay Commission matter; (d) introduction of sending SMS alerts to the pensioners at every stage of process under taken on their grievances (e) introduction of bilingual (Hindi/English) acknowledgement of grievances received through post which registered in the CPENGRAMS portal; (f) Introduction of mobile app for registration of pension related grievances through mobile phone.

The Departmental Parliamentary Standing Committee for Ministry Of Personnel, Public Grievances & Pensions had suggested that a day may be dedicated to the Pensioners, as part of good governance, and efforts made to minimise their grievances. It also suggested that event like Pension Adalat should be held throughout country in order to reach out to the pensioner and redress their grievances. Accordingly, it was decided to observe 18th September 2018 as a Good Governance Day for the pensioners. On this date all the Ministries/ Departments including States were asked to organised Pension Adalat in their field formations and reach out to the pensioners throughout the country and resolve their grievances.
