

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

RAJYA SABHA
UNSTARRED QUESTION NO. 3797
(ANSWERED ON 03.04.2025)

PERFORMANCE OF CPENGRAMS

3797. SHRI IRANNA KADADI:

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

- (a) whether Centralised Pension Grievance Redress and Monitoring System (CPENGRAMS) has effectively reduced the backlog of pension grievances and the number of cases resolved during the last two years, if so, the details thereof;
- (b) the specific measures implemented through CPENGRAMS to empower family pensioners and super-senior pensioners;
- (c) the improvements made in the grievance redressal process through CPENGRAMS; and
- (d) the future plans for enhancing CPENGRAMS and ensuring financial security for pensioners?

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. Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) has reduced the backlog and 1,94,611 grievances have been resolved during the last two years (from 01.03.2023 to 28.02.2025). For the redressal of grievances of family pensioners and super-senior pensioners, specific categorization of such grievances, including the delay in starting of family pension and additional pension, has been done for better monitoring. Further, regular reminders are issued and monthly Inter-Ministerial Review Meetings (IMRMs) are conducted for such cases. Also, under 100 days Action plan, a month long Special Campaign, for redressal of family pension grievances, was launched in July, 2024, which achieved 94% redressal. The Department has issued instructions including detailed instructions dated 16.10.2024 from time to time with emphasis on ultimate and conclusive redressal of the grievances within 21 days from earlier 30 days. Quality of redressal is monitored through feedback centre and Appeals are filed in the cases graded as 'Poor'. These initiatives have helped in improving the redressal time and quality of redressal.
