

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

RAJYA SABHA
UNSTARRED QUESTION NO.1396
(ANSWERED ON 31.07.2025)

ACHIEVEMENTS OF PENSION ADALAT INITIATIVE

1396#. SHRI BRIJ LAL:

SMT. KIRAN CHOUDHRY:

SHRI AMAR PAL MAURYA:

SMT. RAMILABEN BECHARBHAI BARA:

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

- (a) the achievements of the Pension Adalat initiative so far;
- (b) the efforts being made to ensure timely redressal of pension-related grievances;
- (c) the manner in which digital platforms are being used to support pension grievance redressal;
- (d) whether there is a system in place for tracking and timely updating of grievance status online; and
- (e) 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 (e): Pension Adalat is an instrument of administrative reforms of the Government which has adopted a citizen-centric approach. It provides an additional forum for redressal of long pending pension related grievances of Central Government Pensioners, thereby obviating the need to approach Court/ CAT. In 13 Pension Adalats that have been held so far, out of 25,831 grievances, 18,481 have been disposed off. This shows a healthy disposal rate of 72%. In the last Pension Adalat, held on 04.06.25, a total of 415 cases were taken up and 325 case were solved on the spot.

Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) is an online platform which has been developed with an objective of speedy redressal coupled with effective monitoring of the pension related grievances. The grievances are either registered directly on the portal or registered by the department on behalf of the complainant after receiving details through E-mail, Post or Call Centre's Toll free number: 1800-11-1960. All Ministries/Departments with their subordinate units are linked in CPENGRAMS and the facility has been provided to the complainant to know about the status of the grievances registered on CPENGRAMS.

The Government has issued the policy circular for 'Effective Redressal of Pension Grievances' on 16.10.2024 which stipulates that the Ministries/Departments should strive to redress the pension grievances within 21 days and in the cases, where redressal of the grievance requires longer time, an interim reply may be furnished on the portal. The circular further details the roles and responsibilities of grievance redressal officers and appellate officers. Government organizes Thematic Adalats, Monthly Inter-ministerial Review Meetings, Capacity Building Programme for grievance redressal officers and Annual Special Campaign for redressal of pension grievances, as part of its measures for effective redressal of pension grievances.
