

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

RAJYA SABHA
UNSTARRED QUESTION NO.1397
(ANSWERED ON 31.07.2025)

PENSION GRIEVANCE REDRESSAL UNDER CPENGRAMS PORTAL

1397#. SHRI MOKARIYA RAMBHAI:
SHRI SADANAND MHALU SHET TANAVADE:
SHRI BABUBHAI JESANGBHAI DESAI:
DR. SUMER SINGH SOLANKI:

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

- (a) the total number of pension-related grievances received and disposed of through the Centralised Pension Grievance Redress and Monitoring System (CPENGRAMS) during the year 2025, Ministry/ Department-wise;
- (b) the grievance redressal rate on the CPENGRAMS portal for 2025 and whether it indicates timely and effective resolution of pensioners' concerns across departments; and
- (c) the names of the Ministries or Departments with the highest number of pending pension grievance cases as on date, and the steps being taken to improve redressal mechanisms in such departments?

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 (c): A total of 63,310 pension related grievances were received, out of which 55,554 were resolved through the Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) portal during 2025 (from 01.01.2025 to 15.07.2025).

The rate of grievances redressed on CPENGRAMS Portal has come down from 35 days in January, 2025 to 20 days in July, 2025 reflecting the timely and effective resolution of pensioners' concerns across departments.

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. 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 timely and effective redressal of pension grievances across Ministries/Departments.
