

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

RAJYA SABHA
UNSTARRED QUESTION NO.1403
(ANSWERED ON 30.07.2026)

CENTRAL GOVERNMENT PENSIONERS IN KERALA

1403. SHRI SANDOSH KUMAR P:

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

- (a) the number of Central Government pensioners residing in the State of Kerala;
- (b) the number of grievances received from the State through the Centralized Public Grievance Redress and Monitoring System during the last five years and the percentage of grievances disposed of within the prescribed timeline;
- (c) whether Government has received complaints on delays in pension revision, family pension disbursement or digital life certificate processing in the State;
- (d) the steps taken to streamline pension disbursement and grievance redressal mechanisms for pensioners there; and
- (e) the details of proposals to establish pension facilitation centres in the States with a high concentration of 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 (e): 3,16,453 Central Government pensioners are residing in the state of Keralam. In the last five calendar years (2021-2025), a total of 1,68,932 grievances were received through Centralized Public Grievance Redress and Monitoring System portal (CPGRAMS) from the State of Keralam and 69.4% grievances were disposed of within the prescribed timeline. Further, Pension related grievances on various issues including delays in pension revision, family pension disbursement or digital life certificate processing have been received from the State of Keralam on various platforms viz., Centralized Pension Grievance Redress and Monitoring System portal (CPENGRAMS), System for Pension Administration (Raksha) (SPARSH) and System for Accounting and Management of Pension (SAMPANN), etc. The department conducts monthly Inter-Ministerial Review Meetings (IMRM), quarterly All India Pension Adalats and annual Special Campaigns for expeditious redressal of grievances filed on CPENGRAMS Portal including the grievances pertaining to the pensioners residing in Keralam. In the civil Ministries/Departments of the Central Government, pension is disbursed through the Pension Disbursing Authorities (PDAs) i.e., Banks and Post Offices while Pension is directly disbursed by the Ministry of Defence through SPARSH Portal and Department of Telecommunications through SAMPANN Portal to their Pensioners. To streamline pension disbursement and grievance redressal, the Department conducts Bankers' Awareness Programmes regularly for capacity building of pension dealing employees of the Central Pension Processing Cells of respective Banks. Pension Mitras have been nominated in various Ministries/Departments for facilitating pension application forms. 88 SPARSH Service Centres and more than 7,500 Common Service Centres (CSCs) have been established across the State of Keralam to provide necessary assistance for portal related services and access to SPARSH for defence pensioners.
