

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

RAJYA SABHA
UNSTARRED QUESTION NO.2196
(ANSWERED ON 06.08.2026)

CENTRAL GOVERNMENT PENSIONERS IN MAHARASHTRA

2196. DR. MEDHA VISHRAM KULKARNI:

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

- (a) the number of Central Government pensioners residing in Maharashtra and availing pension-related services;
- (b) whether Government has received complaints regarding delays in pension processing and grievance redressal in the State;
- (c) the number of grievances received and disposed of during the last three years; and
- (d) the measures taken to improve digital pension services and the timeline for achieving complete online service delivery?

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): 6,70,498 Central government pensioners are residing in the state of Maharashtra and availing pension-related services. Further, complaints on various issues including delays in pension processing and grievance redressal have been received from the Central government pensioners residing in the state. In the last three calendar years (2023-2025), a total of 24,376 pension grievances were received from the Central government pensioners residing in the state of Maharashtra through Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) portal and all these pension grievances have been disposed of. The government of India has taken various measures for the welfare of Central government pensioners i.e. digitisation of pension services including pension processing, pension disbursement, submission of life certificates, and grievance redressal through various portals viz. Bhavishya, SPARSH, SAMPANN, CPENGRAMS etc. To ensure time bound delivery of these services, timelines have been prescribed for respective services. Further, 538 SPARSH Service Centres and more than 52,000 Common Service Centres (CSCs) have been established across the state of Maharashtra to provide necessary assistance for portal related services and access to the SPARSH portal for defence pensioners.
