

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

LOK SABHA
UNSTARRED QUESTION NO. 989
(TO BE ANSWERED ON 26.07.2023)

PERSONAL RECORD OF PENSIONERS

989. SHRI VINOD KUMAR SONKAR:
SHRI RAJVEER SINGH (RAJU BHAIYA):
SHRI RAJA AMARESHWARA NAIK:

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

- (a) whether the Government has extant rules/ regulations for maintenance of personal records of the Central Government Pensioners (CGPs) in the country and if so, the details thereof;
- (b) whether the CGPs are allowed to get their name changed or surname added in their service book after the retirement from the service and if so, the details thereof including Standard Operating Procedure (SOP) of the same;
- (c) whether the Pensioners are allowed to change his/her dependent nominee to receive the family pension after his/her retirement and if so, the details thereof including the SOP in this regard;
- (d) whether the Government has appointed any nodal officer for the grievances of pensioners in the country and if so, the details thereof; and
- (e) the other steps being taken by the Government for the welfare of pensioners in the country?

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): Government has introduced online system of pension processing and sanctioning of pensionary benefits to Central Government employees and relevant personal information is captured in the system.

(b): Central Government Pensioners are allowed to change their name/surname in the Services Book in accordance with the instructions applicable to Government servant for change of these details in service book records during service.

(c): Family Pension is given to family of deceased Government servant in accordance with the provisions of CCS (Pension) Rules. However a pensioner can update his family details after retirement.

(d): Government has an online pension grievance redressal mechanism namely “CPENGRAM” and the Nodal Officers have been appointed in each Ministry/Department for handling of grievances of Pensioners.

(e): Government has taken following steps for the welfare of Central Government Pensioners:-

- i. Simplification of rules and procedures for pensioners and family pensioners
- ii. Implementation of online pension processing and sanctioning system namely “Bhavishya”
- iii. Implementation of online Pension grievance redressal mechanism namely “CPENGRAM”
- iv. Implementation of a Digital system for submission of life certificate “Jeevan Pramaan”
- v. Conducting of Pensioners Awareness Programmes and Pre-Retirement Counselling Workshops
