

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

LOK SABHA
UNSTARRED QUESTION NO. 1424
(TO BE ANSWERED ON 04.12.2024)

CPENGRAMS

1424. DR. SHRIKANT EKNATH SHINDE:
SMT. SHAMBHAVI:
SHRI NARESH GANPAT MHASKE:
SHRI RAJESH VERMA:

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

- (a) whether Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) has effectively reduced the backlog of long-pending pension grievances and if so, the number of cases resolved during the last two years;
- (b) the details of specific measures taken through CPENGRAMS to financially empower family pensioners and super-senior pensioners, particularly those facing delays in pension disbursement;
- (c) whether there are any cases where pension grievances remain unresolved despite CPENGRAMS intervention and if so, the reasons therefor;
- (d) the manner in which the Government ensures timely and effective resolution of pension related grievances through CPENGRAMS and the improvements made in the grievance redressal process recently; and
- (e) the details of future plans the Government has formulated for further enhancing CPENGRAMS and ensuring financial security for 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): Yes Sir. Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) has reduced the backlog with no case pending for more than 2 years as on date. 1,68,964 grievances have been resolved during last two years (from 01.11.2022 to 31.10.2024).

(b): For the redressal of grievances of family pensioners and super-senior pensioners, specific categorization of such grievances, including the delay in starting of family pension and additional pension, has been done for better monitoring. Further, regular reminders are issued and monthly Inter-Ministerial Review Meetings (IMRMs) are conducted for such cases. Also, under 100 days action plan, a month long Special Campaign, for redressal of family pension grievances, was launched in July, 2024, which achieved 94% redressal.

(c): Redressal of pension grievances is an on-going process. As per the policy, all the pension grievances are redressed in the decentralized and time bound manner by the concerned Ministries/Departments as per the extant rules and in case final redressal is not done within the time limit, an interim reply with reason for delay is to be provided.

(d): The Department has issued instructions from time to time with emphasis on ultimate and conclusive redressal of the grievances within 21 days from earlier 30 days. Quality of redressal is monitored through feedback centre and Appeals are filed in the cases graded as 'Poor'. These initiatives have helped in improving the redressal time and quality of redressal.

(e): Technological advancements, covering auto forwarding and auto lateral movement of the grievances, are the initiatives which will further reduce the redressal time and increase the quality of redressal.
