

GOVERNMENT OF INDIA
MINISTRY OF DEFENCE
DEPARTMENT OF EX-SERVICEMEN WELFARE
LOK SABHA
UNSTARRED QUESTION NO. 2143
TO BE ANSWERED ON 01.08.2025

ANOMALIES IN ONE RANK ONE PENSION

2143. SHRI TANUJ PUNIA:

Will the Minister of DEFENCE be pleased to state:

- (a) whether the Government has taken any steps to address anomalies/grievances arising from the implementation of the One Rank One Pension (OROP) scheme;
- (b) if so, the details thereof; and
- (c) the manner in which the Government ensure that adjustments adequately reflect the inflationary pressures faced by veterans as the increase in inflation-adjusted allowances for employees and pensioners by 4% in 2024?

A N S W E R

MINISTER OF STATE
IN THE MINISTRY OF DEFENCE

(SHRI SANJAY SETH)

- (a) & (b): Yes Sir, Government in consultation with the concerned authorities issues clarifications on the anomalies/grievances arising from the implementation of OROP scheme on time to time basis. Further, the following measures are in place to address grievances arising from implementation of the OROP scheme.
 - (i) SPARSH Service Centre: 202 departmental SPARSH Service Centres (SSCs), branches of 16 Banks and 4.63 lakh Common Service Centres (CSCs) located across India are addressing the grievances of pensioners including grievances related to implementation of OROP and resolving the issue in coordination with SPARSH/PDAs.
 - (ii) Pension Call Centre: The Pension Call Centre of PCDA(P) addresses the issues pertaining to OROP. Executives of the Call Centre are conversant with the policy and provisions of Government of India , Ministry of Defence on OROP for resolving the issues raised by the pensioners in consultation with SPARSH and PDAs concerned.

- (iii) Centralised Public Grievances and Monitoring System (CPGRAMS): Anomalies or grievances received through Centralised Public Grievances and Monitoring System (CPGRAMS) are addressed as per the policy of the Government on OROP within the stipulated time frame.
- (iv) Raksha Pension Samadhan Aayojan (RPSA) are conducted at various locations across the country from time to time for the redressal of grievances of the pensioners.
- (c) Dearness Relief (DR) is paid in addition to the salary/pension. The Government has addressed the inflationary pressure faced by the veterans by increasing the rate of Dearness Relief by 4% w.e.f. 01.01.2024.
