

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

LOK SABHA
UNSTARRED QUESTION NO. 546
(ANSWERED ON 23.07.2025)

CENTRALIZED PENSIONERS GRIEVANCE REDRESS AND MONITORING SYSTEM

†546. SHRI SUKHJINDER SINGH RANDHAWA:
SHRI SHANKAR LALWANI:
SHRI JASHUBHAI BHILUBHAI RATHVA:
MS. BANSURI SWARAJ:
SHRI SURESH KUMAR KASHYAP:

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

- (a) the total number of pension related grievances received and resolved through the Centralised Pension Grievance Redress and Monitoring System (CPENGRAMS) portal during the year 2025;
- (b) the name of the Ministries/Departments where the highest number of grievances were received and are pending;
- (c) the rate of grievance redressal on the CPENGRAMS portal during the said period along with the manner in which this reflects the effectiveness of the present pension grievance redressal system;
- (d) the steps taken/being taken by the Government to strengthen the current pension grievance redressal system; and
- (e) the steps taken/being taken by the Government for the quick redressal of the pending cases in the Ministries/Departments?

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): A total of 63,310 pension related grievances were received, out of which 55,554 were resolved through the Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) portal during 2025 (from 01.01.2025 to 15.07.2025).

The Ministries/Departments, where the highest number of grievances were received and are pending during the period from January to July 2025 are Ministry of Defence, Department of Financial Services and Ministry of Railways.

The rate of grievances redressed on CPENGRAMS Portal has come down from 35 days in January 2025 to 20 days in July 2025 reflecting the timely and effective grievance redressal of pension grievances.

The Government has issued the policy circular for 'Effective Redressal of Pension Grievances' on 16.10.2024 which stipulates that the Ministries/Departments should strive to

redress the pension grievances within 21 days. The circular further details the roles and responsibilities of grievance redressal officers and appellate officers. Government organizes Thematic Adalats, Monthly Inter-ministerial Review Meetings, Capacity Building Programme for grievance redressal officers and Annual Special Campaign for redressal of pension grievances as part of its measures for effective redressal of pension grievances.
