

GOVERNMENT OF INDIA  
MINISTRY OF DEFENCE  
DEPARTMENT OF EX-SERVICEMEN WELFARE  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 2379**  
TO BE ANSWERED ON 13<sup>TH</sup> FEBRUARY, 2026

**PENDENCY OF GRIEVANCES OF EX-SERVICEMEN AND ECHS CLAIMS**

2379. Dr. Kadiyam Kavya:

Will the Minister of DEFENCE be pleased to state:

- (a) the number of pending defence pension-related grievances and Ex-Servicemen Contributory Health Scheme (ECHS) reimbursement claims across the country during the last three years, year-wise;
- (b) the average time taken for the disposal of such grievances along with the reasons for such delays, if any;
- (c) the steps taken by the Government to ensure digital grievance tracking, time-bound settlement and fixation of accountability; and
- (d) whether any performance benchmarks/Service Level Agreements (SLAs) have been fixed for grievance redressal and if so, the details thereof?

A N S W E R

MINISTER OF STATE

(SHRI SANJAY SETH)

IN THE MINISTRY OF DEFENCE

(a) to (d) The Department of Ex-Servicemen Welfare coordinates with all stakeholders for redressal of defence pension-related grievances. The Centralized Public Grievance Redress and Monitoring System (CPGRAMS) and the SPARSH Portal are online platforms available to ensure digital grievance tracking, time bound settlement and fixation of accountability. The average time taken for disposal of grievances received through CPGRAMS is 30 days. The aggregate rate of disposal of grievances for the last three years within 30 days is approximately 93%. The details of pension grievances for the last three years that were disposed within 30 days are as under:

Year	Grievances received	Grievances disposed
2023	36660	32623
2024	50177	47128
2025	34854	33737

The performance timelines set by the Government are monitored closely to redress grievances in a time-bound manner.

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