

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

LOK SABHA
UNSTARRED QUESTION NO.3083
(ANSWERED ON 11.03.2026)

PENSION GRIEVANCES REDRESSAL AND MONITORING SYSTEM PORTAL

3083. SHRI BIPLAB KUMAR DEB:

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

- (a) the total number of pension grievances received and redressed through the Centralized Pension Grievance Redress and Monitoring System portal during the last three years along with the details of Ministries received the highest number of grievances;
- (b) the details of grievance redressal rate on the portal during the said period and the manner in which it reflects the efficiency of the current pension grievance handling system;
- (c) the details of the departments which have the highest number of pending cases; and
- (d) the number of pension related cases which are pending for redress from the State of Tripura?

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 (d): Centralized Pension Grievances Redress And Monitoring System (CPENGRAMS) is an online portal for registration, tracking and redressal of pensioners' grievances. On this portal, the total number of pension grievances received during the years 2023, 2024 and 2025 are 78,675, 1,12,215 & 1,07,731 respectively, while 72,902, 1,07,701 & 1,13,272 grievances, including those brought forward from previous year also, have been redressed respectively during these years. Ministry of Defence, Department of Financial Services (Banking Division) and Ministry of Railways have received the highest number of grievances during these years. As a result of the close coordination with stakeholders through Pension Adalats, monthly Inter-Ministerial Review Meetings, and annual Special Campaigns, there has been a significant reduction in the average redressal time. The present redressal time recorded during February, 2026 is 19 days. As on 06.03.2026, Ministry of Defence (3,699), Ministry of Home Affairs (449) and Ministry of Railways (263) have highest number of pending cases. As on 06.03.2026, on CPENGRAMS portal, two pending pension related cases are from Tripura.
