

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

LOK SABHA
UNSTARRED QUESTION NO.4186
(ANSWERED ON 18.03.2026)

CPENGRAM SYSTEM

#4186. SHRI NARAYAN TATU RANE:

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

- (a) the details of major trends emerged in relation to grievance redressal of pensioners including the time taken for disposal and the performance of Ministries Departments during the year 2025:
- (b) the effectiveness of improvements made in Pension Adalats, the Centralised Pension Grievance Redress and Monitoring System and subject-specific interventions in resolving long-pending and complex cases:
- (c) the measures taken to reduce pension-related litigation through coordination with Ministries, banks and legal authorities; and
- (d) the future action plan to further strengthen grievance redressal, public outreach and awareness for pensioners including under the Integrated Pension Scheme?

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): During 2025, 1,07,731 pension grievances were received and 1,13,272, including those brought forward from 2024, were redressed on Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) portal. Ministry of Defence, Department of Financial Services (Banking Division) and Ministry of Railways are the top performers, in terms of redressal of grievances in 2025. The average grievance redressal time has improved significantly and was 20 days in December, 2025. This has been achieved through the enhanced coordination with stakeholders including banks by conducting monthly Inter-Ministerial Review Meetings, quarterly All India Pension Adalats, including thematic Adalats for Super senior pensioners (aged 80 years and above) and female pensioners, and annual Special Campaigns. For better management and reduction of pension litigation, National Workshop on Pension litigation and monthly review meetings with Ministries and Government Counsels are conducted. The Department is working on enhancing its outreach among pensioners through Pre-retirement Counselling Workshops, Pensioners' Awareness Programmes and various Social Media platforms. At present, the Department is not contemplating Integrated Pension Scheme.
