

**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA
UNSTARRED QUESTION NO. 5404
TO BE ANSWERED ON 25TH MARCH, 2026**

SAMPANN PENSION PORTAL

5404. SHRI JAGADISH CHANDRA BARMA BASUNIA:

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) the details of number of complaints registered on the SAMPANN portal since launch of the portal, year-wise;
- (b) the details of number of complaints pending till date and duration since their registration; and
- (c) the details of the average time taken to resolve complaints filed on the portal?

ANSWER

**MINISTER OF STATE FOR COMMUNICATIONS AND RURAL DEVELOPMENT
(DR. PEMMASANI CHANDRA SEKHAR)**

(a)

Year	No. of Complaints registered
2019	587
2020	8558
2021	5499
2022	7351
2023	16091
2024	14558
2025	9728
2026	1654
Total	64026

- (b) No complaints received before February 2026 are pending. However, 16 complaints received during period from 01.03.2026 to 17.03.2026 are pending.

(c)

Year	Average time taken to resolve complaints (in days)
2019	337.9
2020	212.3
2021	67.6
2022	29.6
2023	9.0
2024	4.2
2025	6.4
2026	3.6
