

**GOVERNMENT OF INDIA  
MINISTRY OF LABOUR AND EMPLOYMENT  
LOK SABHA  
UNSTARRED QUESTION NO. 2656  
TO BE ANSWERED ON 14.03.2016**

**GRIEVANCES OF PENSIONERS**

**†2656. SHRI RAJESH RANJAN:  
SHRIMATI RANJEET RANJAN:  
SHRI KAUSHALENDRA KUMAR:**

**Will the Minister of LABOUR AND EMPLOYMENT be pleased to state:**

- (a) whether the Government receives complaints regarding grievances of pensioners;**
- (b) whether Employees Provident Fund Organisation has failed to take appropriate action on the grievances of pensioners; and**
- (c) the time by which online grievances registering system is likely to be operational throughout the country?**

**ANSWER**

**MINISTER OF STATE (IC) FOR LABOUR AND EMPLOYMENT  
(SHRI BANDARU DATTATREYA)**

**(a): Yes, Madam.**

**(b) & (c): Employees' Provident Fund Organisation (EPFO) promptly attends to the grievances including those of pensioners immediately in accordance with the provisions of Employees' Provident Funds & Miscellaneous Provisions (EPF&MP) Act, 1952 and the Schemes framed thereunder.**

**EPFO has already implemented internet-based online grievance registration & management system, namely, Employees' Provident Fund Internet based Grievance Management System (EPFiGMS) since 5<sup>th</sup> May, 2010. Online grievances are also received in EPFO through the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal. Generally, all the grievances are settled/redressed by EPFO within 30 days of registration.**

\*\*\*\*\*