

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

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 1082**  
(ANSWERED ON 13.02.2025)

**CENTRALIZED PENSIONERS GRIEVANCE REDRESS AND MONITORING SYSTEM**

**#1082. SHRI BABURAM NISHAD:**

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

- (a) the manner in which the Centralized Pensioners Grievance Redress And Monitoring System (CPENGRAMS) has improved the process of filing complaints regarding pensions and redressal for citizens;
- (b) the feedback mechanisms that have been put in place to analyze the quality of grievance redressal;
- (c) whether the Ministry proposes to implement the feedback received; and
- (d) if so, the details thereof?

**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): Centralized Pension Grievances Redress And Monitoring System (CPENGRAMS) is an on-line portal for filing, tracking and speedy redressal of the pension related grievances for the Central Government Pensioners/Family Pensioners. The grievances are registered either directly on the portal or by DoPPW, on behalf of the complainants after receiving details through e-mail, Post or Integrated Grievance Cell & Call Centre's Toll free number: 1800-11-1960. The portal is web responsive.

(b) to (d): Feedback is obtained from the complainants by the Feedback Call Centre of DARPG after the redressal of grievances. Also, there is a facility on the portal for grading the redressal by the complainants. Based on the feedback, the Department has issued instructions on 23.08.2023 stipulating that the grievances should be closed after their ultimate and conclusive redressal. Further, comprehensive guidelines issued on 16.10.2024 have taken note of the feedback and specifically stress upon the 'Whole of the Government approach' to ensure qualitative redressal of the grievances within 21 days instead of earlier 30 days.

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