

F.No. 41/38 /2011-P&PW(C)  
Govt. of India  
Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare  
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3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
New Delhi, the 21<sup>st</sup> September, 2011

To

All Nodal Officers of all Ministries/ Departments  
(Web Based Pensioners' Portal)

**Subject: To extend necessary cooperation to the office bearers of identified pensioners associations in the matter of redressal of pensioners' grievances.**

Sir/ Madam

As you are aware, that on line grievances of pensioners are being fed through our application CPENGRAMS available in the Pensioners' Portal maintained by Department of Pension & Pensioners' Welfare. To facilitate lodging of grievances by pensioners' spread all over India, 27 Pensioners' Associations have been identified across the country. The list of 27 Pensioners' Association is enclosed. However, these associations are finding it very difficult in getting these grievances redressed and are requiring constant follow up with the Departmental offices at regional level. Some of the Pensioners Associations have printed out that timely action is not being taken by various Ministries/ Departments/ Organisations for redressal of grievances and same remain pending for unduly long periods. You are therefore, requested to sensitize your Department towards the grievances of pensioners so that unnecessary delays could be avoided leading to a prompt redressal of grievances. The regional offices and field officers, wherever they exist also be requested to provide all cooperation to the Pensioners' Associations who are helping us in the redressal of grievances.

Yours faithfully



(Tripti P. Ghosh)  
Director

Copy to:

1. NIC - For updating the letter on Pensioners' Portal.
2. Identified Pensioners Association for information.