

फ़ाइल सं. 14/14/2025-P&PW (Coord.) E-11151
भारत सरकार/Government of India
कार्मिक, लोक शिकायत और पेंशन मंत्रालय/ Ministry of Personnel, PG and Pensions
पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners'
Welfare

तृतीया तल/3rd Floor,
लोक नायक भवन/Loknayak Bhawan,
नई दिल्ली/New Delhi-110003
दिनांक/Dated: 30.10.2025

OFFICE MEMORANDUM

Subject: Comprehensive guidelines for sensitive, accessible and meaningful redressal of Central Government Pensioners' grievances on CPENGRAMS Portal – *Strengthening of Appellate Mechanism* - reg.

The undersigned is directed to refer to the Department of Pension and Pensioners' Welfare's OM No. F-No-14/12/2023-P&PW (CPEN)-9012 dated 16.10.2024 on the subject mentioned above.

2. The Department has reviewed the process of the Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) and it has been observed that there is a need to ensure expeditious and qualitative disposal of appeals. Hence, the provisions of OM dated 16.10.2024 related to Appellate mechanism are hereby reiterated and elaborated:

- i. It shall be ensured that all the appeals are disposed of within the prescribed time limit of 30 days from the date of receipt. Any delay should be duly justified and monitored by the concerned authorities.
- ii. The Appellate Authority shall independently examine each appeal on its merits and shall not merely endorse the views of the Grievance Redressal Officer (GRO). In case, meaningful disposal of appeal warrants comments/information/enquiry by the GRO/other concerned authority, it should be done in time bound manner. Tendency of issuing directions to GRO or other concerned authority and disposing the appeals should be avoided.
- iii. Each appeal must be disposed of through a Speaking Order, clearly stating the brief facts of the case, issue(s) raised and the rationale for the decision taken. This ensures transparency and accountability in the appeal process.

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- iv. Periodic review of the quality and pendency of pending appeals on CPENGRAMS shall be done by the concerned Ministry/Department/Organization and corrective measures for timely and proper disposal will be taken.

3. All concerned Ministries/Departments/Organizations are requested to strictly comply with the above guidelines to ensure that the appeal mechanism in CPENGRAMS functions effectively and serves its intended purpose of fair redressal of grievances.

4. This issues with the approval of the Competent Authority.

Meenakshi N
30/12/25
(Meenakshi Sankar)

Under Secretary to the Govt.of India
011-24644632

To

- I. Nodal Appellate authorities of all Ministries/Departments
- II. Nodal Public Grievance officers of all Ministries/Departments
- III. NIC, DOPPW for uploading on Department's website.