

फाइल सं. 14/14/2025-P&PW (Coord.) E-11151

भारत सरकार/Government of India

कार्मिक, लोक शिवायत 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 - 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 although the average redressal time and satisfaction level among pensioners about the redressal of grievances has improved, however, there is a need to reiterate and elaborate the guidelines for expeditious and qualitative redressal of the Pension grievances for further improvement.

3. Qualitative redressal:

i. Grievances that are monetary in nature shall not be closed until the actual payment has been made to the pensioner. In the ATR, apart from the proof of payment, calculation sheet, wherever applicable, may be attached to ensure transparency.

ii. Whenever details or documents are required from the pensioner, it shall be sought either through the Portal directly by opting the facility – 'Clarification/Supplementary information sought from the Complainant' or postal or mail. In these communications, timeline should be mentioned for compliance from the side of complainant. It may also be ensured that the copy of the letter calling for the details from the Complainant is invariably attached in the portal also. Option of closure of the case may only be chosen after providing sufficient time to the Complainant for submitting required documents.

iii. The redressal of pension grievances requires coordinated action from multiple stakeholders in a sequential manner. Therefore, when further action is to be taken by another office, the grievance should be forwarded to that office on the portal in addition to sending the physical file. In cases where the portal does not provide a facility for direct routing, the grievance may be returned to the Department of Pension & Pensioners' Welfare (DoPPW) on the portal for onward transmission.

iv. In case, further action is required to be done by an office or authority, not mapped on CPENGRAMS, a physical copy of the reference sent should be uploaded on the portal to ensure tracking of the case. Further, the copy of reminders issued may be uploaded, as and when issued to ensure transparency and accountability.

4. Expeditious redressal:

i. Repeated inter-organizational communications on similar issue/query attribute to the delayed redressal of the grievances. Hence, existing SOPs or Check-list must be reiterated and strictly enforced so that piece-meal and irrelevant information is not sought. It will reduce avoidable movements of the case file among organizations and will improve the redressal time.

ii. CPGRAMS provides real-time data related to the movement of grievance on portal. Hence, the Nodal officer must ensure that prolonged parking of the case with a particular GRO is checked and dissuaded by periodic and regular monitoring.

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

Meenakshi-N
30/6/25

(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.