

**F-No- 14/12/2023-P&PW(CPEN)-9012**

**Government of India**

**Ministry of Personnel, Public Grievances & pensions  
Department of Pension and Pensioners' Grievances**

\*\*\*

**8<sup>th</sup> Floor, Janpath Bhawan, Janpath,  
New Delhi, 23<sup>rd</sup> August, 2023**

## **कार्यालय ज्ञापन**

### **विषय: Strengthening of Machinery for Redress of Pension Grievance (CPENGRAMS)**

Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) is an online computerised system which has been developed with an objective of speedy redress and effective monitoring of the pension related grievances besides providing a fast access to the Central Civil Pensioners. The grievances are either registered directly on the portal or registered by the department on behalf of the complainant after receiving details through e-mail, Post or Integrated Grievance Cell & Call Centre's Toll free number: **1800-11-1960**.

2. To achieve the objectives of the CPENGRAMS, and to satisfactorily resolve the grievances of the Pensioners/Family Pensioners, the Ministries/Departments need to review, streamline and strengthen their internal resolution mechanisms. To make the system effective, a road map has been drawn, which is as under:


#### **A. Grievance Redressal Mechanism: -**

- (i) The prescribed time limit of 30 days, within which the grievances lodged on CPENGRAMS are to be resolved, should be adhered to. The grievances pertaining to Family Pensioners and Super-senior pensioners may be accorded highest priority.
- (ii) The Ministries/Departments should ensure the continuity and stability in the tenure of their Nodal Public Grievance Officer and Grievance Resolution Officers (GROs) to the extent possible.
- (iii) An Officer senior to the Nodal Public Grievance Officer will be appointed as Nodal Appellate Authority for timely disposal of Pension related Appeals. The Appellate Authority will dispose of the appeal within 30 days.

**B. Closure of Grievances: -**

- (i) The onus of closure of the grievances on the CPENGRAMS portal lies on the concerned Ministry/Department and not with DOPPW.
- (ii) The grievances should be closed on CPENGRAMS portal, only after ultimate and conclusive redressal of the grievances.
- (iii) Pre-mature closure of the grievances on CPENGRAMS portal must be avoided.

3. This issues with approval of Additional Secretary (Pension).

  
(डॉ. प्रमोद कुमार)  
निदेशक

To


- i. Secretary to the GoI.
- ii. Nodal Appellate Authority of Ministries/Departments.
- iii. Nodal Public Grievance Officers of Ministries/Departments.
- iv. NIC, DOPPW

Copy for information to:

- i. PMO (Kind Attention : Sh Amit Khare, Advisor to PM)
- ii. Cabinet Secretary
- iii. Secretary to the President Secretariat
- iv. Secretary General , Rajya Sabha Secretariat
- v. Secretary General , Lok Sabha Secretariat,
- vi. Secretary [Coordination &PG) , Cabinet Secretariat

  
(डॉ. प्रमोद कुमार)  
निदेशक

जारी किया

  
हस्ताक्षर / दिनांक 25/08/2023  
जनपथ भवन, डी.ओ.पी.पी.डब्ल्यू.

P.B.No - 01/2023 - 1492  
24/08/2023

o/c