

F.No.55/18/2014-P&PW (C)  
Government of India  
Ministry of Personnel, PG & Pensions  
Department of Pension & Pensioners' Welfare

3<sup>rd</sup> Floor, Lok Nayak Bhawan  
New Delhi, the 28<sup>th</sup> March, 2014

To

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

**Subject: To fix timeline for redressal of grievances**

Sir/Madam,

The Department of Pension & Pensioners' Welfare is maintaining Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) in the portal being maintained and named as "Pensioners' Portal". The pending grievances are constantly reviewed by the Department to ensure its redressal within a time frame. It has been found by the department that grievances are lying pending for unduly long periods and the pensioner concerned is suffering. To obviate the delays in the grievance redressal it has been found necessary to re-emphasize the guidelines issued by Administrative Reforms and Public Grievances vide its OM No.K.15011/1/2006-PG dated 22.5.2006, which are as follows:

- i) Minimum courtesy of acknowledging a receipt of the complaint may be done within a period of three days of the receipt of the grievances in case of receipt of dak physically and same day in case if it is an online application;
- ii) Grievances may be redressed within a maximum period of two months of its receipt. Cases where it is not possible to give an immediate reply, an interim reply should be given to the applicant;
- iii) Any request made by a pensioner which does not fall under the ambit of pension policy would be a demand and may be tackled accordingly as they do not form part of the approved policy of the government;
- iv) Pending vigilance or court cases cannot be included in grievances as they are dependant on the finalization of the cases. Hence the pensioner may be informed of the same and these grievances tackled accordingly.

You are requested to send a copy of the instructions issued to fix the timeline for early redressal of grievances to your subordinate organization also.

In case any further clarification or assistance is required please do let us know so that together we are able to dispose the pending grievances within the prescribed time limit of two months.

Yours faithfully,



(Tripti P. Ghosh)  
Director

Copy to:

1. NIC - For updating the letter on Pensioners' Portal.