

GOVERNMENT OF INDIA  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS  
(DEPARTMENT OF PENSION & PENSIONER'S WELFARE)

**LOK SABHA**  
**UNSTARRED QUESTION NO. 1330**  
(TO BE ANSWERED ON 14.12.2022)

**CPENGRAMS**

**1330. MS. S. JOTHIMANI:**

Will the **PRIME MINISTER** be pleased to state:

- (a) the number of grievances filed on CPENGRAMS, bifurcated by causes,—delay in pensions, incorrect sanction of pensions and non-payment of arrears;
- (b) the number of pension grievances filed on CPENGRAMS that were not disposed within the stipulated period of 60 days since 2019, year-wise;
- (c) the number of appeals filed against the initial redressal order; and
- (d) the steps taken/being taken by the Government to simplify the procedure required to be followed to obtain medical certificates for claiming family pensions?

**ANSWER**

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE  
(DR. JITENDRA SINGH)**

(a) to (c): Sir, a tabular statement as below:

Financial Year	Total Grievance Received During Period	Delay or incorrect sanction of pension/family pension and other retirement benefits	Non-payment of arrear of pension and other retirement benefits	Disposed in Greater than 60 Days	Total Appeal Received During Period
2019-2020	39684	15983	1894	5729	-
2020-2021	49788	18748	2157	6231	215
2021-2022	62874	30999	3448	5116	2075
2022-2023 ( as on 6.12.2022)	36785	11891	3803	1781	5082

(d): There is no requirement of submission of a medical certificate by the member of the family of the deceased Government Servant/Pensioner for claiming family pension. However, in accordance with Rule 50 of CCS(Pension) Rules,2021, in the case of a child or sibling of the deceased Government Servant/Pensioner, who is suffering from any mental or physical disability, a certificate of disability issued by one of the following authority is required to be submitted for claiming family pension;

- (i) An authority competent to issue disability certificate in accordance with the Rights of Persons with Disabilities Act, 2016 (49 of 2016), the Rights of Persons with Disabilities Rules, 2017 and the guidelines and notifications issued by the Central Government or a State Government or a Union territory administration; or
- (ii) A Medical Board comprising of a Medical Superintendent or a Principal or a Director or Head of the Institution or his nominee as Chairman and two other members, out of which at least one shall be a Specialist in the particular area of disability, setting out, as far as possible, the exact mental or physical condition of the child.

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