

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:2169
ANSWERED ON:18.12.2013
PENSIONERS GRIEVANCES
Natarajan Shri P.R.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) whether there is any Government mechanism available for redressal of pensioners' grievances;
- (b) if so, the details thereof;
- (c) whether the pensioners' associations, if any, have been accorded any legal authority to represent the grievances of pensioners; and
- (d) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE (SHRI V. NARAYANASAMY)

(a) to (d): The pensioners grievances are registered and monitored through online Centralized Pension Grievance Redressal and Monitoring System (CPENGRAMS), a web based application taken up under the National e-Governance Plan (NeGP). To help pensioners lodge their grievances and to provide related information the Department of Pension and Pensioners' Welfare (DOPPW) has identified 30 pensioner associations across the country. The pendency of the grievances is monitored by holding review meetings with nodal officers of Ministries/Departments and 7 such meetings have been held during the current financial year. This has resulted in redressal of about 22000 out of 29,000 grievances during the current calendar year (upto 12/12/2013).

These pensioners' associations have been functioning as facilitators between the pensioners on the one hand and the pension sanctioning authorities on the other. The meetings of Standing Committee of Voluntary Associations (SCOVA), of which some Associations are the members, are held twice a year under the Chairmanship of Minister of State also to discuss the various issues pertaining to the pensioners.