

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

UNSTARRED QUESTION NO:258
ANSWERED ON:25.02.2015
COMPLAINTS IN GRIEVANCES REDRESSAL SYSTEM
Jena Shri Rabindra Kumar

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

(a) the number of complaints the Government has received through the Pension Grievances Redressal System during the last one year; and

(b) the number of complaints disposed of and number of complaints pending?

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) & (b): All the pension related grievances are received either through web or post and are registered under Centralised Pension Grievance Redressal and Monitoring System (CPENGRAMS). The number of grievances received & registered under CPENGRAMS and disposed off during the last one year (01.01.2014 to 31.12.2014) are as follows;

Pending grievances	Received during B/F the period	Disposed during the period	Total pending as on 31/12/2014
6894	9809	13326	3377

6894 9809 13326 3377