

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

UNSTARRED QUESTION NO:253  
ANSWERED ON:25.02.2015  
E GOVERNANCE FOR PENSIONERS  
Singh Shri Sunil Kumar

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

(a) the details of the facilities extended for disposal of pension related grievances under the e-governance scheme by the Government; and

(b) the details of the pension related grievances received, department-wise and the disposal thereof during the last two years?

**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): The grievances received from pensioners from across the country, are registered and forwarded to respective Ministries/Departments for early redressal and monitored through online Centralised Pension Grievance Redressal and Monitoring System (CPENGRAMS). This Department also holds review meetings with the Ministries / Departments having pending grievances. The information generally required by pensioners has also been incorporated in the frequently asked questions (FAQ) and is available on the departmental website and the Pensioners' Portal. The Department has also identified a number of Pensioners' Associations across the country to assist pensioners in getting their pension related grievances redressed by interacting with the concerned authorities.

(b): A statement indicating details of pension related grievances, Department wise and the disposal thereof during the last two years is annexed.