

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

RAJYA SABHA
UNSTARRED QUESTION NO. 1889
(TO BE ANSWERED ON 22.12.2022)

REDRESSAL OF COMPLAINTS OF PENSIONER

1889 # DR. RADHA MOHAN DAS AGRAWAL:

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

- (a) whether complaints are often received from ex-employee pensioners regarding the functioning of the Pension Disbursing Bank, if so, the nature of such complaints; and
- (b) the provisions made by the Department for quick redressal of these complaints?

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): Yes sir, Department of Pension and Pensioners Welfare receives grievances from Pensioners regarding the functioning of the Pension Disbursing Banks and the same are assigned to Department of Financial Services (Banking Division), the concerned Department, for appropriate resolution. These grievances broadly pertain to delayed payment of Pension/Dearness Relief and arrears thereof, delayed payment/stoppage of Fixed Medical Allowance, delayed issuance of Form 16, excessive tax deduction, on-issuance of pension slip.

(b): All grievances of the pensioners are registered on Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) Portal and their disposal is monitored by the department through this system. The time limit required for redressal of grievances has been reduced from 60 days to 30 days, as per existing DARPG guidelines dated 27-07-2022. The Department also conducts Inter-Ministerial Review Meeting for monitoring the delay in the redressal of grievances by the concerned Departments.
