

No. 55/6/2015-P&PW(C)  
Government of India  
Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare

3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
New Delhi, the 24<sup>th</sup> May, 2017

OFFICE MEMORANDU

Subject: Streamlining Action on Pension grievances – Intimation to petitioner of final action taken on his/her grievance

Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) provides the facility of registering grievances of petitioners either through Electronic mode or through Post. The grievance received through post are registered and uploaded in the system by the Department of Pension with registration number starting from DOPPW/P/ and in case of PMO it is registered as PMOPG/D/ wherein P or D indicates that the grievances are received through Post or Dak.

However, it is observed that in most of the cases which are received through post i.e. registered with /P/ or in case of PMO grievances registered with /D/ replies are not sent through post. It is therefore requested that in case, any letter or orders etc. are issued by the concerned Ministry/Department/Organization for redressal of the grievance received through Post the same may be replied through post also alongwith uploading it on CPENGRAMS.

It is again reiterated that since effective grievance redress mechanism is a priority of the Government, the quality of disposal is important and a well reasoned speaking reply should be furnished to the petitioner before closure of grievance.

*L*  
(Seema Gupta) 24/5/2017  
Director  
Tel: 24624802

Office of U.G. (CPENGRAMS)  
Dy. No. 1875  
Date: 29/5/17

JSC (MS)

*MS*  
29/5

To  
All Nodal Officer of All Ministries / Departments  
(Web Based Pensioners' Portal)

Copy to:  
NIC - for posting on the Portal.

*SO (PG)*

*Pl. circulate  
24.5.2017*

U.S. (OSMP/CPENGRAMS)  
Dy. No. 2007  
Date: 30/05/17