

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

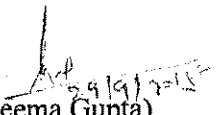
3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
New Delhi, the 29<sup>th</sup> September, 2015

OFFICE MEMORANDU

Subject: Streamlining Action on Pension grievances – uploading of replies given by the Ministries/Departments to the petitioner on CPENGRAMS.

It has been observed that in most of the cases of pension related grievance, the Ministries/Departments/Organizations do not upload the replies to the petitioner on the portal and close the cases. It is therefore requested that in case, any letter or orders etc. are issued by the concerned Ministry/Department/Organization for redress of the grievance or for not acceding the request of the petitioner for valid reasons, the same may also be uploaded on the portal 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 and a copy of the same be uploaded on CPENGRAMS.

  
( Seema Gupta)

Deputy Secretary to the Government of India  
Tel: 24624802

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

Copy to:  
NIC, for posting on the Portal.