

# **CPENGRAMS**

## **Frequently Asked Questions**

**Q1. What is CPENGRAMS?**

**Ans. CPENGRAMS is an online web-enabled system for speedy redressal of grievances related to pension by various Central Government Ministries/ Departments/Organizations. This system, besides providing a faster access to the pensioners, offers the following online facilities:**

- **Registration of pension grievances on line**
- **Forwarding of reminders on line**
- **Query on the status of any of the registered grievances**
- **Available (24\*7) basis for submission of grievance online**

**Q2. Who can register a grievances?**

**Ans. A grievance can be registered by the pensioner or any other person on behalf of pensioner. Pensioner's Association recognized by Department of Pension & Pensioners & Welfare can also register grievance of pensioners.**

**Q3. What type of grievance can be lodged by pensioners?**

**Ans. Grievances regarding dues or facilities which are permissible to pensioners under the Rule can be lodged as a grievance through CPENGRAMS- e.g. delay or incorrect payment of pension/gratuity/other retirement benefits; revision of pension; issues related to medical facilities/Dearness Relief etc.**

**Q4. What is the procedure for redressal of grievance in Ministry?**

**Ans. The grievance lodged on CPENGRAMS are transferred to the concerned Ministry/Department which examines the grievance with reference to applicable Rules and redresses the grievance accordingly. All Ministries/ Departments have appointed Nodal Officers in-charge of the Grievance cell within the respective Ministry /Departments. The Nodal Officers further distribute the**

**grievance to concerned offices/ organizations within the Ministry/Department. These Nodal Officers also monitor the progress of redressal of pension grievances.**

**Q5. What is the time line for disposal of a pension grievance?**

**Ans. Maximum permissible period of 60 days for redressal of grievances. Immediate acknowledgement is given through CPENGRAM system. Cases where it is not possible to give an immediate reply, an interim reply should be given to the applicant.**

**Q6. Whether pensioner can send reminder to authority for disposal of a grievance?**

**Ans. The pensioner or Pensioners' Association can send online reminders against registration number of the earlier sent grievance. In case the reminders are sent through a letter, the earlier registration number should be mentioned to avoid generation of multiple registration numbers for the same grievance.**

**Q7. Whether multiple grievances can be lodged by an individual on same issue?**

**Ans. The multiple grievances registered on the same issue from the same applicant on different dates registered on CPENGRAMS are given different numbers electronically. However, these are to be treated as one grievance. The subsequent grievance would be closed giving the reference of grievance initially registered. On redressal of the grievance, the report of the Ministry / Department is reviewed and case closed. On the same basis all other registration numbers are also closed.**

**Q8. How does a pension grievance differ from a demand?**

**Ans. Pension grievances are those grievances which are to be addressed under the existing Pension Rules/Instructions. Any request for any additional facility etc., which is not covered under the Pension Rules/instructions is to be treated as demand and accordingly not covered under the purview of CPENGRAMS. Such grievances are closed instantly.**

**Q.9 Whether Grievance can be lodged on issue where cases are pending in Courts of Law ?**

**Ans. Since such matters are sub-judice, the grievances on such issues cannot be entertained. Such grievances are closed instantly.**