

12012/2/18-PG

Dated 27 सितम्बर, 2023

प्रेषक:

From:

संयुक्त सचिव (प्रशासन)
Joint Secretary (Admn.)

सेवा में

To,

सीएसआईआर संस्थान/प्रयोगशाला/इकाई के नोडल अधिकारी (शिकायत)
The Nodal Officers (Grievance) of CSIR Labs./Instt.

विषय: पेंशन शिकायत के निवारण तंत्र का सुदृढीकरण संबंधित।

Sub: Strengthening of Machinery for Redressal of Pension Grievance (CPENGRAMS) - reg.

महोदय/महोदया /Sir/Madam,

मुझे, उपरोक्त विषय पर पेंशन और पेंशनभोगी कल्याण विभाग, लोक शिकायत, पेंशन और कार्मिक मंत्रालय से प्राप्त कार्यालय ज्ञापन सं. 14/12/2023-P&PW (CPEN)-9012 दिनांक 23.08.2023 को आपकी जानकारी तथा अनुपालन हेतु अग्रेषित करने का निदेश हुआ है।

I am directed to forward herewith OM No. 14/12/2023-P&PW (CPEN)-9012 dated 23.08.2023 on the above mentioned subject, received from Department of Pension and Pensioners' Grievances, Ministry of Personnel, Public Grievances & Pensions, for your information and compliance.

भवदीया/Yours faithfully,



(अनीता सिंह/Anita Singh)

उप सचिव/Deputy Secretary

संलग्नक/Encl: उपरोक्त/As above

प्रतिलिपि/Copy to:

1. सीएसआईआर संस्थान/प्रयोगशाला/इकाई के सभी निदेशक/ Directors of all CSIR Labs./Instts.
2. सीएसआईआर की वेबसाइट/CSIR website
3. कार्यालय प्रति/ Office copy

कार्यालय ज्ञापन

विषय: Strengthening of Machinery for Redress of Pension Grievance (CPENGRAMS)

Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) is an online computerised system which has been developed with an objective of speedy redress and effective monitoring of the pension related grievances besides providing a fast access to the Central Civil Pensioners. The grievances are either registered directly on the portal or registered by the department on behalf of the complainant after receiving details through e-mail, Post or Integrated Grievance Cell & Call Centre's Toll free number: **1800-11-1960**.

2. To achieve the objectives of the CPENGRAMS, and to satisfactorily resolve the grievances of the Pensioners/Family Pensioners, the Ministries/Departments need to review, streamline and strengthen their internal resolution mechanisms. To make the system effective, a road map has been drawn, which is as under:

A. Grievance Redressal Mechanism: -

The prescribed time limit of 30 days, within which the grievances lodged on CPENGRAMS are to be resolved, should be adhered to. The grievances pertaining to Family Pensioners and Super-senior pensioners may be accorded highest priority.

The Ministries/Departments should ensure the continuity and stability in the tenure of their Nodal Public Grievance Officer and Grievance Resolution Officers (GROs) to the extent possible.

(iii) An Officer senior to the Nodal Public Grievance Officer will be appointed as Nodal Appellate Authority for timely disposal of Pension related Appeals. The Appellate Authority will dispose of the appeal within 30 days.

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B. Closure of Grievances: -

- (i) The onus of closure of the grievances on the CPENGRAMS portal lies on the concerned Ministry/Department and not with DOPPW.
 - (ii) The grievances should be closed on CPENGRAMS portal, only after ultimate and conclusive redressal of the grievances.
 - (iii) Pre-mature closure of the grievances on CPENGRAMS portal must be avoided.
3. This issues with approval of Additional Secretary (Pension).

प्रमोद

(डॉ. प्रमोद कुमार)
निदेशक

To

- i. Secretary to the GoI.
- ii. Nodal Appellate Authority of Ministries/Departments.
- iii. Nodal Public Grievance Officers of Ministries/Departments.
- iv. NIC, DOPPW

Copy for information to:

- i. PMO (Kind Attention : Sh Amit Khare, Advisor to PM)
- ii. Cabinet Secretary
- iii. Secretary to the President Secretariat
- iv. Secretary General , Rajya Sabha Secretariat
- v. Secretary General , Lok Sabha Secretariat,
- vi. Secretary [Coordination &PG) , Cabinet Secretariat

प्रमोद

(डॉ. प्रमोद कुमार)
निदेशक