

CPENGRAMS

**Centralized Pension Grievance
Redress & Monitoring System**



Individual Pensioners' Module

Government of India

Ministry of Personnel, Public Grievances and Pensions

Department of Pension & Pensioners' Welfare

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About CPENGRAMS

CPENGRAMS [Centralized Pension Grievance Redress & Monitoring System] is an online web-enabled system developed by National Informatics Centre [NIC] in association with the Department of Pension & Pensioners' Welfare with an objective of *speedy redress and effective monitoring* of the grievances besides providing a fast access to the pensioners. Special focus is being given on grievance registration by Family Pensioner & Super Senior Pensioner. CPENGRAMS offers the following features:

- **Online Lodging of grievances.**
- **Send the Reminder/Clarification for the registered grievance.**
- **View Grievance/Appeal Status.**
- **Feedback**
- **Appeal if not satisfied with the Grievance disposal**

How to Avail CPENGRAMS Service


(Individual Pensioners' Module)


- (1) CPENGRAMS website (<https://pgportal.gov.in/pension>)
- (2) Pensioners Portal website (<https://pensionersportal.gov.in/>)

The screenshot displays the Pensioners' Portal website. At the top, there is a header with the Government of India logo and the text 'पेंशनर्स पोर्टल Pensioners' Portal'. Below the header is a navigation menu with the following items: Site Map | Search OMs/Notifications | **CPENGRAMS** | Sankalp | Anubhav | Bhavishya | Photo Gallery | Jeevan Praman | Dashboard | Anudaan | Search. A red box highlights the 'CPENGRAMS' link. Below the navigation menu is a 'COVID-19 Information' section. The main content area is divided into three columns: 'All About Pension' (with sub-items like Do you Know?, Classes of Pension, Retirement Benefits, Pension Rules, Pension Schemes, Pension Process Map and Time Frame), 'What is New ? (Open in a New Window)' (with sub-items like Central Civil Services (Implementation of National Pension System (NPS)) Rules, 2021(30/03/2021), Web-based Pensioners Portal Project-Release of Grant-in-Aid to Pensioners Associations for implementation of the objectives of the Portal. (30/03/2021), Web-based Pensioners Portal Project-Release of Grant-in-Aid to Pensioners Associations for implementation of the objectives of the Portal.(30/03/2021), Payment of fee to Pensioner Associations to get the DLC of Pensioners generated through DLC Devices (26/03/2021), Web-based Pensioners Portal Project - Release of Grant-in Aid to Pensioners Associations for implementation of the objectives of the Portal.(12/03/2021), and Web-based Pensioners Portal Project - Release of Grant-in Aid to Pensioners Associations for implementation of the objectives of the Portal (12/03/2021)), and 'Aggrieved ?' (with sub-items like Grievance Registration, Pension Related, Other Grievances, Nodal Officers, Grievance Redress For, Pension Grievance Cell, and Information and Facilities). Below the 'Aggrieved ?' section is a 'Guidelines' section with sub-items like Guidelines for Pension, Pension Procedures, and RBI Guidelines on Accounts by Sick & Dis.

CPENGRAMS Home Page

Government of India Ministry of Personnel, Public Grievances and Pensions Department of Pension & Pensioners' Welfare English

 **CPENGRAMS**
Centralized Pension Grievances Redress And Monitoring System

 Digital India
Power To Empower

Home Lodge Your Grievance Send Reminder/Clarification View Grievance/Appeal Status Feedback Appeal Contact Us Help What's New

- 01**  **Lodge Grievance** Pensioners lodges Grievance
- 02**  **Sorting and Dispatch** Department of Pension & Pensioners' Welfare take up the grievance with concerned Ministry/Department
- 03**  **Redressal** Concerned Ministry/Department redresses the grievance
- 04**  **Appeal** Pensioners can appeal if they are not satisfied with the Grievance redressal

CPENGRAMS



Centralized Pension Grievance Redress And Monitoring System

is an online computerised system which has been developed with an objective of **speedy redress** and **effective monitoring of the grievances** besides providing a **fast access** to the pensioners.

Pensioners can also **appeal** if they are not satisfied with the redressal of their grievance.

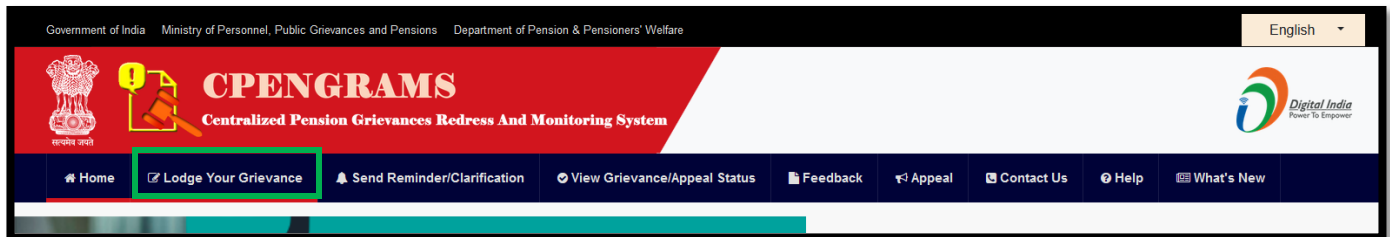
[For Pensioners' Association Click Here to lodge Grievance](#)

Toll Free No. 1800-11-1960 Email care[at]dppw[at]nic[dot]in

 अनुभव  संकल्प  Bhavishya  Department of Pension & Pensioners' Welfare  Pensioners' Portal

Lodge New Grievance

To register a new grievance, click on “*Lodge New Grievance*” button:



➤ Select the **Type of Pensioner** and Click on **Continue**.

➤ To register a grievance, Pensioner’s details and his/her grievance description is required. Along with the description of the grievance, relevant document in support of the grievance can also be uploaded (in PDF format only). The registration form also has some mandatory fields marked as *.



➤ After filling up all the details in **Grievance Registration form** click on **“Submit”** button.

GRIEVANCE REGISTRATION FORM

Type of Pensioner : Civil

*** Mandatory Fields**

*** Ministry/Department from which Retired**

Office/Organisation from which retired/retiring

*** Grievance Pertains To**

*** Grievance Category**

PPO Number

*** Complainant Category** Male
 Female
 Others(If an organisation)

*** Name of Complainant**

Is the Complainant and the PPO Holder,the same person Yes No

*** Select Pensioner Age**

Bank Name

Pensioners' Bank Account Number

Pensioners' Bank IFSC Number

*** Mobile No.** (Mobile Number)eg : 9999999999

Email-ID

*** Address**


*** State**

PIN Code

*** Type of Pension**

*** Details of Grievance (Upto 4000 characters)**
(Allowed characters are A-Z a-z 0-9 /,-,_)

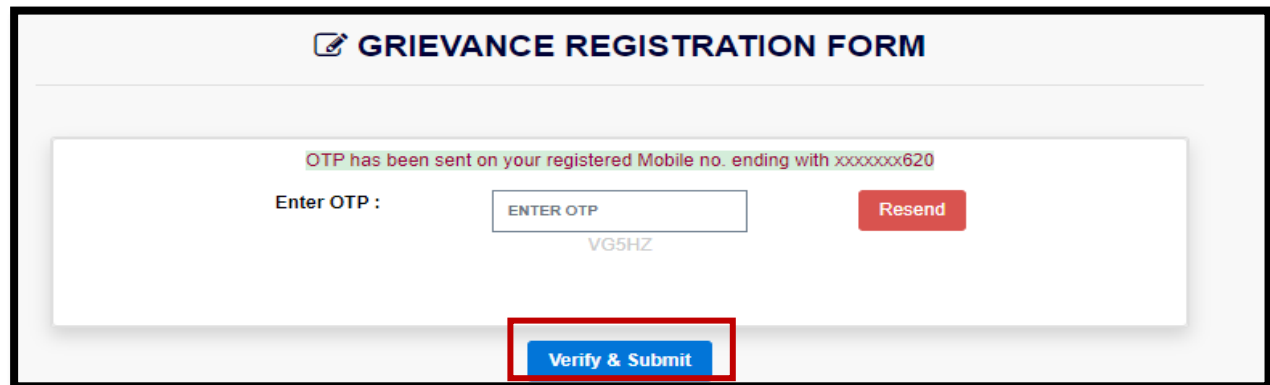
Do you want to upload Document (PDF only) ? Yes No

*** Please type the characters appearing in the image below:** 8HBFHg 

* I hereby state that the facts mentioned above are true to the best of my knowledge and belief.

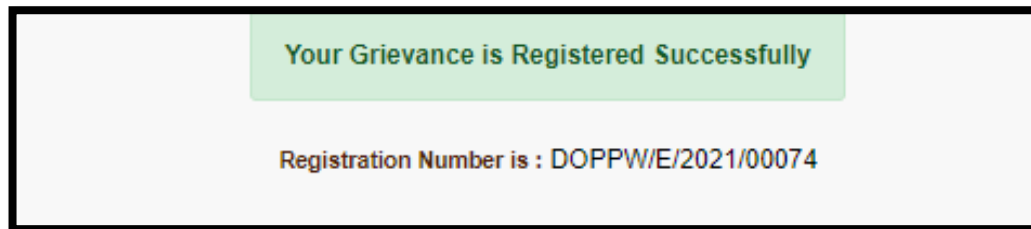
Submit Reset

- After entering the **OTP** sent on the **registered mobile number**. Click on **Verify and Submit**.



The screenshot shows a web form titled "GRIEVANCE REGISTRATION FORM". At the top, it states "OTP has been sent on your registered Mobile no. ending with xxxxxxx620". Below this, there is a label "Enter OTP :" followed by a text input field containing "ENTER OTP" and a "Resend" button. The input field has a placeholder "VG5HZ". At the bottom of the form, a blue button labeled "Verify & Submit" is highlighted with a red border.

- After the mobile number is verified, a **Registration No.** will be provided as shown below. This registration number is also sent to the Complainant/Pensioner via Email/SMS if mobile no/email id is provided during the registration.



The screenshot shows a confirmation message in a light green box: "Your Grievance is Registered Successfully". Below this, the registration number is displayed: "Registration Number is : DOPPW/E/2021/00074".

Send Reminder/Clarification

This option is used to send a new “*Reminder/Clarification*” for the already registered grievances.

Click on “*Send Reminder/Clarification*” button:



- Enter the **Registration Number**, **Mobile Number**, **Security Code** and click on **Submit** button to go to Reminder/Clarification form page, as shown below. ↓

The image shows the 'REMINDER/CLARIFICATION FORM' page. It features three input fields: 'Registration Number', 'Mobile Number', and 'Please Enter Security Code'. Below the security code field is a security code '4eRtM9' and a 'Refresh' button. A blue 'Submit' button is highlighted with a red box.

- There are two options in the form of radio buttons:
 - Reminder:** Select this radio button to send “Reminder”.
 - Clarification:** Select this radio button to send “Clarification”.
- The page also shows previous reminders or clarifications (if any).



- After selecting the desired option, enter the **description of reminder/clarification** and **security code**.
- Click on **Submit** button.

“Reset” button is also provided to clear/empty all the input fields.

REMINDER/CLARIFICATION FORM

Registration Number : DOPPWE/2018/03912
Name : krishna kumar singh

Previous Reminders

Srno.	Date of Reminder/Clarification	Description
1.	27/05/2021	test

Type of Followup : **Reminder** **Clarification**

Description of Reminder/Clarification (upto 1000 Charaters)

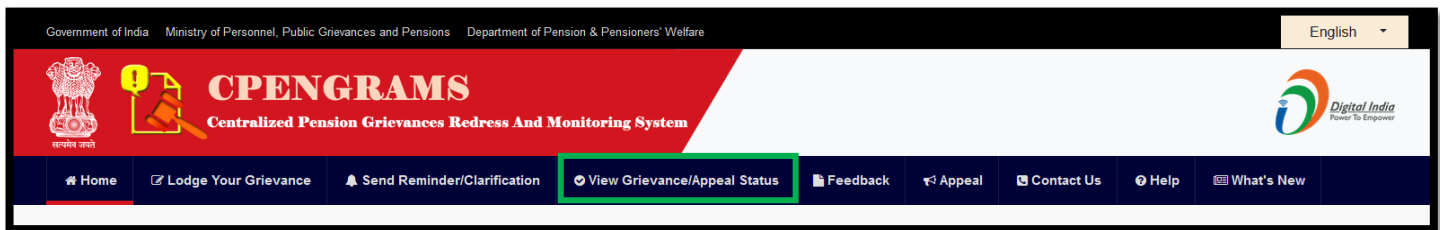
Please Enter Security Code

hHF_nPH Refresh

View Grievance/Appeal Status

This option displays current status of registered grievance and appeal.

Click on “*View Grievance/Appeal Status*” button:



- Enter the **Registration Number, Mobile Number, Security Code** and click on **Submit** button to go to View Grievance/Appeal Status page, as shown below. ↓

The image shows a screenshot of the 'VIEW GRIEVANCE/APEAL STATUS' page. The page title is 'VIEW GRIEVANCE/APEAL STATUS'. Below the title, there is a form with three input fields: 'Registration / Appeal Number', 'Mobile Number', and 'Please Enter Security Code'. A security code '6e3a5m' is displayed below the security code field, along with a 'Refresh' button. A blue 'Submit' button is located at the bottom of the form, highlighted with a red box.

- After submitting the details, current status of Grievance is displayed. If any Appeal has been registered then the status of Appeal is also displayed.




Grievance / Appeal Status

 Print

Status as on 17 Jun 2021

Grievance Status

Registration Number	:	DOPPWE/2019/10064
Name Of Complainant	:	SHARDINDU KUNDU
Date of Receipt	:	29 May 2019
Received by	:	Department of Pension and Pensioners Welfare
Current Status	:	CASE DISPOSED OF
Your Feedback	:	Average
Date of Action	:	22 May 2021
Remarks	:	Provisional pension has been revised from Rs 18545/- to Rs. 19585/- w.e.f October-11 and arrear bill also been prepared .A letter(attached) has been issued to the pensioner for information. The case may kindly be treated as closed
Attachment	:	 open

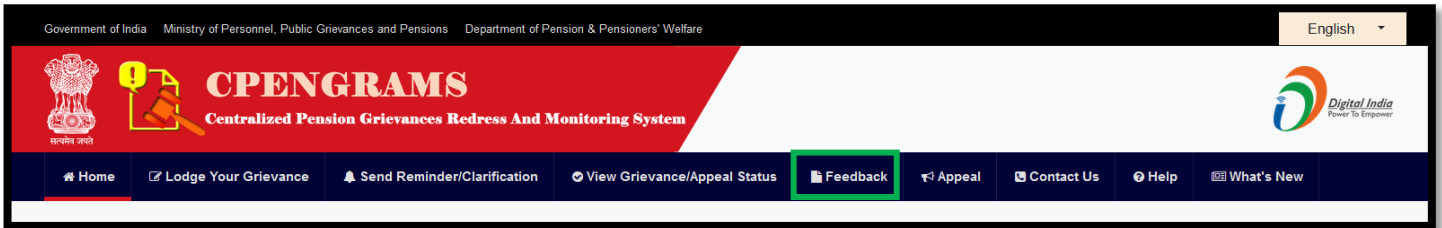
Appeal Status

Appeal Number	:	DOTEL/E/A/21/0000002
Received Date	:	16 Jun 2021
Received By	:	Department of Telecommunications
Appellate Authority Details	:	Surendra Kr Khurana ADG 607, Mahanagar Doorsanchar Bhawan 110002 surendrak.khurana@gov.in 01123222582
Current Status	:	Received Appeal

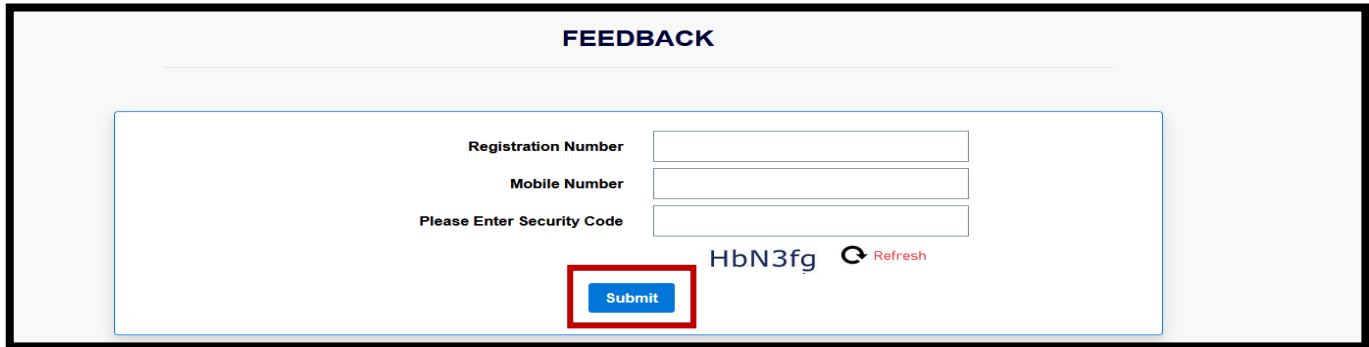
Feedback

Feedback can be submitted after disposal of grievance.

Click on “*Feedback*” button:



- Enter the **Registration Number**, **Mobile Number**, **Security Code** and click on **Submit** button to go to Feedback page, as shown below. ↓



- You can **select the quality of disposal of grievance (Excellent, Very Good, Average, Poor)** and also write the **feedback upto 1000 words** and then click on **Submit** button. ↓



[Print](#)

Status as on 17 Jun 2021

Grievance Status

Registration Number	:	DOPPW/E/2019/09798
Name Of Complainant	:	SHARDABEN P JOSHI
Date of Receipt	:	24 May 2019
Received by	:	Department of Pension and Pensioners Welfare
Current Status	:	CASE DISPOSED OF
Date of Action	:	26 May 2021
Remarks	:	Kindly refer to the reply of CCA Gujarat at sl.6 and enclosed attachments. Kindly resolve the case
Attachment	:	open

Please Give Your Valuable Feedback

Excellent Very Good Good Average Poor

Enter Your Comments

1000 Characters left

Submit

➤ After filling the feedback, enter **OTP** sent on registered mobile no. and email id.

OTP has been sent on your registered Email and Mobile no. ending with xxxxxxx236

Enter OTP :

ENTER OTP

N9PRH

Resend

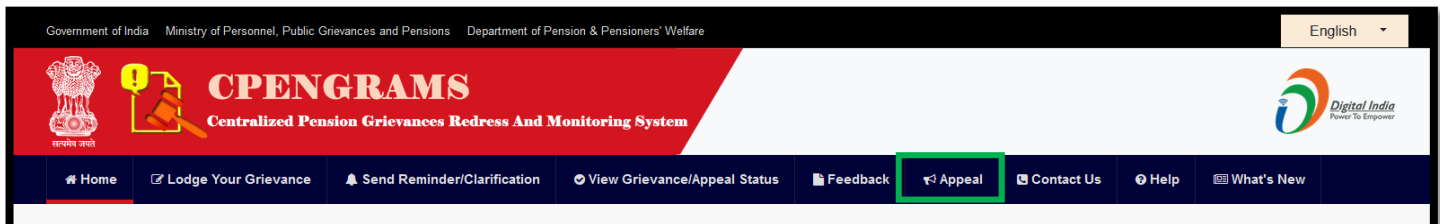
Submit

Appeal

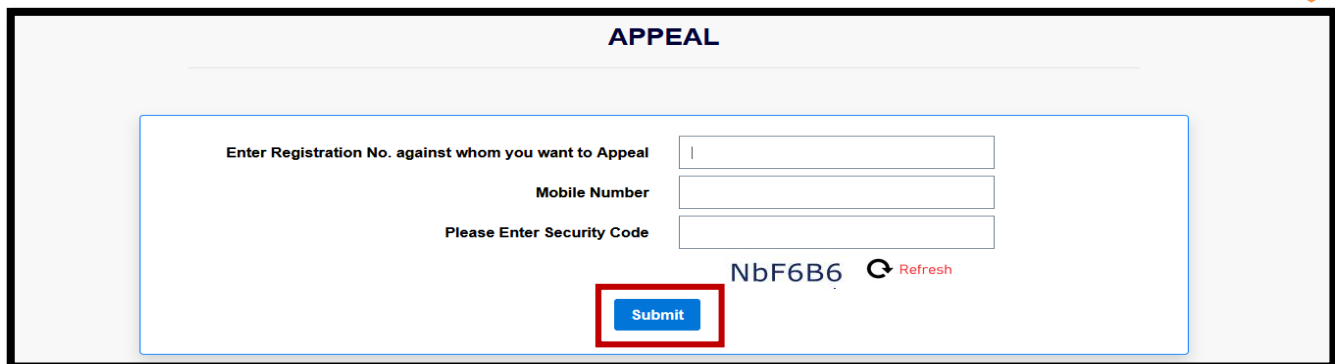
If you are not satisfied with the Grievance disposal, then you can Appeal.

Note: Appeal can only be done within 30 days of the disposal of grievance.

Click on “*Appeal*” button:



- Enter the **Registration Number** against which you want to Appeal, **Mobile Number**, **Security Code** and click **Submit** button to go to Appeal page, as shown below.

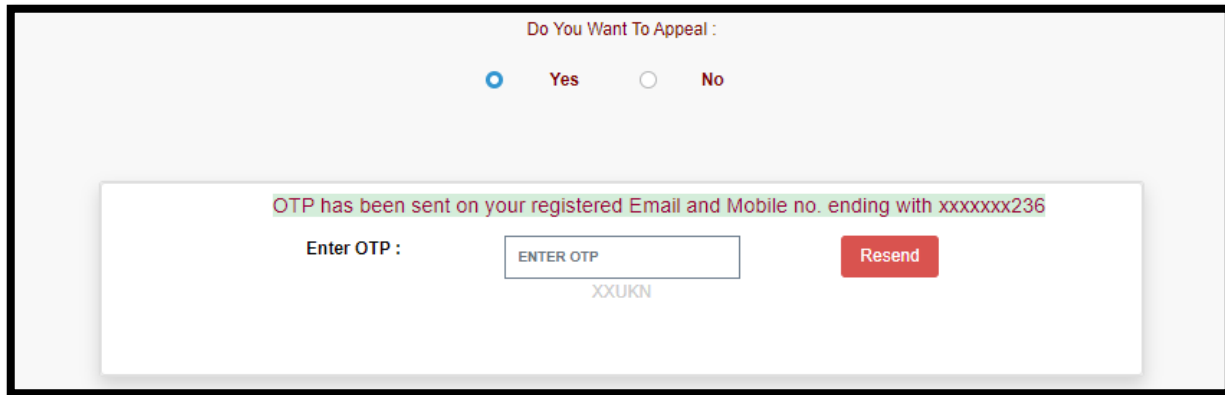


- Grievance/Appeal Status is displayed.



Grievance Status	
Registration Number	: DOPPW/E/2019/09798
Name Of Complainant	: SHARDABEN P JOSHI
Date of Receipt	: 24 May 2019
Received by	: Department of Pension and Pensioners Welfare
Current Status	: CASE DISPOSED OF
Your Feedback	: Average
Date of Action	: 26 May 2021
Remarks	: Kindly refer to the reply of CCA Gujarat at sl.6 and enclosed attachments. Kindly resolve the case
Attachment	: open

- If you wish to Appeal then select **Yes** or else select **No**, when asked ‘**Do you Want to Appeal**’.
- Enter **OTP** sent on registered mobile no. and email.



Do You Want To Appeal :

Yes No

OTP has been sent on your registered Email and Mobile no. ending with xxxxxx236

Enter OTP :

XXUKN

- Enter **Details of Appeal (upto 4000 characters)** and **Security Code**.
- Click on **Submit** button.

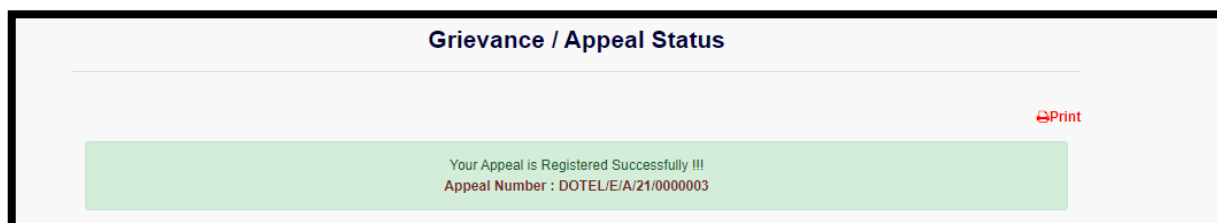


Details of Appeal
(Upto 4000 characters)
(Allowed characters are A-Z a-z 0-9 /,,-_!)

Please enter Security Code:

eb4aeB Refresh

- **Appeal No.** will be provided as shown below. This Appeal number is also sent to the Complainant/Pensioner via Email/SMS if mobile no/email id is provided during the registration.



Grievance / Appeal Status

Your Appeal is Registered Successfully !!!
Appeal Number : DOTEL/E/A/21/0000003

Contact Us

Toll Free No. : 1800-11-1960

Email id : care.dppw@nic.in