With a view to bring into existence a centrally controlled administered mechanism involving Pensioners' Associations in the country, the Pensioners' Portal would function as a single window mechanism.

The Department of Pension & Pensioners' Welfare is the nodal Department for formulation of policies relating to pension & other retirement benefits of Central Government Pensioners/Family Pensioners. It also serves as a forum for redress of Pensioners' Grievances.

**What is New?**

- Agenda items for 21st Meeting of SCOVA
- Change in Date of Birth / Age of Family Pensioners
- 21st Meeting of SCOVA to be held on 27th September, 2012
- Central Civil Services (Commutation of Pension) Amendment Rules, 2012 (Gazette Notification regarding the amendment in the Central Civil Services (Commutation of Pension) Rules, 1981)
PENSIONERS' PORTAL

ABOUT PENSIONERS' PORTAL

The Web-based Pensioners' Portal is a Mission Mode Project of the Department of Pensions and Pensioners' Welfare (DoP&PW), Government of India, taken up under the National e-Governance Plan (NeGP). It is primarily aimed at making the pension/retirement related information, services and grievances handling mechanism accessible online to the needy pensioners, through a combination of interactive and non-interactive components and, thus, help bridge the gap between the Pensioners and the Government. The portal is also expected to serve as a one stop information source for the pensioners of Government of India (especially civil pensioners) across the country.

The Objective

In pursuance of the Government's policy of accountable, transparent and pensioner-centric governance, a comprehensive Pensioners' Portal has been developed to fulfil the following objectives:

- To smoothen the process of sanctioning and disbursement of pension and gratuity
- To enable Ministries/Departments/Organizations to pay the dues to retiring Govt. Employees on or before the date of retirement
- To build an effective grievances redress mechanism related to pensioners
- To keep the pensioners aware of their rights and responsibilities/obligations
- To enable the Pensioners' Associations/Welfare Organizations to access information/ lodge grievances on behalf of their members
- Overall Welfare of Pensioners/Family Pensioners

How to access Pensioners' Portal

- Pensioners' Portal is available at http://pensionersportal.gov.in. It can be accessed from any internet enabled computer system at home or office or from any internet kiosk/Internet café. It can also be accessed from any mobile having internet connectivity and JavaScript enabled web browser.

Who are the users of this System?

- Pensioners/Family Pensioners
- Government Employees
- Pensioners' Associations/Welfare Organizations
- Designated Pension Grievance Officers, Heads of Offices and Secretariat staff of all Ministries/Departments/Organizations handling the pension related matters pertaining to their pre-retired or post retired employees
- Others

Important Non-Interactive Contents of the Pensioners' Portal
- Details of Pension Rules, Procedures and Schemes
- Pension Circulars/Orders
- Guidelines and Welfare Measures for Pensioners
- Glossary of common terms related to pension/pensioners and brief information about various benefits to Senior Citizens
- Pension Process Map/Time Frame and downloadable Pension-related Forms
- Lists of PG Nodal Officers of various Ministries and Departments and Central Public Information Officers (CPIO) pertaining to D/o Pension & Pensioners' Welfare dealing with RTI matters
- Detailed information on various matters which can be accessed by invoking the links provided in the Portal to a number of websites useful for pensioners
- Frequently Asked Questions (FAQs)

Important Interactive Facilities/Contents of the Pensioners' Portal
- Online calculators for the calculation of pension/family pension, gratuity and commutation
- Pension Payment Order (PPO) Status enquiry by pre/post retired employees
- On-line lodging and status enquiry of grievances by the Pensioners & Pensioners' Associations
- Submission of replies/clarifications by the Pensioners & Pensioners' Associations
- Generation of Personalized Pension Road Map
- Online correspondence by the pensioners with CPAO
- Search facility for accessing pension-related guidelines, rules schemes circulars etc.

Centralized Web-enabled Pension Grievance Redress And Monitoring System (CPENGRAMS)

CPENGRAMS is an online web-enabled system over NICNET developed by NIC in association with the Department of Pension & Pensioners' Welfare for speedy redressal and effective monitoring of grievances by various Central Government Ministries/Departments/Organizations, including the Department of Pension and Pensioners' Welfare. This system, besides providing a faster access to the pensioners, offers the following online facilities:

- Registration of Pension Grievances
- Forwarding of Reminders/clarifications
- Query on the Status of any of the Registered Grievances
- Help
The Objectives

- To provide an internet-based Grievance Redress Mechanism for facilitating online registration/status enquiry of pensioners grievances by the aggrieved Pensioners/Pensioners' Associations and for helping the speedy redress of the grievances by the Ministries/Departments/Organizations; and thus help promote promptness, transparency, accountability and efficiency in pension grievance handling by the Pension Grievance Officers (PGOs).
- To facilitate faster online exchange of information on registered grievances among the PGOs of various Ministries/Departments/Organizations dealing with the grievances, Department of Pension & Pensioners' Welfare, Pensioners' Associations and the aggrieved pensioners for faster grievance redress, monitoring and reviewing by the Nodal PGOs of the concerned Ministries/Departments.

Salient Features of CPENGRAMS

- CPENGRAMS is an integrated application system, based on web technology which primarily aims at facilitating the submission of pension grievances by the aggrieved Pensioners/Pensioners' Associations from anywhere and any time (24x7) basis as well as efficient communication between the nodal Pension Grievance Officers of Government Organizations and pensioners resulting in the speedy redress of their grievances.
- CPENGRAMS facilitates an automatic system generated unique registration number upon the online submission of a grievance by any aggrieved pensioner/Pensioners' Associations. The unique registration number also sent to mobile number and E-mail of the complainant (if provided).
- CPENGRAMS allows the attachment of scanned copy of relevant documents in PDF format. It helps the Pension Grievance Officer (PGO) in the speedy redress and disposal of the grievance.
- CPENGRAMS enables an automatic online exchange of information related to pension grievances between the concerned Ministries/Departments/Organizations and the subordinate organizations.
- Web enabled CPENGRAMS can be accessed by Ministries/Departments/Organizations through merely using any internet browser, i.e. without the need for any additional requirement of dedicated hardware and software at their end.
- CPENGRAMS also facilitates the Ministries/Departments/Organizations to enter the pension grievances received locally in their offices and to forward the same to their subordinate organizations online for ultimate redress.
- CPENGRAMS helps generate monitoring and query reports as per the requirement of Ministries/Departments/Organizations for effective monitoring of pending grievances.
- CPENGRAMS facilitates the generation of automated letters like Acknowledgement and Final reply letters etc. for official correspondence with complainants.
- The system is flexible enough to be extended to multiple levels below as per the requirement of Ministries/Departments/Organizations for online speedy and effective redress of grievance.

How to access CPENGRAMS?

- CPENGRAMS is available at http://pensionersportal.gov.in/ under the link “CPENGRAMS” which can be accessed by the Individual Pensioner & Pensioners’ Associations for registering the grievance online and also by the Secretariat Staff of Ministry/Department/Organization for viewing/entering and processing the grievances received through internet/post. The CPENGRAMS can also be used by the PGOs for accessing and recording the action taken towards an early redress and disposal of the grievances online. Operation/User Manual for using this by the Pensioners, Pensioners’ Associations & PGOs is available online as a part of CPENGRAMS.

How to register the grievance by an Aggrieved Pensioner using Internet?

Upon clicking the link “Pension Related” under the section “Grievance Registration” under the section namely “Aggrieved?” of Pensioners’ Portal for registering the grievance online through internet. Pensioner can also attach the scanned copy relevant documents in the PDF format. After the grievance is registered, a registration number will be allotted by the system. The complainant/pensioner should note down the same for all his/her future references. The complainant/pensioner will also receive the registration number by SMS and Email, if he/she has provided the mobile number and Email ID.
The pensioner can also use this registration number for sending reminder(s)/clarification(s) as well as for checking the current status of the registered grievance online at any point of time.

**How to send the Reminder/Clarification?**

For sending a Reminder/clarification the Aggrieved Pensioner can use the option, “Send Reminder/clarification” (Refer Fig. A).

**How to check the status of a registered grievance?**

For checking the status of Registered Grievance, “Check the Status of Registered Grievance” option shown in Fig. A should be selected and the required registration number of the already registered grievance is to be entered. The system will then display the latest status of the grievance.