

# 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

Last Updated/Reviewed: 21/06/2021

**NIC** राष्ट्रीय सूचना विज्ञान केंद्र  
National Informatics Centre

# Index

<b>S No.</b>	<b>Contents</b>	<b>Page No.</b>
1.	About CPENGRAMS	1
2.	How to Avail CPENGRAMS Service	2
3.	CPENGRAMS home page	3
4.	Lodge New Grievance	4-6
5.	Send Reminder/Clarification	7-8
7.	View Grievance/Appeal Status	9-10
8.	Feedback	11-12
9.	Appeal	13-14
10.	Contact Us	15

# About CPENGRAMS

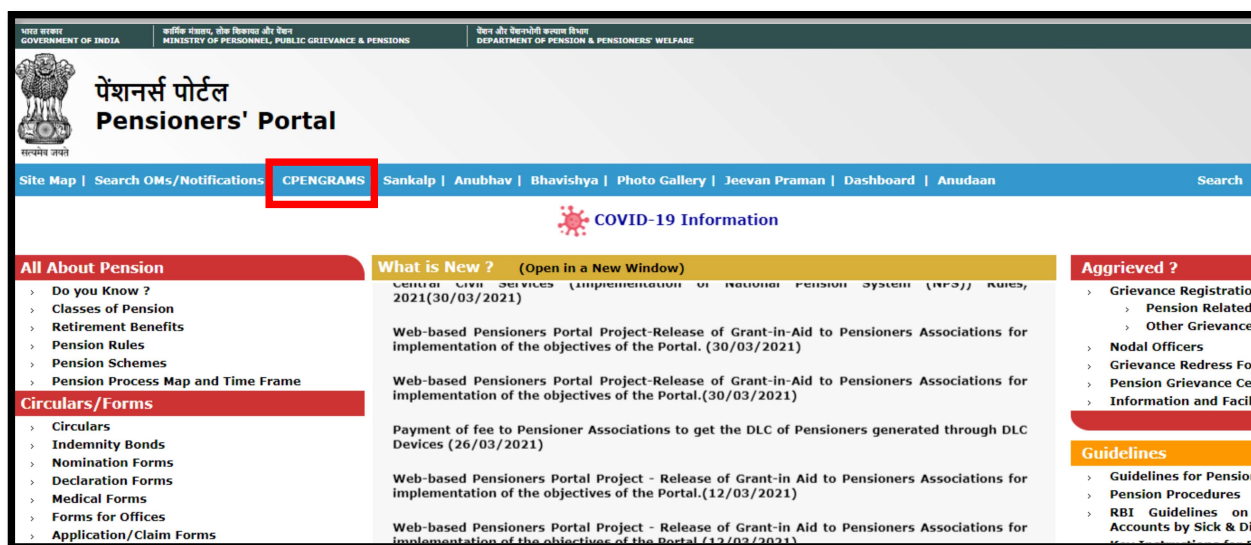
CPENGRAMS [Centralized Pension Grievance Redress & Monitoring System] is an online web-enabled system developed by National Informatics Centre [NIC] in association with the Department of Pension & Pensioners' Welfare with an objective of *speedy redress and effective monitoring* of the grievances besides 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/>)



# 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

[Home](#) [Lodge Your Grievance](#) [Send Reminder/Clarification](#) [View Grievance/Appeal Status](#) [Feedback](#) [Appeal](#) [Contact Us](#) [Help](#) [What's New](#)

01  **Lodge Grievance**

02  **Sorting and Dispatch**

03  **Redressal**

04  **Appeal**

Pensioners lodge Grievance

Department of Pension & Pensioners' Welfare take up the grievance with concerned Ministry/Department

Concerned Ministry/Department redresses the grievance

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@dpw\[at\]nic\[dot\]in](mailto:care@dpw[at]nic[dot]in)

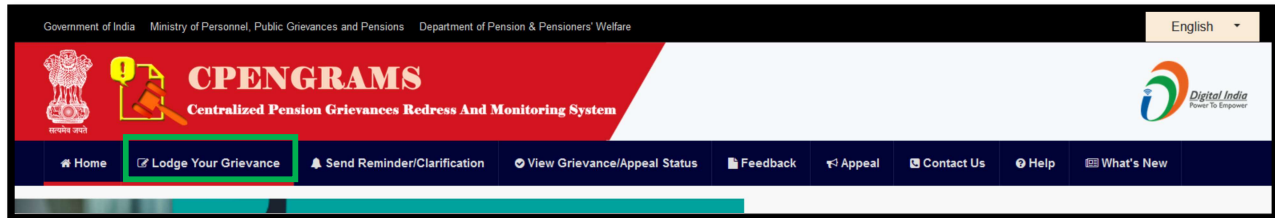
  

Department of Pension & Pensioners' Welfare

**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**.

The image shows a screenshot of the 'GRIEVANCE REGISTRATION FORM'. The form has a title bar with a pencil icon and the text 'GRIEVANCE REGISTRATION FORM'. Below the title bar, there is a section titled 'Type of Pensioner' in red. This section contains a list of radio button options: Civil, Railways, Posts, Telecom, Defence, NPS, Telecom, Defence, and NPS. The 'Civil' option is selected. At the bottom of the form, there is a blue 'Continue' button, which is highlighted with a red box.

- 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.**

**Email-ID**

**\* Address**

**\* State**


**PIN Code**

**\* Type of Pension**

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

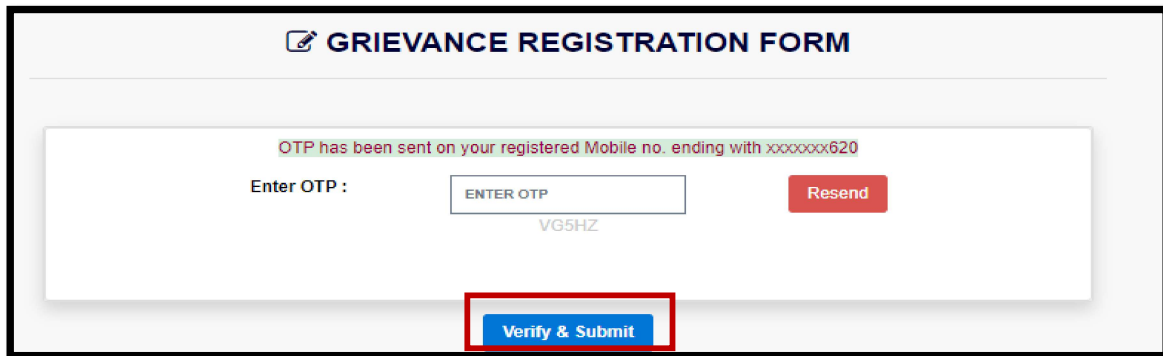
**Do you want to upload Document (PDF only) ?** ☐ Yes ☒ No

**\* Please type the characters appearing in the image below:**

8HBFHg 

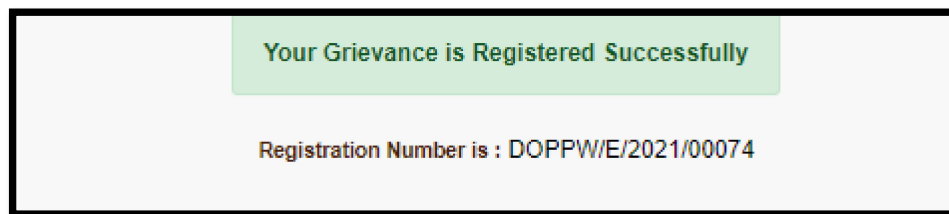
**\* I hereby state that the facts mentioned above are true to the best of my knowledge and belief.**

- 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". Below the title, a message states: "OTP has been sent on your registered Mobile no. ending with xxxxxxx620". There is a label "Enter OTP :" followed by a text input field containing "ENTER OTP" and a "Resend" button. Below the input field, the text "VG5HZ" is displayed. At the bottom of the form, a blue button labeled "Verify & Submit" is highlighted with a red rectangular 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.



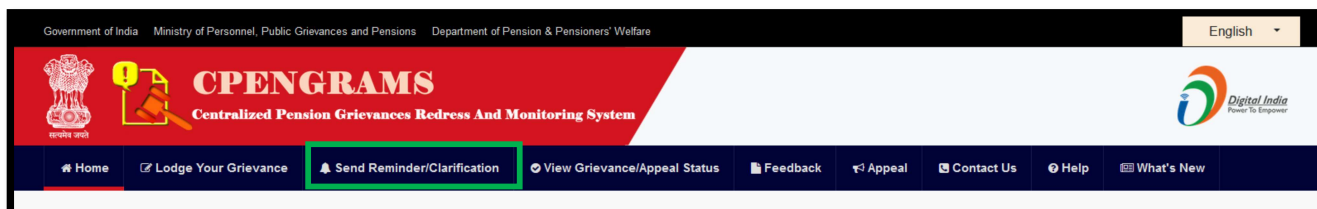
The screenshot shows a confirmation screen with a green box at the top containing the text "Your Grievance is Registered Successfully". Below this, the text "Registration Number is : DOPPW/E/2021/00074" is displayed.



# 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 contains three input fields: 'Registration Number', 'Mobile Number', and 'Please Enter Security Code'. Below these fields is a security code '4eRtM9' and a 'Refresh' button. A red box highlights the 'Submit' button at the bottom of the form.

- 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

hHFnPH

Refresh

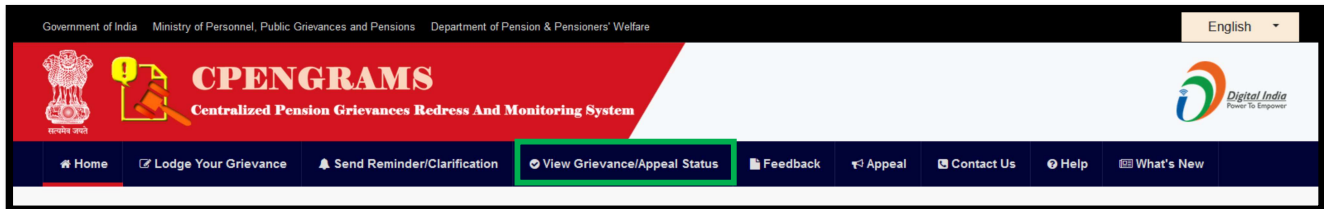
Submit

Reset

# 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 the 'VIEW GRIEVANCE/Appeal STATUS' form. It has a title bar at the top. Below the title, there are three input fields: 'Registration / Appeal Number', 'Mobile Number', and 'Please Enter Security Code'. To the right of the 'Please Enter Security Code' field, there is a security code '6e3a5m' and a 'Refresh' button. At the bottom of the form, there is a 'Submit' button, which is 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	:	DOPPW/E/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

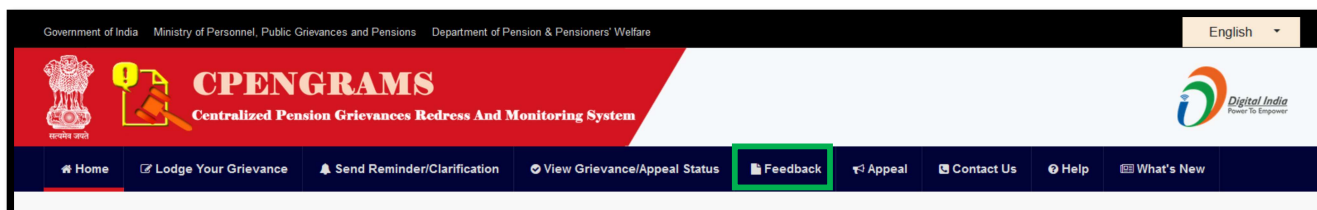
### Appeal Status

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.

The image shows the 'FEEDBACK' form on the website. It contains three input fields: 'Registration Number', 'Mobile Number', and 'Please Enter Security Code'. Below the security code field is a CAPTCHA image showing the text 'HbN3fg' and a 'Refresh' button. A blue 'Submit' button is located at the bottom left of the form, highlighted with a red box.


- 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.

The image shows the APPEAL form on the website. It has three input fields: 'Enter Registration No. against whom you want to Appeal', 'Mobile Number', and 'Please Enter Security Code'. Below these fields is a security code 'NbF6B6' and a 'Refresh' button. The 'Submit' button is highlighted with a red box.

- Grievance/Appeal Status is displayed.

The image shows the 'Grievance / Appeal Status' page. It displays the status as of 17 Jun 2021. The status is 'Grievance Status'. The details are as follows:

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 xxxxxxx236

Enter OTP :

XXUKN

Resend

Submit

- 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

Submit

- **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

Print

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](mailto:care.dppw@nic.in)**