

**Sanjiv Narain Mathur**  
Joint Secretary



भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
पेंशन एवं पेंशनभोगी कल्याण विभाग,  
लोकनायक भवन, खान मार्केट,  
नई दिल्ली - 110003  
GOVERNMENT OF INDIA,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
& PENSIONS,  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE  
LOK NAYAK BHAWAN, KHAN MARKET,  
NEW DELHI-110003

D.O. No.12(20)/2019-P&PW(C) –E.5915

May 31, 2019

As you are already aware the pensioners can lodge their grievance on the Centralised Pension Grievance Redress and Monitoring System (CPENGRAMS) of Department of Pension and Pensioners' Welfare. Besides this, pensioners can also send their grievance either through post or by E-mail to this Department, details of which are uploaded into the CPENGRAMS. Every grievance number, E-mail/SMS alert is sent to the complainant, and thereafter the grievance is forwarded to the concerned Ministry/Department/Organisation for redressal.

2. However, in the recent, it has been observed that there is a certain category of pensioners / family pensioners especially those who are very old and not so techno savvy cannot lodge their grievance in CPENGRAMS. Hence a need has been felt to cater to the requirement of such category of pensioners/ family pensioners. Accordingly, Department of Pension & Pensioners' Welfare has started a Cell Centre with a Toll Free Number 1800-11-1960. The pensioners can now lodge their grievance by calling on this Toll Free Number during the office hours. All the Pensioners Associations are requested to given wide publicity to this Toll Free Number.

With regards,

Yours sincerely,

  
(Sanjiv Narain Mathur)

To

All Pensioner Associations (as per list attached)