PENSIONER'S PORTAL

A Mission Mode Project under National e-Governance Plan (NeGP) of Government of India

Pensioner's Portal
Government of India

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Search [GO]

For Stakeholders : Views / Suggestions on Strategic Plan

All About Pension

> Do you know
> Classes of Pension
> Sample Calculation Sheets
> Retirement Benefits
> Pension Rules
> Pension Schemes
> Pension Process Map and Time Frame

Circulars/Forms

> Circulars
> Indemnity Bonds
> Nomination Forms
> Declaration Forms
> Medical Forms
> Forms for Offices
> Application/Claim Forms

Noteworthy

> Welfare Measures
> Pension Calculator
> Personalized Pension Process Road Map
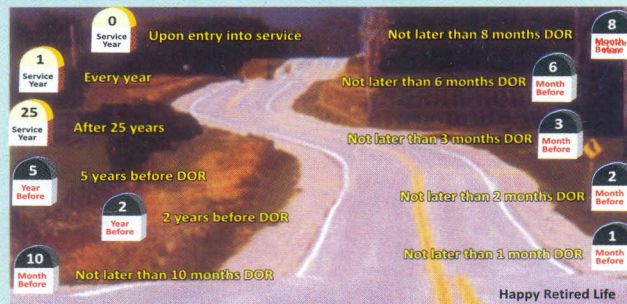> Commutation Table
> EMI Table
> DA/DR Rates
> PPO Status
> SCOVA

Related Resources

> CPAO
> CGA
> Authorized Banks
> Telecom Pensioners
> Defence Pensioners
> Pensioners Associations
> Chief Medical Authorities
> Min. of Personnel, PG & Pension
> More Links…

FAQs for

> Central Civil Pensioners
> Defence Pensioners
> New Pension Scheme (NPS)
> National Social Assistance Programme(NSAP)

Photo Gallery

Pension Process Road Map

0 Service Year — Upon entry into service
1 Service Year — Every year
25 Service Year — After 25 years
5 Year Before — 5 years before DOR
2 Year Before — 2 years before DOR
10 Month Before — Not later than 10 months DOR
8 Months Before — Not later than 8 months DOR
6 Month Before — Not later than 6 months DOR
3 Month Before — Not later than 3 months DOR
2 Month Before — Not later than 2 months DOR
1 Month Before — Not later than 1 month DOR

Happy Retired Life

Know your Pension Process Road Map

Implementation of Sixth Pay Commission (Recommendations relating to Pension)

Dearness Relief (DR) Calculator

Search your Circular/Notification

Photo Gallery New

About Us

With a view to bring into existence a centrally controlled administered mechanism involving Pensioners Association 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.

> ## Organization

What is New ?

Grant of Dearness Relief to Central Government pensioners who are in receipt of provisional pension or pension in the pre-revised scale of 5th CPC w.e.f. 1.7.2010 (dated 27/10/2010)

Aggrieved ?

> Grievance Registration
> > Pension Related
> > Other Related
> Nodal Officers
> Grievance Redress Format
> Pension Grievances Cell
> Information and Facilitation Counter (IFC)

Guidelines

> Guidelines for Pensioners
> Pension Procedures
> Check lists
> RBI Guidelines on the operation of Bank Accounts by Sick & Disabled

Pension Calculator

Calculate your Pension, Gratuity & DR

NEW CGHS PLASTIC CARD

Travel/Reservation

> Incredible India
> Indian Railways
> Railway Reservation
> Traveling by Bus
> Indian Airlines
> Travel & Tourism

Citizens

> Senior Citizen Corner
> Citizen Charter of D/o Pension & Pensioners' Welfare
> Pay Your Bills
> RTI Act 2005 - CPIOs List

Health Services/CGHS

> CGHS - Home Page
> CGHS - Empanelled Hospitals
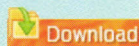> CGHS - Circulars
> Health Care
> Old Age Homes

The national portal of india **india.gov.in**

State Govt. Pensioners

GOI DIRECTORY

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

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 fulfill 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/Intenet café.

Who are the users of this System?

- Pensioners/Family Pensioners

- Government Employees

- Pensioners' Associations/Welfare Organisations

- 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

- Submission of replies/clarifications by the pensioners

- Generation of Personalized Pension Road Map

- Online correspondence by the pensioners with CPAO

- Search facility for accessing pension-related guidelines, rules schemes 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 Objective

- To provide an internet based Grievance Redress Mechanism for facilitating online registration/status enquiry of pensioners grievances by the aggrieved Pensioners 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 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.

- 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?

- Aggrieved Pensioners can access the CPENGRAMS (Registration Module) by clicking the link "Grievance Registration" under the section namely **"Aggrieved?"** of Pensioners' Portal for registering the grievance online through internet.

- CPENGRAMS (OFFICE Module) is available at http://pensionersportal.gov.in under the link "Centralized PENGRAMS" which can be accessed by the Secretariat Staff of Ministry / Department / Organization for viewing / entering and processing the grievances received through internet/post. The Office Module 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 module by the PGOs is available online as a part of CPENGRAMS (OFFICE Module)

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

Upon **clicking** the link "Grievance Registration" under the Section **"Aggrieved?"** of Pensioners' Portal, the following screen of CPENGRAMS (Registration Module) will appear. Upon Clicking at "Register the Grievance" option (Refer Fig. A), the pensioner will be able to access the Electronic Grievance Registration Form (EGRF) to facilitate him/her fill-in the personal and grievance particulars in the Form. 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 by the system. 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.

Government of India

Department of Pension & Pensioners' Welfare

Ministry of Personnel, Public Grievances and Pensions

Welcome to Online Pension Grievances Registration and Monitoring System

- **Register the Grievance**
- **Send reminder/Clarification**
- **Check Status of Registered Grievance**
- **Help**

Figure A : Homepage of CPENGRAMS
(Registration Module)

CPENGRAMS: Designed and Developed by National Informatics Centre

राष्ट्रीय इ-गवर्नेंस योजना
National e-Governance Plan

Public services closer home