

F. No. 41/30/2011-P&PW(C)  
Govt. of India  
Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare

3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
New Delhi, the 4 August, 2015

To

All Nodal Officers of all Ministries/ Departments  
(Web Based Pensioners' Portal)

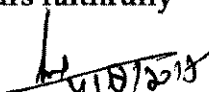
**Subject: To extend necessary cooperation to the office bearers of identified pensioners associations in the matter of redressal of pensioners' grievances.**

Sir/ Madam

As you are aware, the grievances of pensioners are being fed online through our application CPENGRAMS available in the Pensioners' Portal maintained by this Department. To facilitate lodging of grievances by pensioners' spread all over India, this Department has identified 43 Pensioners' Associations across the country as per list enclosed. These Associations, some time find it difficult in getting the grievances redressed in spite of constant follow up with the Departmental offices at regional level. Some of the Pensioners Associations have pointed out that timely action is not being taken by various Ministries/ Departments/ Organisations for redressal of grievances and same remain pending for unduly long periods.

You are therefore, requested to sensitize your Department towards the grievances of pensioners so that unnecessary delays could be avoided for prompt redressal of grievances. The regional offices and field officers, wherever they exist also be requested to provide all cooperation to the Pensioners' Associations who are helping in the redressal of grievances.

Yours faithfully

  
(Seema Gupta)  
Dy. Secretary

Copy to:

1. NIC - For updating the letter on Pensioners' Portal.
2. Identified Pensioners Association for information.