

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF ADMINISTRATIVE REFORMS AND PUBLIC GRIEVANCES)

LOK SABHA
UNSTARRED QUESTION NO.2872
(ANSWERED ON 05.08.2026)

CPGRAMS & DIGITAL PENSION REFORMS

#2872. SHRI TRIVENDRA SINGH RAWAT:
SHRI AMAR SHARADRAO KALE:
SHRI DAMODAR AGRAWAL:
SHRI CHAVDA VINOD LAKHAMSHI:
SHRI RAHUL SINGH LODHI:
MS. BANSURI SWARAJ:

Will the **PRIME MINISTER** be pleased to state:

- (a) the measures taken by the Government to strengthen the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) as a 24x7 portal along with the number of grievances received and the average disposal time of the said grievances;
- (b) the manner in which the digital pension platforms like Bhavishya, Digital Life Certificate (DLC) and Centralized Pension Grievance Redress and Monitoring System have improved transparency and timely delivery of benefits for Central Government employees and pensioners;
- (c) whether Artificial Intelligence (AI) tools for automated grievance triage and a revised appellate framework have been introduced to reduce pendency and improve accountability and if so, the details thereof; and
- (d) the details of roadmap for developing these platforms into a unified, pensioner-centric system along with the steps taken by the Government to assist digitally illiterate beneficiaries?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES
AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a): The Government has undertaken several initiatives to strengthen the Centralised Public Grievance Redress and Monitoring System (CPGRAMS) with a view to improving the efficiency, quality and accountability of public grievance redressal, such as implementation of the 10-Step CPGRAMS Reforms, issuance of the Comprehensive Guidelines for Effective Redressal of Public Grievances in August 2024 to reduce the grievance redressal timeline from 30 days to 21 days, operationalization of a Review Meeting Module to facilitate periodic review of grievance redressal by senior officers. In the year 2026 (from 1st Januray to 15th July, 2026), 15,20,576 public grievances have been received on CPGRAMS and the average disposal time for redressal of grievances on CPGRAMS was 13 days for Central Ministries/Departments.

(b): Bhavishya is an integrated online pension sanction and payment tracking system for Central Government civilian employees which enables end-to-end online processing of pension cases from

pension application to issue of electronic PPO facilitating digital submission and verification of pension papers with single electronic-Sign. It provides real-time tracking of pension cases by retiring employees and all concerned stakeholders and has improved transparency and timely processing of pension papers. Digital Life Certificate (Jeevan Pramaan) has streamlined the annual life certificate submission process through Aadhaar-based biometric authentication and system-driven updation of records with Pension Disbursing Authorities, ensuring seamless continuity of pension along with SMS-based acknowledgements to pensioners. Further, the Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS) has enhanced transparency, accountability and the timely delivery of pension-related services for Central Government employees and pensioners by providing an online platform for grievance registration, tracking, and resolution. The system enables real-time monitoring, time-bound redressal, and continuous oversight by Ministries/Departments, resulting in reduced delays and improved responsiveness.

(c): An AI-enabled CPGRAMS chatbot, '*Samadhan Didi*', has been launched on 30th May 2026. The chatbot enables multilingual voice-based grievance registration in all 22 official languages, assists citizens in providing complete grievance details, and uses AI to identify the appropriate Ministry/Department and grievance category for accurate routing of grievances to the concerned Grievance Redressal Officer (GRO), thereby improving the efficiency and quality of grievance redressal and helping reduce delays.

(d): Department of Pension & Pensioners' Welfare has taken up a new scheme named 'Improving Pensioners' Welfare' to facilitate user-friendly access centrally through a unified pensioner portal.
