



पेंशन निधि विनियामक और विकास प्राधिकरण
PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY



File No.: PFRDA/17/08/11/0021/2017-SUP-SG

Date: 27.02.2025

प्रति/To,

एनपीएस आर्किटेक्चर के अंतर्गत सभी सरकारी नोडल कार्यालय (सीजी/सीएबी/एसजी/एसएबी)
All Govt Nodal Offices (CG/CAB/SG/SAB) under NPS Architecture

महोदय/महोदया, / Dear Sir/Madam,

Subject: Regarding Timely and Quality Resolution of Grievances of Subscribers of NPS and Monitoring Quality of Resolution of the Grievances

This is with reference to direction received from Cabinet Secretariat and Dept. of Financial Services (DFS), regarding actionable emerged during the PRAGATI meeting held on 26th December, 2024.

2. In order to comply with the directions, following actions may be taken on priority basis:

- Ensure timely and quality redressal of subscribers' grievances.
- To Conduct case studies in order to assess efficacy and the impact of grievance mechanisms, identify systemic gaps and take suitable action to address the same.
- To Conduct root cause analysis to effectively identify and address recurring issues.
- To Develop robust quality metrics and parameters to evaluate citizen satisfaction and the effectiveness of resolution processes.
- To ensure strengthened enforcement actions against unfair practices and fix accountability for delays.
- To resolve the grievances pertaining to various government sponsored schemes.
- To conduct a review meeting, once a month headed by senior officials of your department/organisation.

3. Further, please find enclosed PFRDA circular dated 24.02.2025 regarding timely and quality resolution of grievances for ready reference.

भवदीय /Yours sincerely,


(विकास कुमार सिंह) / (Vikas Kumar Singh)
मुख्य महाप्रबंधक / Chief General Manager

Encl.: As above



पेंशन निधि विनियामक और विकास प्राधिकरण
PENSION FUND REGULATORY AND DEVELOPMENT AUTHORITY



CIRCULAR

Circular No: PFRDA/2025/01/CPGRAMS/01

Date: 24.02.2025

To,

All Govt Nodal Offices including Autonomous Bodies, PoPs, CRAs, PFM, RAs, NPS Trust and TB

Sir/ Madam,

Subject: Regarding Timely and Quality Resolution of Grievances received under Centralized Public Grievance Redress and Monitoring System (CPGRAMS) Portal

1. Introduction

The Centralized Public Grievance Redress and Monitoring System (CPGRAMS), under the Department of Administrative Reforms & Public Grievances (DARPG), is a platform for lodging grievances related to public service delivery which is monitored at the highest level in the Government of India. PFRDA is registered in CPGRAMS as a subordinate organization under DFS (Pension Reforms) and is responsible for ensuring the redressal of grievances related to the National Pension System (NPS) and Atal Pension Yojana (APY) received through the CPGRAMS portal.

2. Timelines for Resolution of Grievances

The timelines for resolution of grievances on the CPGRAMS Portal is 21 days. However, all efforts are to be made to resolve the grievances within the earliest possible time. The status of the grievance filed in CPGRAMS can be tracked with the unique registration ID provided at the time of registration by the complainant. CPGRAMS also provides appeal facility to the citizens if they are not satisfied with the resolution by the Grievance Officer.

3. Option to File an Appeal

After closure of grievance, the complainant has the option to provide feedback. If the complainant is not satisfied with the resolution and has given the 'Poor' rating as feedback, then the option to file an appeal is enabled. The status of the Appeal can also be tracked by the petitioner with the grievance registration number. The quality of resolutions should be ensured to avoid poor feedback rating by the complainants on the portal.

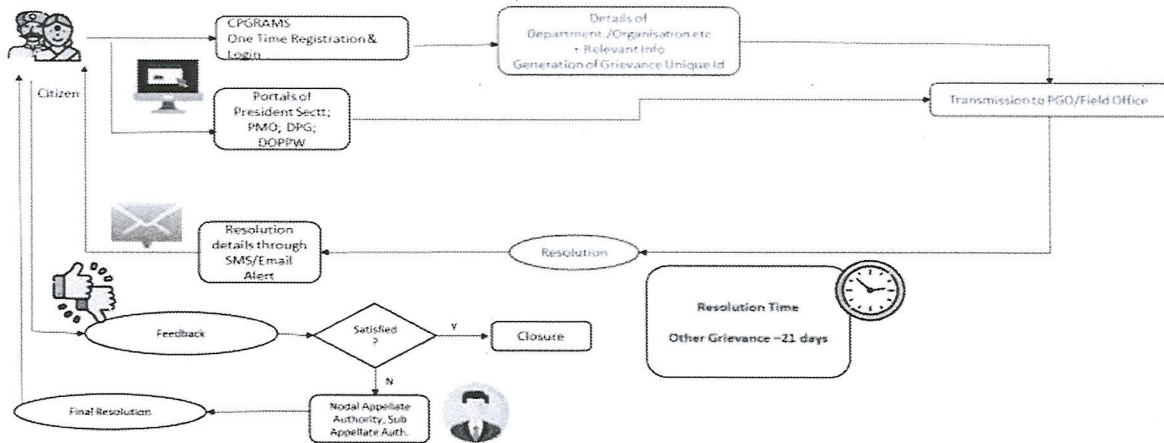
4. Advisory from the Department of Financial Services, Ministry of Finance

The PFRDA is provided all pendency reports and data on feedback rating, extracted from the CPGRAMS Portal, on frequent periodicity, advising PFRDA to ensure quick disposal of public grievances by all concerned. Monthly meetings are also held with Regulators to discuss all outstanding grievances to ensure timely and quality resolution.

5. Utmost care may be taken that all the grievances received at the end of intermediaries/entities/Government Nodal offices are resolved within defined turn-around time

while ensuring quality resolution. In this regard, the diagrammatic representation of CPGRAM is given below-

CPGRAMS Flow



(Source: Annexure A to DARPG OM Dated 23.08.2024)

6. It may be noted that, as per the DARPG OM dated 23.08.2024, following category of complaints do not fall under the ambit of CPGRAM as they are covered under separate protocols. The illustrative list of such complaints is as below:

- a. RTI Matters
- b. Court related / Sub-judice matters
- c. Religious Matters
- d. Grievances of Government employees concerning service matters
- e. Suggestions
- d. Anything that impacts upon territorial integrity of the country or friendly relations with other countries.

7. The Annexure A "Grievance Handling Process" of DARPG OM dated 23.08.2024 is also enclosed for ready reference.

8. This circular is being issued under sub-section (1) of Section 14 of PFRDA Act 2013, with the approval of the competent authority.

Yours Sincerely,

(Vikas Kumar Singh)
Chief General Manager

Grievance Handling Process - ANNEXURE-A

1. GRIEVANCE HANDLING PROCESS IN CPGRAMS- STEP BY STEP GUIDE

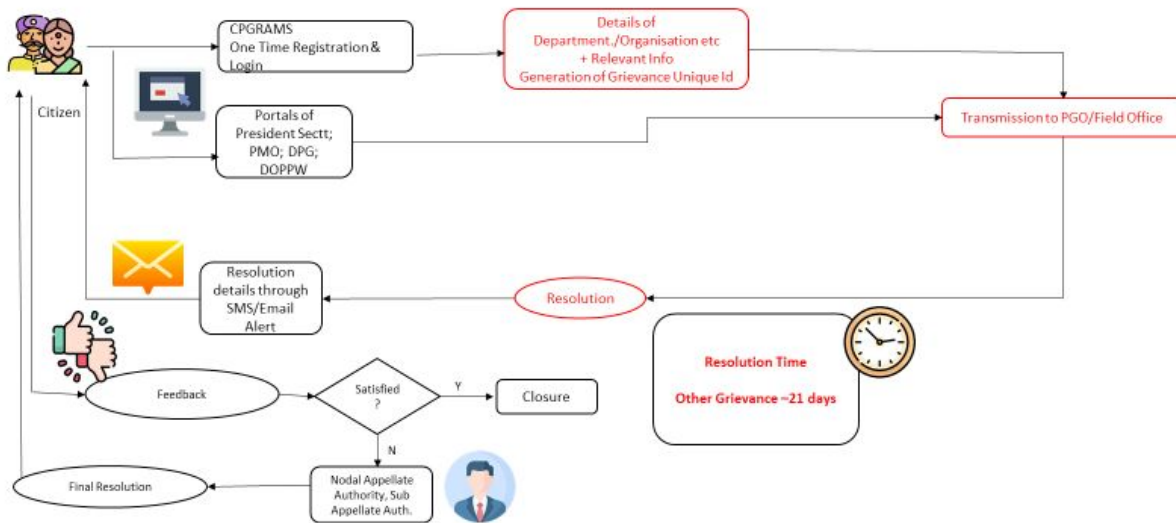
1.1 CPGRAMS is a Centralized portal which receives grievances on various issues ranging from service delivery, demand under schemes, queries on programmes, complaints against malpractices, corruption, discrimination, etc. The portal is connected to all the Ministries/Departments of the Government of India and its States through role-based access to the officers in the portal. When a citizen lodges a grievance, it gets redirected to the concerned authorities, ensuring it is resolved within the given time frame. CPGRAMS is also available in mobile application.

1.2 Going forward Complaints/ grievances received through physical mode/ Whatsapp/Chatbot shall also be registered in CPGRAMS. There is a possibility that the same grievances have been received by multiple authorities. Hence to avoid duplicate registrations in CPGRAMS only the authority concerned with the subject and also the grievance is addressed to them shall register the grievance in CPGRAMS. NIC will develop a protocol to assign unique code to such grievances registered by the Ministries/ Call center

1.3 After successful registration of the complaint a unique registration ID is generated through which the citizen can track status of his complaint. On resolution of grievance an SMS/email is sent to the registered mobile number & email address of the citizen. If the citizen is not satisfied with the resolution, he can provide feedback on the portal and raise appeal on the portal itself. In those cases where self -feedback is not available on the portal, DARPG tries to reach out the citizen through feedback call center to know whether their grievance has been actually resolved or not Unsatisfied citizen has the option to reopen / file an appeal through feedback call. The CPGRAMS process can be explained in the following Chart

1.4 Chart for Grievance Flow:

CPGRAMS Flow



2. References in CPGRAMS not falling under the category of Grievance:

2.1 CPGRAMS Guidelines provides that the following category of references do not fall under the ambit of Public Grievances as they are covered under separate protocols. Following categories are the illustrative list of such references:

- a. RTI Matters
- b. Court related / Sub-judice matters
- c. Religious Matters
- d. Grievances of Government employees concerning service matters
- e. Suggestions
- d. Anything that impacts upon territorial integrity of the country or friendly relations with other countries.

2.2 In case complaint is received under any such categories, it can be closed by the GRO clarifying the rule position to the citizens. DARPG will enhance capability of system for auto identification of such references. However, till such facility is created GRO can identify and mark the complaint under the above categories. He is not supposed to file ATR on those categories and complaints will not go into feedback loop.

2.3 Sometimes frivolous/Spam / abusive / complaints are also received in CPGRAMS. DARPG has developed AI capability to filter those complains at the initial stage. Those grievances are going into Spam box of GRO. If GRO validates the complaint as frivolous/ SPAM then the complaint will be automatically closed and no action will be required on such complaints. Those complaints will not be sent for feedback

2.4 CPGRAMS also receives suggestions from the citizens. The subject specific suggestions may be forwarded to the concerned Division of the Ministries and an acknowledgment may be sent to the citizen. A template for such acknowledgement will be built in the PG portal. However generic suggestions with no substance can be simply closed. GRO is not supposed to act on the suggestion. Once GRO identifies a reference as suggestion, it will not require to file an Action Taken Report and will not go into feedback loop.

2.5 CPGRAMS also receives lots of references demanding a benefit under a scheme. Though they are not a grievance as such, however, those demand shall be noted by the concerned divisions. GRO therefore shall forward all such references to the concerned division and bulk close such references with a polite rule position. Such references shall also be identified by the GRO as a new demand under a scheme and excluded from the feedback loop.

3. Handling complaints:

Different scenarios for a GRO are explained as under:

3.1 Complaint reaches the concerned GRO:

3.1.1 The Grievances shall ordinarily be resolved within a time frame of 21 days. However, grievances identified as priority by the system or where early action is critical such grievances shall be attended to promptly and resolved maximum within 3 days.

3.1.2 If the grievance will take time to resolve beyond the stipulated 21 days an interim reply shall be given to the citizen through interim Action Taken Report (ATR). After final resolution ATR shall be updated with final response. Interim ATR will not go for feedback till the complaint is finally resolved.

3.1.3 If the grievance lacks necessary critical information without which it cannot be processed, the same can be collected either by calling the complainant on his/her registered number by GRO or through feedback call center or use the feature of CPGRAMS for seeking additional information from them complainant. Grievances shall not be closed on the ground of incomplete information without making genuine effort to reach the complainant and get the complete information. Seeking information through feedback call center will require to establish a workflow between GRO and call Center in CPGRAMS. Going forward, DARPG will develop such a system for the benefit of the GROs.

3.1.5 If GRO is not able to get the requisite information despite his best efforts then the grievance can be closed. Since the grievances could not be redressed in such cases those grievances shall not be sent for feedback. They shall be treated under a separate category "**Closed due to insufficient information**". The feedback call

Center will inform the citizen that their grievances could not be resolved due to lack of information (specify information) and they can file again with complete information.

3.1.6 While resolving the grievances if GRO has observed any policy/ process issue that have resulted in grievance he will bring the same to the notice of the concerned Division in Ministry with a copy to the Nodal PG officer.

3.1.7 If the grievance cannot be resolved then, the response to applicant shall contain a reasoned explanation for the same. Such grievances shall not go for feedback loop.

3.2. Complaint got assigned to wrong GRO:

3.2.1 If the grievance does not pertain to GRO, he shall immediately forward the same to the concerned GRO if he knows the correct mapping. If not then it shall be forwarded to the Nodal PG officer of his Ministries/Department/ who will find out the right authority and forward the complaint to them for action. The complaint/ grievance shall be forwarded to the concerned GRO / Nodal; GRO within 48 hours of receipt of the complaint. In no case complaint/ grievance shall be closed by stating that "it does not pertain to this Office ".

3.3. Complaints has multiple issues pertaining to different GROs:

If complaint has more than one issue relating to different GROs, the GRO who has received the complaint will collect input from other GROs and ensure a coordinated redressal within the timelines of 21 days.

3.4. Grievance pertaining to Schemes of Central Ministries implemented through States:

Grievances pertaining to the schemes of Government of India shall be examined and redressed by the concerned Ministries irrespective of the fact that the scheme is implemented through the State Government. The onus of redressal in such complaints are on the concerned Ministry. Therefore, Ministries shall seek information from the implementing agency, examine the reply and take a final call on the resolution to be provided to the citizen. Such grievances cannot be transferred to the States for disposal.

3.5. Corruption Complaints:

3.5.1 Complaint relating to corruption, bribery, harassment or having any other vigilance angle of citizens shall be examined closely under the broad guidelines and timelines prescribed by the DoPT and CVC and in consultation with the CVO of the Ministry. If complaints are found worth to take up then an acknowledgement shall be sent to the complainant. As vigilance cases are governed by the procedure and rules stipulated by CVC and DoPT, no ATR will be needed to be filed nor will such complaints/ grievances will go into the feedback. However, after the action is

completed an ATR for internal use may be preferred by the Ministry/Departments. From the citizen's point of view such complaints may be closed with an interim reply

3.5.2 However, if the complaint is found false, malicious, intentional and filed by habitual complaints time and again then such complainants are flagged and blocked in CPGRAMS

4. Escalation Process:

4.1 CPGRAMS has multichannel feedback and appeal mechanism. Going forward, Citizen can file appeal through Portal, Chatbot, WhatsApp and feedback call center. It shall be ensured that only a single appeal is filed for a grievance.

4.2 Appeals will reach to the officer designated as Appellate authorities. The appellate authorities are the officers next senior to the GRO in the hierarchy. The appellate authority will examine the appeal and take an independent view on the appeal after careful examination of grievances and resolution provided by the GRO. The appeals shall ordinarily be closed within 30 days. Appeals will not go into feedback process.

परिपत्र

परिपत्र संख्या: पीएफआरडीए/2025/01/सीपीजीआरएएमएस/01

दिनांक: 24.02.2025

प्रति,

स्वायत्त निकाय सहित सभी सरकारी नोडल कार्यालय, पीओपी, सीआरए, पीएफएम, आरए, एनपीएस न्यास और टीबी

महोदय/महोदया,

विषय: केंद्रीकृत लोक शिकायत निवारण और निगरानी प्रणाली (सीपीजीआरएएमएस) पोर्टल के अंतर्गत प्राप्त शिकायतों के समय पर और गुणवत्तापूर्ण समाधान के संबंध में।

1. परिचय

प्रशासनिक सुधार और लोक शिकायत विभाग (डीएआरपीजी) के अंतर्गत केंद्रीकृत लोक शिकायत निवारण और निगरानी प्रणाली (सीपीजीआरएएमएस), सार्वजनिक सेवा वितरण से संबंधित शिकायतें दर्ज करने का एक मंच है जिसकी निगरानी भारत सरकार में उच्चतम स्तर पर की जाती है। पीएफआरडीए सीपीजीआरएएमएस में डीएफएस (पेंशन सुधार) के अंतर्गत एक अधीनस्थ संगठन के रूप में पंजीकृत है और सीपीजीआरएएमएस पोर्टल के माध्यम से प्राप्त राष्ट्रीय पेंशन प्रणाली (एनपीएस) और अटल पेंशन योजना (एपीवाई) से संबंधित शिकायतों का निवारण सुनिश्चित करने के लिए जिम्मेदार है।

2. शिकायतों के समाधान के लिए समय-सीमा

CPGRAMS पोर्टल पर शिकायतों के समाधान की समयसीमा 21 दिन है। हालाँकि, शिकायतों को यथाशीघ्र संभव समय के भीतर समाधान करने के लिए सभी प्रयास किए जाने चाहिए। सीपीजीआरएएमएस में दर्ज की गई शिकायत की स्थिति को शिकायतकर्ता द्वारा पंजीकरण के समय प्रदान की गई विशिष्ट पंजीकरण आईडी से ट्रैक किया जा सकता है। सीपीजीआरएएमएस नागरिकों को शिकायत अधिकारी द्वारा प्रदान समाधान से संतुष्ट नहीं होने पर अपील की सुविधा भी प्रदान करता है।

3. अपील दायर करने का विकल्प

शिकायत बंद होने के बाद शिकायतकर्ता के पास फीडबैक देने का विकल्प होता है। यदि शिकायतकर्ता प्रदान किये गए समाधान से संतुष्ट नहीं है और उसने फीडबैक के रूप में 'खराब' रेटिंग दी है, तो अपील

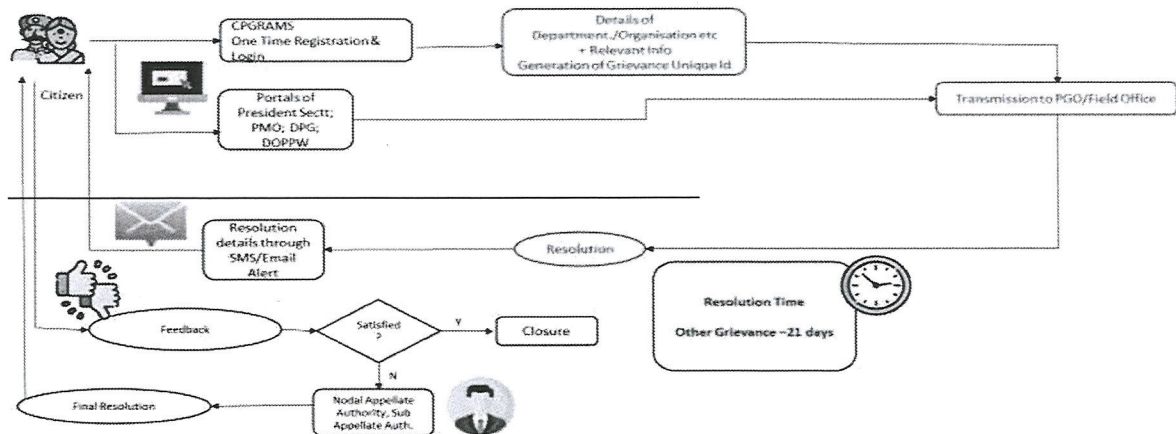
दायर करने का विकल्प सक्षम होता है। अपील की स्थिति को भी याचिकाकर्ता शिकायत पंजीकरण संख्या के साथ ट्रैक कर सकता है। पोर्टल पर शिकायतकर्ताओं द्वारा खराब फीडबैक रेटिंग से बचने के लिए समाधानों की गुणवत्ता सुनिश्चित की जानी चाहिए।

4. वित्त मंत्रालय के वित्तीय सेवाएँ विभाग से परामर्श

पीएफआरडीए को सीपीजीआरएएमएस पोर्टल से निकाली गई फीडबैक रेटिंग पर सभी लंबित रिपोर्ट और डेटा लगातार आवधिकता पर प्रदान किया जाता है, जिससे पीएफआरडीए को सभी संबंधित मध्यवर्तियों/नोडल कार्यालयों द्वारा सार्वजनिक शिकायतों का त्वरित निपटान सुनिश्चित करने की सलाह दी जाती है। समय पर और गुणवत्तापूर्ण समाधान सुनिश्चित करने के लिए सभी बकाया शिकायतों पर चर्चा करने के लिए विनियामकों के साथ मासिक बैठकें भी आयोजित की जाती हैं।

5. इस बात का अत्यधिक ध्यान रखा जाए कि मध्यवर्तियों/संस्थाओं/सरकारी नोडल कार्यालयों की ओर से प्राप्त सभी शिकायतों का गुणवत्तापूर्ण समाधान सुनिश्चित करते हुए निर्धारित टर्न-अराउंड समय के भीतर समाधान किया जाए। इस संबंध में, CPGRAMS का आरेखीय प्रतिनिधित्व नीचे दिया गया है-

CPGRAMS Flow



(स्रोत: डीएआरपीजी ओएम दिनांक 23.08.2024 का अनुलग्नक A)

6. यह ध्यान दिया जा सकता है कि, डीएआरपीजी ओएम दिनांक 23.08.2024 के अनुसार, शिकायतों की निम्नलिखित श्रेणियां सीपीजीआरएएम के दायरे में नहीं आती हैं क्योंकि वे अलग-अलग प्रोटोकॉल के अंतर्गत आती हैं। ऐसी शिकायतों की उदाहरणात्मक सूची इस प्रकार है:

- आरटीआई मामले
- न्यायालय से संबंधित/न्यायाधीन मामले

क्रिया

- iii. धार्मिक मामले
- iv. सेवा मामलों से संबंधित सरकारी कर्मचारियों की शिकायतें
- v. सुझाव
- vi. कुछ भी जो राष्ट्र की क्षेत्रीय अखंडता या अन्य राष्ट्रों के साथ मैत्रीपूर्ण संबंधों पर प्रभाव डालता है।

7. डीएआरपीजी कार्यालय ज्ञापन (ओएम) दिनांक 23.08.2024 का अनुलग्नक A "शिकायत निपटान प्रक्रिया" भी तत्काल संदर्भ के लिए संलग्न है।

8. यह परिपत्र सक्षम प्राधिकारी के अनुमोदन से पीएफआरडीए अधिनियम, 2013 की धारा 14 की उपधारा (1) के तहत जारी किया जा रहा है।

सादर,


(विकास कुमार सिंह)
मुख्य महाप्रबंधक

Grievance Handling Process - ANNEXURE-A

1. GRIEVANCE HANDLING PROCESS IN CPGRAMS- STEP BY STEP GUIDE

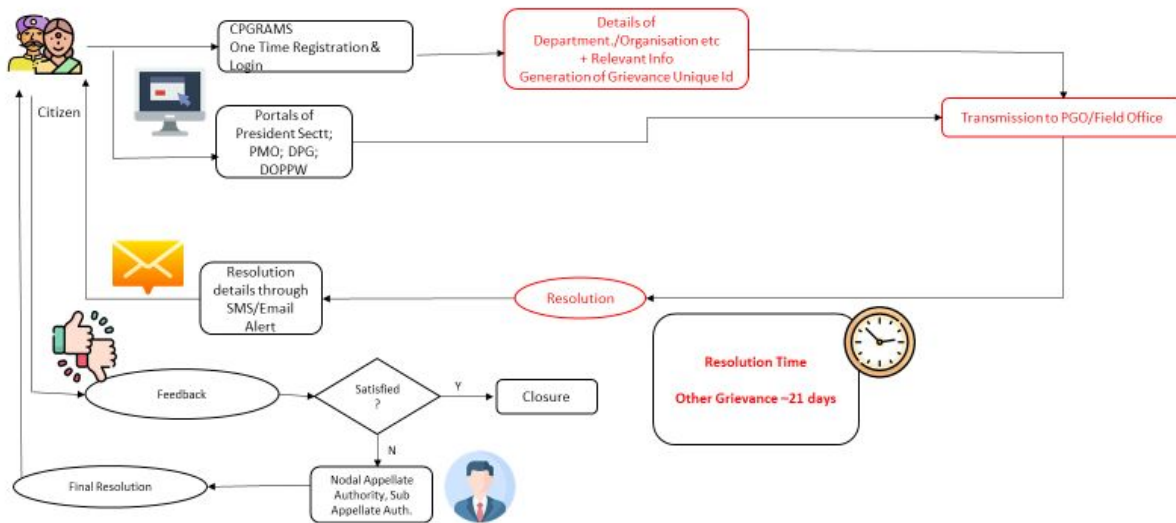
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1.2 Going forward Complaints/ grievances received through physical mode/ Whatsapp/Chatbot shall also be registered in CPGRAMS. There is a possibility that the same grievances have been received by multiple authorities. Hence to avoid duplicate registrations in CPGRAMS only the authority concerned with the subject and also the grievance is addressed to them shall register the grievance in CPGRAMS. NIC will develop a protocol to assign unique code to such grievances registered by the Ministries/ Call center

1.3 After successful registration of the complaint a unique registration ID is generated through which the citizen can track status of his complaint. On resolution of grievance an SMS/email is sent to the registered mobile number & email address of the citizen. If the citizen is not satisfied with the resolution, he can provide feedback on the portal and raise appeal on the portal itself. In those cases where self -feedback is not available on the portal, DARPG tries to reach out the citizen through feedback call center to know whether their grievance has been actually resolved or not Unsatisfied citizen has the option to reopen / file an appeal through feedback call. The CPGRAMS process can be explained in the following Chart

1.4 Chart for Grievance Flow:

CPGRAMS Flow



2. References in CPGRAMS not falling under the category of Grievance:

2.1 CPGRAMS Guidelines provides that the following category of references do not fall under the ambit of Public Grievances as they are covered under separate protocols. Following categories are the illustrative list of such references:

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2.2 In case complaint is received under any such categories, it can be closed by the GRO clarifying the rule position to the citizens. DARPG will enhance capability of system for auto identification of such references. However, till such facility is created GRO can identify and mark the complaint under the above categories. He is not supposed to file ATR on those categories and complaints will not go into feedback loop.

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3. Handling complaints:

Different scenarios for a GRO are explained as under:

3.1 Complaint reaches the concerned GRO:

3.1.1 The Grievances shall ordinarily be resolved within a time frame of 21 days. However, grievances identified as priority by the system or where early action is critical such grievances shall be attended to promptly and resolved maximum within 3 days.

3.1.2 If the grievance will take time to resolve beyond the stipulated 21 days an interim reply shall be given to the citizen through interim Action Taken Report (ATR). After final resolution ATR shall be updated with final response. Interim ATR will not go for feedback till the complaint is finally resolved.

3.1.3 If the grievance lacks necessary critical information without which it cannot be processed, the same can be collected either by calling the complainant on his/her registered number by GRO or through feedback call center or use the feature of CPGRAMS for seeking additional information from them complainant. Grievances shall not be closed on the ground of incomplete information without making genuine effort to reach the complainant and get the complete information. Seeking information through feedback call center will require to establish a workflow between GRO and call Center in CPGRAMS. Going forward, DARPG will develop such a system for the benefit of the GROs.

3.1.5 If GRO is not able to get the requisite information despite his best efforts then the grievance can be closed. Since the grievances could not be redressed in such cases those grievances shall not be sent for feedback. They shall be treated under a separate category "**Closed due to insufficient information**". The feedback call

Center will inform the citizen that their grievances could not be resolved due to lack of information (specify information) and they can file again with complete information.

3.1.6 While resolving the grievances if GRO has observed any policy/ process issue that have resulted in grievance he will bring the same to the notice of the concerned Division in Ministry with a copy to the Nodal PG officer.

3.1.7 If the grievance cannot be resolved then, the response to applicant shall contain a reasoned explanation for the same. Such grievances shall not go for feedback loop.

3.2. Complaint got assigned to wrong GRO:

3.2.1 If the grievance does not pertain to GRO, he shall immediately forward the same to the concerned GRO if he knows the correct mapping. If not then it shall be forwarded to the Nodal PG officer of his Ministries/Department/ who will find out the right authority and forward the complaint to them for action. The complaint/ grievance shall be forwarded to the concerned GRO / Nodal; GRO within 48 hours of receipt of the complaint. In no case complaint/ grievance shall be closed by stating that "it does not pertain to this Office ".

3.3. Complaints has multiple issues pertaining to different GROs:

If complaint has more than one issue relating to different GROs, the GRO who has received the complaint will collect input from other GROs and ensure a coordinated redressal within the timelines of 21 days.

3.4. Grievance pertaining to Schemes of Central Ministries implemented through States:

Grievances pertaining to the schemes of Government of India shall be examined and redressed by the concerned Ministries irrespective of the fact that the scheme is implemented through the State Government. The onus of redressal in such complaints are on the concerned Ministry. Therefore, Ministries shall seek information from the implementing agency, examine the reply and take a final call on the resolution to be provided to the citizen. Such grievances cannot be transferred to the States for disposal.

3.5. Corruption Complaints:

3.5.1 Complaint relating to corruption, bribery, harassment or having any other vigilance angle of citizens shall be examined closely under the broad guidelines and timelines prescribed by the DoPT and CVC and in consultation with the CVO of the Ministry. If complaints are found worth to take up then an acknowledgement shall be sent to the complainant. As vigilance cases are governed by the procedure and rules stipulated by CVC and DoPT, no ATR will be needed to be filed nor will such complaints/ grievances will go into the feedback. However, after the action is

completed an ATR for internal use may be preferred by the Ministry/Departments. From the citizen's point of view such complaints may be closed with an interim reply

3.5.2 However, if the complaint is found false, malicious, intentional and filed by habitual complaints time and again then such complainants are flagged and blocked in CPGRAMS

4. Escalation Process:

4.1 CPGRAMS has multichannel feedback and appeal mechanism. Going forward, Citizen can file appeal through Portal, Chatbot, WhatsApp and feedback call center. It shall be ensured that only a single appeal is filed for a grievance.

4.2 Appeals will reach to the officer designated as Appellate authorities. The appellate authorities are the officers next senior to the GRO in the hierarchy. The appellate authority will examine the appeal and take an independent view on the appeal after careful examination of grievances and resolution provided by the GRO. The appeals shall ordinarily be closed within 30 days. Appeals will not go into feedback process.
