

Following facilities are available to citizens/pensioners for obtaining information and filing pension related grievances

- Department has set up a dedicated Call Centre in Janpath Office for registration of grievances of pensioners/citizens. The Call Centre Toll Free no. is **1800111960**. Grievances of pensioners/citizens are also received at both the offices of this Department.
- Provide information regarding services, schemes and pension procedures through social media, brochures, booklets, reports, etc. The official websites of this Department, namely, <https://doppw.gov.in> and <https://pensionersportal.gov.in> are available to public for getting the information on pension and pensioners' welfare related matters.
- A dedicated Centralised Pension Grievances Redress and Monitoring System (CPENGRAMS) portal is available for filing pension/public grievances i.e. <https://pgportal.gov.in/pension> .
- Provide online system for filing appeal. Pensioners can file appeal in case they are not satisfied with the resolution of their grievances.
- Pension Adalats are also organized regularly for redressal of chronic grievances of pensioners.
- Pre-Retirement Counselling Workshops are held for the retiring Central Government employees from time to time.
- Receive complaints, applications under RTI and issue acknowledgment slips, through R& I Section.
- Pensioners are encouraged to write their ANUBHAV. Central Government Employees can share their experiences of government service on the portal of this Department, namely, <https://pensionersportal.gov.in/anubhav/>.