

F-No. 14/08/2025-P&PW(CPEN)-10838
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension and Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,
Khan Market, New Delhi,
July, 2026

कार्यालय ज्ञापन

विषय: Guidelines on Special Campaign 3.0 for timely and qualitative redressal of long-pending pension grievances/claims/issues during the period from 7th July to 18th August, 2026 - reg.

The Government of India is committed to the qualitative and expeditious redressal of grievances of Central government pensioners and family pensioners. The average redressal time for grievances registered online on the CPENGRAMS portal has reached 21 days in May 2026.

2. This Department has conducted a Root Cause Analysis (RCA) of the cases received on the CPENGRAMS Portal, with the special focus on grievances where dues were not paid even after the lapse of considerable time. The analysis has revealed that the incidence of delay in the payment of dues was higher where grievances/claims had been filed earlier in physical form in Ministries/Departments. Further, delays were noticed when the payment of dues had not been made due to oversight or administrative reasons. In these cases, the grievances are found to be filed after a long gap when the pensioner/family pensioner became aware about their eligibility to receive their rightful dues. These cases include, but are not limited to, the following:

- (i) Payment of Ordinary Family Pension in place of Extra-Ordinary Family Pension (EOFP)/Liberalized Family Pension (LFP), non-payment of Ex-gratia compensation, and National Gallantry Awards Allowances to the family members of martyrs;
- (ii) Non-revision of pension as per Modified Assured Career Progression (MACP), Central Pay Commission (CPC), and One Rank One Pension (OROP);
- (iii) Non-payment of family pension arrears despite the commencement of the family pension;
- (iv) Non-payment of arrears or dues for want of non-payment certificates from banks subsequent to the transfer of the pension account to the other pension processing portals;
- (v) Non-payment of additional family pension to the spouse due to a missing Date of Birth in PPO.

3. Considering the hardships faced by the pensioners and the family pensioners, including super-senior ones due to the situations, as discussed in para 2 above, it has been decided to launch a Special Campaign 3.0 from 7th July to 18th August, 2026, across all Central Ministries/Departments and their attached/subordinate offices. The Campaign will be conducted in two phases—a Preparatory phase followed by an Execution phase.

4. The guidelines for the successful execution of the Special Campaign are outlined below:

A. Preparatory Phase: The duration of this phase is from 7th July, 2026, to 22nd July, 2026. Ministries/Departments will conduct housekeeping and identify long-pending **grievances/claims/issues**, received in both online and physical mode, where the benefits became due on or before 31st July, 2024, but have not yet been paid. Further, an exercise to examine the relevant issues/cases mentioned in the categories under para 2 above should also be conducted so that these potential future cases are *suo-moto* redressed prior to the filing of grievances by the pensioners/family pensioners.

A.1. It is stressed that the above categories, as mentioned in para 2 above, are only indicative in nature and categories of such issues may vary across Ministries/Departments. Therefore, efforts should be made to **identify the relevant categories of the issues** based on the trend and nature of grievances/claims received in a particular Ministry/Department. To illustrate, in a Ministry having a higher side of 'on-duty' death cases, data on the benefits paid to family members vis-à-vis the entitlements payable (viz. EOFP/LFP, Ex-gratia compensation, Gallantry Medal allowances, if applicable) must be scrupulously re-checked. Similarly, Pension Disbursing Banks working under DFS (BD) may identify PPOs that have missing Date of Birth details for the spouse of the pensioner.

A.2. The primary objective of the Preparatory phase in the Campaign is to gauge the magnitude of the work to be done to ultimately reduce the incidence of such cases.

A.3. An end-phase review will be conducted in the fourth week of July, 2026.

A.4. During this phase, the details of the grievances/claims/issues identified are to be shared with DoPPW (E-mail: pramod.kumar79@gov.in) in the format annexed to this OM for monitoring and coordination. It is emphasized here that the monetary

B. Execution Phase: The duration of this phase is from 22nd July, 2026, to 18th August, 2026. In this phase, efforts must be made to provide qualitative redressal of grievances. Hence, grievances should be closed on the CPENGRAMS Portal only after their conclusive redressal.

B.1. The Nodal PG officers will serve as the Single Point of Contact for implementing the guidelines of Special Campaign 3.0. The concerned Ministry/Department may also constitute an Empowered Committee to oversee and review the progress of the Campaign on a weekly basis.

B.2. DoPPW will supervise the implementation of the campaign and provide necessary assistance on rule-position, and procedures as deemed necessary to support Ministries/Departments. For further information, Ministries/Departments may contact Dr. Pramod Kumar, Director, DoPPW, at Telephone No. 011-24654734 or E-mail: pramod.kumar79@gov.in.

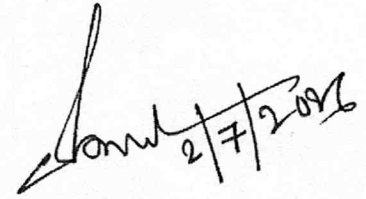
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B.3. A mid-phase review will be conducted in the first week of August, 2026, to ensure proper supervision of the campaign and course correction, if required.

B.4. Success stories and best practices should be widely disseminated by the concerned Ministry/Department through PIB/Tweets, with a copy endorsed to this Department. The hashtag for the campaign is **#SpecialCampaignDeepCleansing3.0**.

5. All Ministries/Departments/Organizations are requested to direct their concerned officers, including attached, subordinate, and field offices under their jurisdiction, to strictly adhere to the above guidelines for the successful implementation of Special Campaign 3.0.

6. This issues with the approval of Competent Author



(Dhruvajyoti Sengupta)

Joint Secretary to the Government of India

To:

1. Secretaries of the Ministries/Departments
2. Chairperson/DG of the Organizations (As per list enclosed)

Annexure

In case of grievances/claims

S.No.	Name of Complainant /beneficiary	Mode of receipt of grievance/claim (Physical/Online)	Gist of grievance/claim	Date of receipt of the grievance/claim	Pending since

In case of Issues affecting section of Pensioners/Family Pensioner

S.No.	Name of Beneficiary	Gist of Issue involved	Pending since