



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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No.AIBSNLREA/CHQ/2026/49

Dated: 10th August 2026

To

Smt. Nivedita Shukla Verma,
Secretary,
Department of Administrative Reforms & Public Grievances,
Government of India,
New Delhi.

Subject: Request to restore/add DAR&PG and DoP&PW in list of Ministries/Departments under CPGRAMS

Madam,

We wish to draw your kind attention to a significant deficiency in CPGRAMS, whereby the very department that has facilitated public grievance redressal appears to remain outside the system, despite the portal having proved extraordinarily successful in assisting the public.

2. Earlier, CPGRAMS provided an option to submit grievances to DAR&PG. However, DAR&PG is no longer visible in the list of Government departments/Ministries available for filing grievances. Further, the Department of Pension & Pensioners' Welfare (DoP&PW) is also not available in the drop-down list. As a result, citizens and pensioners are unable to submit grievances or suggestions relating to these two departments.

3. DAR&PG is the nodal department for CPGRAMS. Therefore, when issues arise concerning the system, routing, portal functioning, or grievances relating to DAR&PG itself, members of the public have no effective channel to report them. DoP&PW handles pension-related matters. However, in the absence of its name in the list, grievances that require resolution by DoP&PW cannot be filed through CPGRAMS.

4. Many departments do not respond to emails or letters, and CPGRAMS remains the only reliable mechanism available to the public for getting grievances acknowledged, attended to, and responded to within a prescribed time frame. When DAR&PG and DoP&PW are not listed, citizens and pensioners are left without any channel to approach them. Moreover, suggestions or complaints regarding CPGRAMS itself cannot be submitted through any appropriate route.

5. In view of the above, we request that DAR&PG kindly restore its name in the CPGRAMS drop-down menu so that system-related issues and grievances can be submitted to the department. We further request that DoP&PW may also be added to the list so that pensioners can file grievances requiring its attention. The list may kindly be updated to ensure that all important public-facing departments remain available for grievance submission.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary

Copy to: 1. Dr. Jitendra Singh,
Minister of State,
Ministry of Personnel, Public Grievances & Pension
2. Shri Dhruvjyoti Sengupta,
Joint Secretary (Pension), DoP&PW