



**UCOBANK RETIREES' ASSOCIATION KARNATAKA (Regd)**

(Regd as S.No: 699/97-98 Dated 20/01/1998 with the  
Registrar of Societies, Karnataka)

Regd Office: C/o UCO Bank, 3rd Floor, 13/22, Kempegowda Road, Bangalore-560009

Website: urakar.com



**UBRA-KAR/CIR/0079/2017-20**

**Date: 04.06.2019**

**To all members of our unit.**

Dear Comrades,

**Sub: Cell Centre for the Grievances of Retirees.**

Govt. Of India is already having a good system for pensioners to convey their grievances for redressal

Now in order to assist those who are not tech-savvy they have opened a Cell Centre with a toll free number so that the grievances can be conveyed to them.

A Govt. communication in this regard dated. 31.05.2019 is attached for the information of all the members. Click the following link to view the Govt. Communication.

**The gist of the said circular Quote "Department of Pensions and Pensioners Welfare has started a Call Centre with a Toll Free Number 1800-11-1960. The pensioners can now lodge their grievance by calling on this toll Free number during the office Hours" Unquote.**

**B.Lakshminarayana**  
**Hon.Secretary**

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<https://photos.app.goo.gl/PxaFwGmSsXwaKJkf7>

All Correspondence to:



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Sanjiv Narain Mathur  
Joint Secretary



भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
पेंशन एवं पेंशनभोगी कल्याण विभाग,  
लोकनायक भवन, खान पार्किट,  
नई दिल्ली-110003  
GOVERNMENT OF INDIA,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
& PENSIONS,  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE  
LOK NAYAK BHAWAN, KHAN MARKET,  
NEW DELHI-110003

D.O. No.12(20)/2019-P&PW(C) –E.5915

May 31, 2019

As you are already aware the pensioners can lodge their grievance on the Centralised Pension Grievance Redress and Monitoring System (CPENGRAMS) of Department of Pension and Pensioners' Welfare. Besides this, pensioners can also send their grievance either through post or by E-mail to this Department, details of which are uploaded into the CPENGRAMS. Every grievance number, E-mail/SMS alert is sent to the complainant, and thereafter the grievance is forwarded to the concerned Ministry/Department/Organisation for redressal.

2. However, in the recent, it has been observed that there is a certain category of pensioners / family pensioners especially those who are very old and not so techno savvy cannot lodge their grievance in CPENGRAMS. Hence a need has been felt to cater to the requirement of such category of pensioners/ family pensioners. Accordingly, Department of Pension & Pensioners' Welfare has started a Cell Centre with a Toll Free Number 1800-11-1960. The pensioners can now lodge their grievance by calling on this Toll Free Number during the office hours. All the Pensioners Associations are requested to given wide publicity to this Toll Free Number.

With regards,

Yours sincerely,

(Sanjiv Narain Mathur)

To

All Pensioner Associations (as per list attached)



Please visit our website : <http://www.pensionersportal.gov.in>

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