

**STANDING OPERATING PROCEDURE**  
**CENTRAL GREF GRIEVANCE MANAGEMENT CELL**  
**FOR SERVING GREF PERS – GRIEVANCE RELATED TO PAY & ALLCES ONLY &**  
**FOR GREF PENSIONERS/NsOK/DEPENDENT – RELATED TO PENSION ONLY**

**INTRODUCTION**

1. Presently there is no 'Centralised Grievance Management Cell' existing for redressal of grievances related to Pay & Allowance for serving GREF pers and for redressal of grievances related to pension for GREF Pensioners/ NsOK/ dependents in GREF Centre & Records. Serving GREF pers as well as GREF Pensioners/ NsOK/ dependents are finding it difficult to raise their grievances related to Pay & Allowance and pension respectively. Therefore need has been felt to establish a 'Central GREF Grievance Management Cell' at GREF Records for the following :-

- 1.1 For serving personnel – for grievances related to Pay and Allowances.
- 1.2 For GREF Pensioners/ NsOK/ Dependent – for grievances related to pension.

**AIM**

2. In this SOP, efforts have been made to cover in details responsibilities of following stake holders so that grievances raised by serving as well as GREF Pensioners/ NsOK/ Dependent are addressed in a time bound manner for their satisfaction :-

- 2.1 Pers deployed in 'Central GREF Grievance Management Cell'
- 2.2 NER Gp of GREF Records
- 2.3 Individual concerned
- 2.4 GREF units
- 2.5 AO BRTF
- 2.6 PAO GREF

**CONTACT DETAILS**

3. Contact details are as under :-

3.1 For Serving Personnel :-

- 3.1.1 Landline Number of GREF Records – 020-27170782.
- 3.1.2 Email ID PAO GREF : feedback\_paogrefpune@nic.in
- 3.1.3 Email ID GREF Records : grefrecordsgrievancecell@gmail.com

3.2 For GREF Pensioner/NsOK/Dependent:-

- 3.1.1 Landline Number of GREF Records – 020-27170780.
- 3.1.2 WhatsApp No – 8411005423.

**RESPONSIBILITIES**

4. **Pers deployed in 'Central GREF Grievance Management Cell'**. 02x pers from GREF Records to be deployed in 'Central GREF Grievance Management Cell'. One for grievances from serving GREF pers and another for grievances from GREF Pensioners/ NsOK/ Dependent.
5. **Responsibility and flow chart of handling of grievances received from serving GREF Pers.** One x pers from GREF Records to be detailed for handling of grievances received from serving GREF pers. Flow chart is as under :-

GRIEVANCE FLOW  
SERVING GREF PERS  
(GRIEVANCE RELATED TO PAY & ALLCES ONLY)



Ind advised to raise grievance alongwith supporting  
Docs duly countersigned by the OC/CO to PAO GREF grievance  
ID(feedback\_paogrefpune@nic.in) with CC to GREF RECORDS  
(grefrecordsgrievancecell@gmail.com)



Scrutiny of grievance submitted by individual and recording the same



Every Monday grievances received during previous  
weeks to be sent to PAO GREF (Hard copy) for necessary adjustment



Reply to be obtained from PAO GREF



Reply of PAO to be forwarded to unit concerned for information to Individual



Unsettled Grievances to be monitored and to be highlighted during monthly liaison  
meeting with PAO GREF

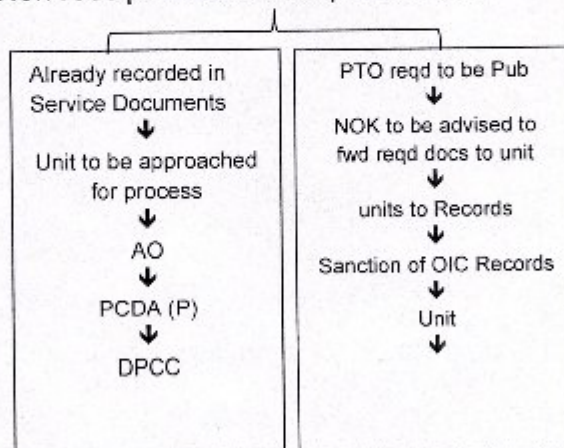
6. **Responsibility and flow chart of handling of grievances received from GREF Pensioners/ NsOK/ Dependents.** One x pers from GREF Records to be detailed for handling of grievances received from GREF Pensioners/ NsOK/ Dependents. Flow charts are as under :-

6.1 **Grievances for which pensioners are required to be briefed:-** Flow Charts have also been uploaded on BRO website by EDP Cell of HQ DGBR.

- 6.1.1 Unable to login/ User Id & password not known
- 6.1.2 How to Change Mobile No
- 6.1.3 SMS from SPARSH not recd
- 6.1.4 How to update AADHAR & PAN
- 6.1.5 How to submit Annual Life Cert on SPARSH portal
- 6.1.6 Stoppage of pension after demise of all eligible pensioners on SPARSH portal
- 6.1.7 How to apply for pension by NOK /dependent after demise of a pensioner on SPARSH portal
- 6.1.8 How to process death reporting
- 6.1.9 After Initiate Family Pension (IFP), PPO sanctioned, but pension not commenced
- 6.1.10 How to Change Bank Acct on SPARSH portal
- 6.1.11 How to raise Personal Service Request (PSR) on SPARSH portal

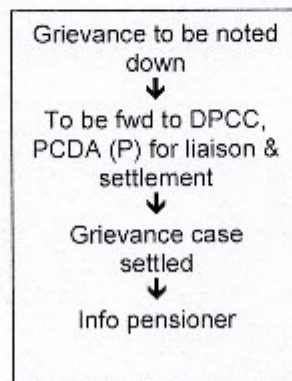
6.2 **Grievances data correction required to be processed through SPARSH PORTAL by last unit of GREF Pensioner :-**

- 6.2.1 For change of name
- 6.2.2 Notification of name of widowed daughter
- 6.2.3 Updation of personal family details
- 6.2.4 Correction/ updation of basic pension
- 6.2.5 Non receipt of additional pension etc



**6.3 Grievances which are required to be resolved through liaison with PCDA (P), Prayagraj through Defence Pensioners' Contact Centre:-**

- 6.3.1 FMA stoppage
- 6.3.2 Incorrect recovery started
- 6.3.3 NOC to Bank for withdrawal of amt lying in pensioners account
- 6.3.4 Non receipt of pension for a particular month
- 6.3.5 Non receipt of arrears
- 6.3.6 Pensioners became INACTIVE



**7. Contact details of Defence Pensioners' Contact Centre, PCDA(P), Prayagraj are as under :-**

- 7.1 Officer-in-Charge - Lt Col Chinta Mani
- 7.2 Mob & WhatsApp No – 7393073973
- 7.3 Land Line No - 05322423486
- 7.4 Email ID – liaison.1986@gov.in

**8. Responsibilities of NER Gp of GREF Records :-** NER Section of Record Office will be responsible for functioning of 'Central GREF Grievance Management Cell' and OIC NER Gp will be Officer in charge. Every Monday grievances received during previous weeks to be sent to PAO GREF (Hard copy) for necessary adjustment. Cases received from units for obtaining approval of the OIC Records for change of DOB & name of NsOK/ dependent to be processed promptly.

**9. Responsibilities of Serving GREF Subordinates :-** Ind advised to raise grievance alongwith supporting Docs duly countersigned by the OC/CO to PAO GREF grievance (feedback\_paogrefpune@nic.in) with CC to GREF RECORDS (grefrecordsgrievancecell@gmail.com) for serving personnel and grievances pensioners are required to intimate by telephonically.

**10. Responsibilities of GREF units :** Grievances data correction required to be processed through SPARSH PORTAL by unit for change of name, notification of name of widowed daughter, updation of family details and non receipt of additional pension etc.

11. Responsibilities of AO BRTF :- Concern AO BRTF is responsible to verify the DATA correction on SPARSH Portal as and when processed by GREF units.
12. Responsibilities of PAO GREF - PAO is responsible for early settlement of grievances related to Pay and Allowances received from serving GREF personnel through email ID and reply to be forwarded to concerned serving GREF personnel, units and GREF Records for information.

### INFRASTRUCTURE

13. Following IT eqpt/ facilities being provided to 'Centralised Grievance Management Cell' at GREF Records :-

- 13.1 02 x Computers with Internet connection
- 13.2 01 x printer
- 13.3 01 x scanner

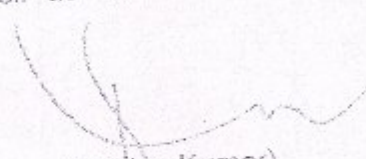
### RECORDING OF GRIEVANCE

14. Grievances received from Serving GREF personnel and GREF Pensioners/ NsOK/ Dependent will be recorded as per specimen given at Appx 'A' & 'B' respectively and weekly progress report to be put to the CRO GREF Records and to the OIC Records on monthly basis.

### CONCLUSION


15. The SOP on establishment of 'Central GREF Grievance Management Cell' for serving GREF pers - grievance related to pay & allces only & for GREF pensioners/ NsOK/ Dependent - related to pension only has been prep to lay down broad working procedure being adopted for smooth functioning of 'Central GREF Grievance Management Cell' to improve efficiency of stake holders involved and to bring satisfaction to serving as well as GREF Pensioners/ NsOK/ Dependent.

File No : 2210/Grievance/NER (Coas)  
 Station : Pune  
 Dated : 24 Feb 2026

  
 (Ranjan Kumar)  
 Lt.Col  
 CRO

### COUNTERSIGNED

Station : Pune  
 Dated : 24 Feb 2026

  
 (Sanjay Hooda)  
 Brig  
 Coasdt



