

वी. श्रीनिवास, आई.ए.एस.  
V. Srinivas, IAS  
सचिव  
Secretary



भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
पेंशन एवं पेंशनभोगी कल्याण विभाग,  
लोक नायक भवन, खान मार्केट,  
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. 14/6/2022-P&PW (Coord.) E-8134

Dated: May 2, 2023

*Dear Secretary,*

I am enclosing the Monthly Progress Report for April, 2023 of Pensioners' related grievances of Ministries /Departments on CPENGRAMS portal and the status of delayed cases in issue of Pension Payment Orders (PPOs) on Bhavishya Portal. As of the end of April, 2023, 5573 Pensioners' related Grievance cases and 848 PPO's are pending in Ministries/ Departments.

May I request you to kindly advise the concerned Nodal Officers to ensure timely redressal of pending pensioners' grievances and the cases where PPO's have not been issued.

*With best regards,*

Encl: As above

Yours sincerely,

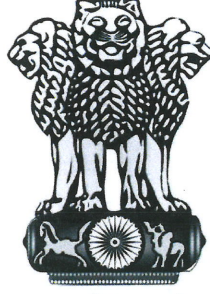
(V. Srinivas)

To,

All Secretaries to Government of India







सत्यमेव जयते

Government of India  
Ministry of Personnel, PG & Pensions  
Department of Pension and Pensioners' Welfare

**CPENGRAMS**

**&**

**BHAVISHYA**

**MONTHLY REPORT**

**APRIL 2023**

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## 1. INTRODUCTION

The Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) is an online web-enabled grievance redressal module of the Department of Pension & Pensioners' Welfare on which Central Government Pensioner can file their grievances. In addition, grievances are also received in this Department through post, through a dedicated (toll free) Call Centre (1800-11-1960), PMO, DARPG & CPENGRAMS. Monitoring of Pension related grievances is done by the Department as part of its mandate for promoting Pensioners' Welfare.

The Pension processing and sanction of employees is done by line Ministries and therefore all grievances pertaining to a Pensioner are to be addressed by the concerned Ministries themselves. Grievances received by the Department are all electronically processed on CPENGRAMS and forwarded to the Ministries with an outer timeline of 30 days vide DARPG OM No.S-15/21/2021-O/o DS(PG)-DARPG (7085) Dated- 27.07.2022

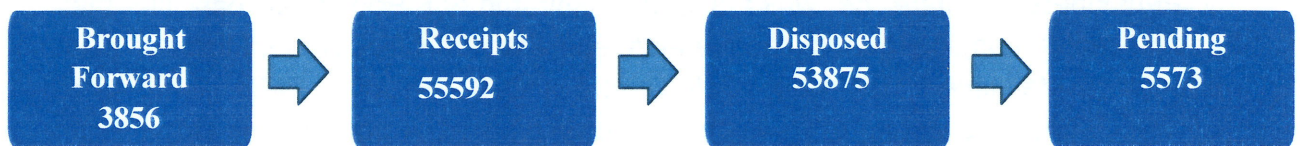
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



**V. Srinivas**  
**Secretary to Government of India**  
**(Department of Pension & Pensioners' Welfare)**

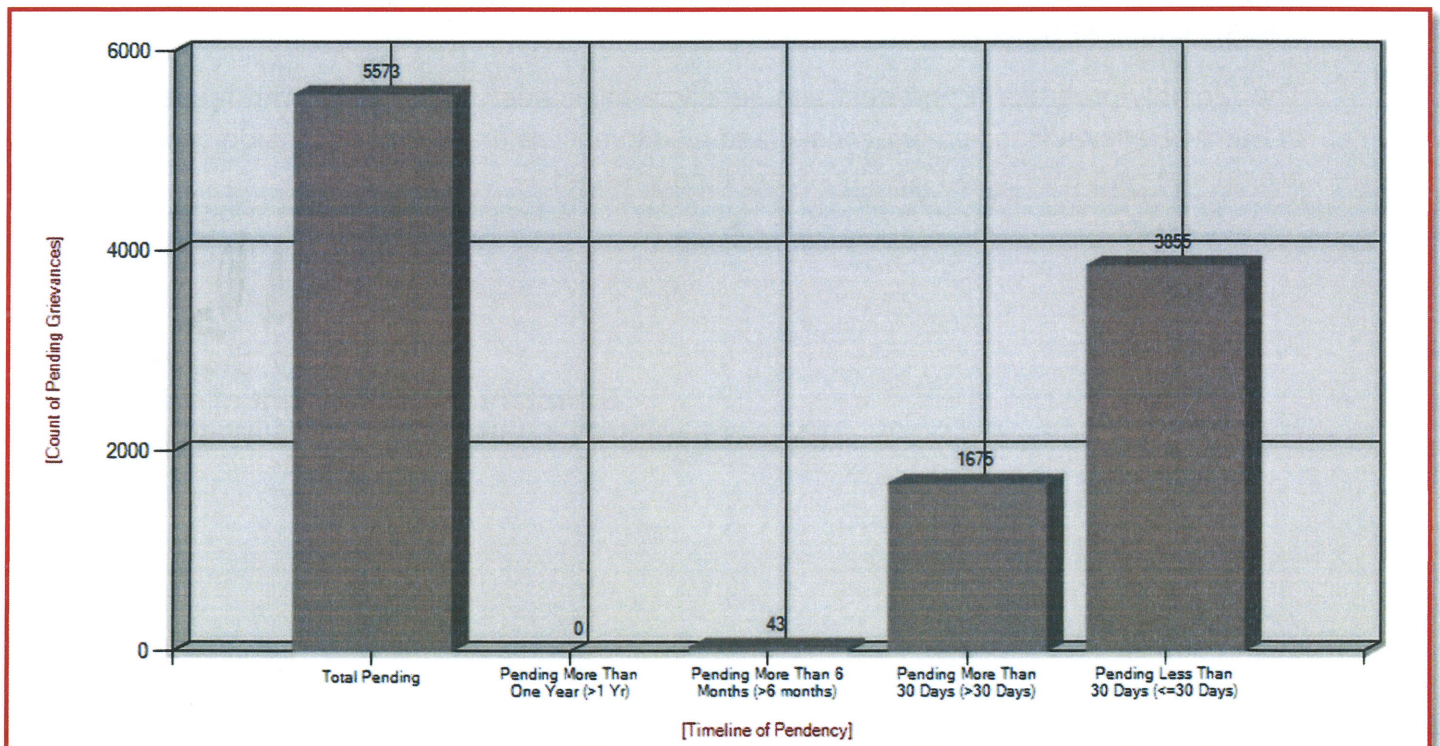
## 2. CPENGRAMS DASHBOARD

### a. Overview



(Time Period: 01/05/2022 to 30/04/2023)

### b. Status of Age-wise Pendency of Grievances



### 3. PERFORMANCE OF MINISTRIES/DEPARTMENTS

#### 3.1 Top 10 Ministries Analyzed

##### 3.1.1 Maximum Number of Grievances Received

(Time Period: 01/05/2022 to 30/04/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1254	9830	<b>11084</b>	10036	1048
2.	Department of Financial Services (Banking Division)	772	9925	<b>10697</b>	10327	370
3.	PR. CDA PENSION ALLAHABAD	135	10412	<b>10547</b>	8623	1924
4.	Ministry of Railways ( Railway Board)	296	8434	<b>8730</b>	8471	259
5.	Department of Ex Servicemen Welfare	76	6671	<b>6747</b>	5669	1078
6.	Employees Provident Fund Organisation (Head Office)	80	3669	<b>3749</b>	3584	165
7.	Ministry of Home Affairs	265	1731	<b>1996</b>	1734	262
8.	Department of Telecommunications	92	1461	<b>1553</b>	1520	33
9.	Department of Posts	80	1471	<b>1551</b>	1484	67
10.	Central Board of Indirect Taxes and Customs	87	669	<b>756</b>	729	27

### 3.1.2. Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Financial Services (Banking Division)	772	9925	10697	<b>10327</b>	370
2.	Department of Defence Finance	1254	9830	11084	<b>10036</b>	1048
3.	PR. CDA PENSION ALLAHABAD	135	10412	10547	<b>8623</b>	1924
4.	Ministry of Railways ( Railway Board)	296	8434	8730	<b>8471</b>	259
5.	Department of Ex Servicemen Welfare	76	6671	6747	<b>5669</b>	1078
6.	Employees Provident Fund Organisation (Head Office)	80	3669	3749	<b>3584</b>	165
7.	Ministry of Home Affairs	265	1731	1996	<b>1734</b>	262
8.	Department of Telecommunications	92	1461	1553	<b>1520</b>	33
9.	Department of Posts	80	1471	1551	<b>1484</b>	67
10.	Central Board of Indirect Taxes and Customs	87	669	756	<b>729</b>	27



### 3.1.3. Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	PR. CDA PENSION ALLAHABAD	135	10412	10547	8623	<b>1924</b>
2.	Department of Ex Servicemen Welfare	76	6671	6747	5669	<b>1078</b>
3.	Department of Defence Finance	1254	9830	11084	10036	<b>1048</b>
4.	Department of Financial Services (Banking Division)	772	9925	10697	10327	<b>370</b>
5.	Ministry of Home Affairs	265	1731	1996	1734	<b>262</b>
6.	Ministry of Railways ( Railway Board)	296	8434	8730	8471	<b>259</b>
7.	Employees Provident Fund Organisation (Head Office)	80	3669	3749	3584	<b>165</b>
8.	Department of Posts	80	1471	1551	1484	<b>67</b>
9.	O/o the Comptroller & Auditor General of India	44	471	515	474	<b>41</b>
10.	Ministry of Information and Broadcasting	44	339	383	343	<b>40</b>

### 3.2. Top 10 Ministries/Departments with Pending Grievances for more than 30 Days

S. No.	Name of Ministry/Department	Brought Forward	Received During	Total Receipts	Disposal	Pending	>30 Days
1.	PR. CDA PENSION ALLAHABAD	135	10412	10547	8623	1924	<b>583</b>
2.	Department of Defence Finance	1254	9830	11084	10036	1048	<b>389</b>
3.	Department of Ex Servicemen Welfare	76	6671	6747	5669	1078	<b>186</b>
4.	Ministry of Home Affairs	265	1731	1996	1734	262	<b>155</b>
5.	Ministry of Railways ( Railway Board)	296	8434	8730	8471	259	<b>25</b>
6.	Department of Defence	25	554	579	545	34	<b>19</b>
7.	Ministry of Information and Broadcasting	44	339	383	343	40	<b>17</b>
8.	O/o the Comptroller & Auditor General of India	44	471	515	474	41	<b>11</b>
9.	Department of Health & Family Welfare	39	247	286	269	17	<b>9</b>
10.	Ministry of Housing and Urban Affairs	23	203	226	208	18	<b>9</b>

## 4. CATEGORY-WISE STATUS

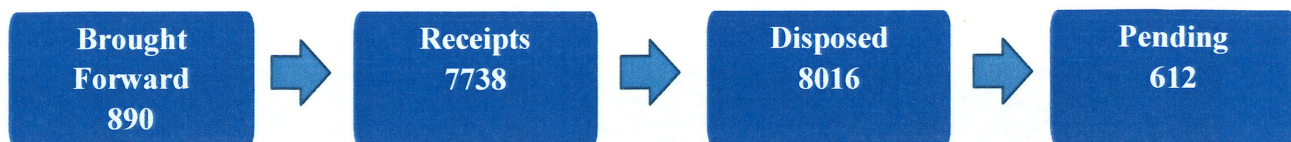
### 4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/05/2022 to 30/04/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1726	17919	<b>19645</b>	18280	1365
2.	Revision of pension/family pension/pension payment order	464	8355	<b>8819</b>	7862	957
3.	Non-payment of arrear of pension and other retirement benefits	465	6555	<b>7020</b>	6255	765
4.	Other service related issues such as fixation of pay, MACP	302	3721	<b>4023</b>	3622	401
5.	Issues related to medical facilities	153	1836	<b>1989</b>	1815	174
6.	7th CPC Issues	95	1354	<b>1449</b>	1327	122
7.	Non-payment of DA/DR/merger of DA related issues	74	1314	<b>1388</b>	1244	144
8.	Extra ordinary Pension	35	567	<b>602</b>	555	47
9.	GPF/CPF	17	238	<b>255</b>	244	11
10.	New pension scheme	16	222	<b>238</b>	220	18
11.	Issues relating to qualifying service	6	198	<b>204</b>	179	25
12.	Extension of pension scheme to autonomous bodies/orgns	8	64	<b>72</b>	69	3
13.	Others	1139	19064	<b>20203</b>	18099	2104

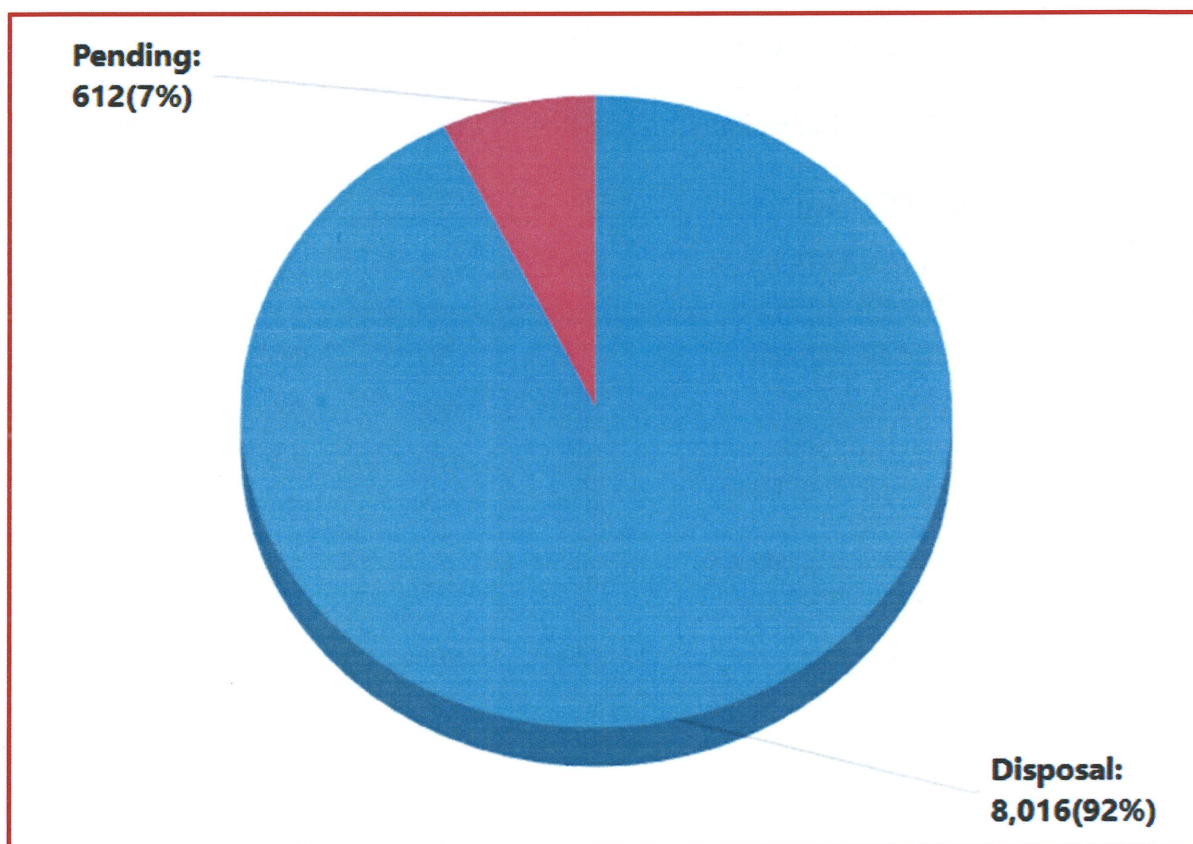
## 5. APPEAL DASHBOARD

### 5.1. Overview



(Time Period: 01/05/2022 to 30/04/2023)

### Status of Total Appeals



## 5.2. Top 10 Ministries/Departments with Maximum Number of Appeals

S. No.	Name of Ministry/Department	Brought Forward	Received During	Total Receipts	Disposal	Pending
1.	Department of Defence Finance	456	1186	<b>1642</b>	1605	37
2.	Ministry of Railways ( Railway Board)	39	1253	<b>1292</b>	1226	66
3.	Department of Financial Services (Banking Division)	34	1198	<b>1232</b>	1197	35
4.	Department of Ex Servicemen Welfare	81	1085	<b>1166</b>	1049	117
5.	Ministry of Labour and Employment	7	544	<b>551</b>	522	29
6.	Department of Telecommunications	4	451	<b>455</b>	450	5
7.	Central Board of Indirect Taxes and Customs	49	332	<b>381</b>	377	4
8.	Department of Posts	6	342	<b>348</b>	340	8
9.	Department of Pension and Pensioners Welfare	57	278	<b>335</b>	333	2
10.	Ministry of Home Affairs	21	250	<b>271</b>	217	54

## 6. PENSION PAYMENT ORDERS DELAYED BY MINISTRIES/DEPARTMENTS

### No. of Employees going to retire (in next 15 Months)

No. of Employees to be Retired	Cases on time	Cases Behind Schedule
22489	14469	8020

### Top Ten Ministries/Departments Cases Behind Schedule

(Time Period: 01/10/2022 to 31/03/2023)

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1825
2	Ministry of Finance	Department of Revenue	1324
3	Ministry of Housing and Urban Affairs		618
4	Ministry of Information & Broadcasting		617
5	Comptroller and Auditor General		557
6	Ministry of Home Affairs	Department of Home	508
7	Union territories of India	UT of Andaman and Nicobar	310
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	295
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	209
10	Department of Space		148
<b>Total</b>			<b>6411</b>

### PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Oct 2022	39
2	Nov 2022	53
3	Dec 2022	77
4	Jan 2023	167
5	Feb 2023	173
6	Mar 2023	339
<b>Total</b>		<b>848</b>

**Ministries/Departments – PPOs not issued**

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	170
2	Ministry of Information & Broadcasting		110
3	Ministry of Finance	Department of Revenue	106
4	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	76
5	Union territories of India	UT of Andaman and Nicobar	72
6	Ministry of Home Affairs	Department of Home	70
7	Ministry of Housing and Urban Affairs		59
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	31
9	Ministry of Home Affairs	Department of Justice	22
10	Union territories of India	UT of Lakshadweep	16
11	Comptroller and Auditor General		15
12	Ministry of Culture		15
13	Ministry of Commerce and Industry	Department of Commerce	10
14	Ministry of External Affairs		8
15	Ministry of Labour & Employment		6
16	Ministry of Earth Sciences		6
17	Ministry of Corporate Affairs		5
18	Ministry of Textiles		5
19	Ministry of Skill Development and Entrepreneurship		5
20	Ministry of Home Affairs	Department of Official Language	4
21	Ministry of Home Affairs	Central Police Organisation	3
22	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	3
23	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	3
24	Ministry of Mines		3
25	Ministry of Environment, Forest and Climate Change		3
26	Ministry of Ports, Shipping and Waterways		2
27	Ministry of Coal		2

S.No.	Ministry	Department	No. of PPOs Pending
28	Department of Space		2
29	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	2
30	Ministry of Statistics & Programme Implementation		2
31	Ministry of Finance	Department of Economic Affairs	2
32	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Food & Public Distribution	1
33	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Consumer Affairs	1
34	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	1
35	Ministry of Finance	Department of Public Enterprises	1
36	Lok Sabha Secretariat		1
37	Ministry of Civil Aviation		1
38	Ministry of Electronics & Information Technology		1
39	Ministry of Road Transport & Highways		1
40	Ministry of Parliamentary Affairs		1
41	Ministry of Science & Technology	Department of Science and Technology	1
Total			<b>848</b>



**For any queries or any suggestions, contact details as under:**

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Email – [pramod.kumar79@gov.in](mailto:pramod.kumar79@gov.in)

Under Secretary (Co-ordination/CPENGRAMS)  
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