



भारत सरकार  
पेंशन एवं पेंशनभोगी कल्याण विभाग  
GOVERNMENT OF INDIA  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE

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Amrit Mahotsav



# CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments

April 2024

Department of Pension & Pensioners' Welfare

## **INTRODUCTION**

The Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) is an online web-enabled grievance redressal portal of the Department of Pension & Pensioners' Welfare on which Central Government Pensioners 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 the 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 concerned Ministry/Department/Organisation. The grievance has to be redressed within the timeline of 30 days as stipulated vide DARPG OM No.S-15/21/2021-O/o DS(PG)-DARPG (7085) dated 27.07.2022 and DOPPW OM No.14/12/2023-P&PW(CPEN)-9012 dated 23.08.2023

The Monthly progress report contains various information related to Pensioners' grievances as available on the portal. Also, analysis of the information is also done to provide overall comparison amongst Ministries/Departments. The report seeks to sensitize with respect to the 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)**

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## 1. Key Highlights

### 1. General

- In April, 2024, **7846 pension grievance cases were received** on the CPENGRAMS portal, **8407 pension grievance cases were redressed** and there exists a **pendency of 7963 pension grievance cases**, as of 30<sup>th</sup> April, 2024.
- Department of Defence Finance [2615 grievances], Department of Ex-Serviceman Welfare [2567 grievances] and PCDA, Pension Allahabad [2355 grievances] have received the maximum number of grievances in April, 2024.

### 2. Status of disposal and pendency of Pension Grievance Cases

- The pendency of the grievances has decreased from 8363 to 7963 grievances.
- Out of 8407 redressed grievance cases, Department of Ex-Servicemen Welfare [2932 grievances], PCDA, Pension Allahabad [2441 grievances], and Department of Defence Finance [1671 grievances] have the highest number of redressal.
- Out of the pendency of 7963 pension grievance cases, Department of Defence Finance [2935 grievances], Department of Ex-Servicemen Welfare [2814 grievances], PCDA, Pension Allahabad [2757 grievances] and Ministry of Railways [391 grievances] have the highest number of pending grievances.
- PCDA, Pension Allahabad [1100 grievances], Department of Defence Finance [854 grievances] and Department of Ex-Servicemen Welfare [767 grievances] have the highest number of grievances pending for more than 30 days.

### 3. Appeals

- In April, 2024, 1349 appeals were received and 892 appeals were disposed. There is a pendency of 1744 appeals at the end of April, 2024.
- Department of Defence Finance [357], Central Board of Indirect Taxes and Customs [237] and Ministry of Railways [81] have maximum disposal of appeals as on 30<sup>th</sup> April, 2024.

#### **4. Integrated Grievance Cell and Call Centre**

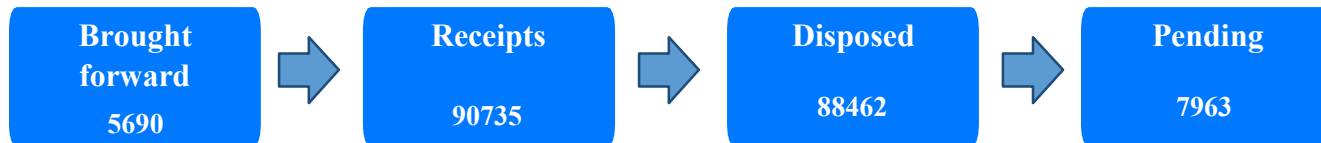
- During the month, 6,443 calls have been received and 628 grievances have been registered on the basis of information provided by the calling complainants. Further, 63 grievances have been filed based on the postal receipts. Also, 1577 reminders have been issued in the cases pending for more than 60 days through CPENGRAMS Portal.
- The Feedback Unit examined all 675 cases rated as 'Poor' on the CPENGRAMS Portal in the month of February, 2024. It has been noticed that in the majority of these cases, summary disposal or pre-mature closure is the major reason for 'Poor' feedback.

#### **5. Pending PPOs**

- The number of PPOs, not issued on time has increased from 822, at the end of March, 2024 to 881, at the end of April, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

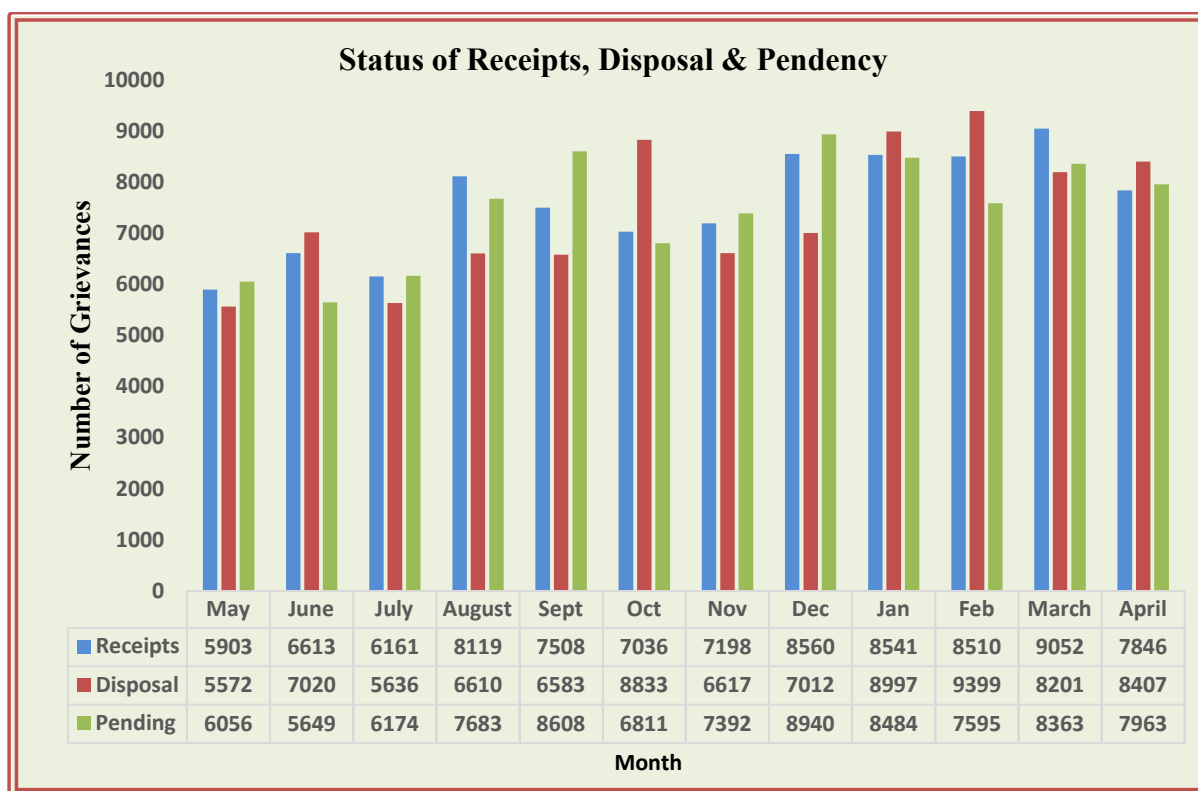
## 2. Review of Status of Grievances

### 2.1 Overview



(01/05/2023 to 30/04/2024)

### 2.2 Month-wise status of Grievances

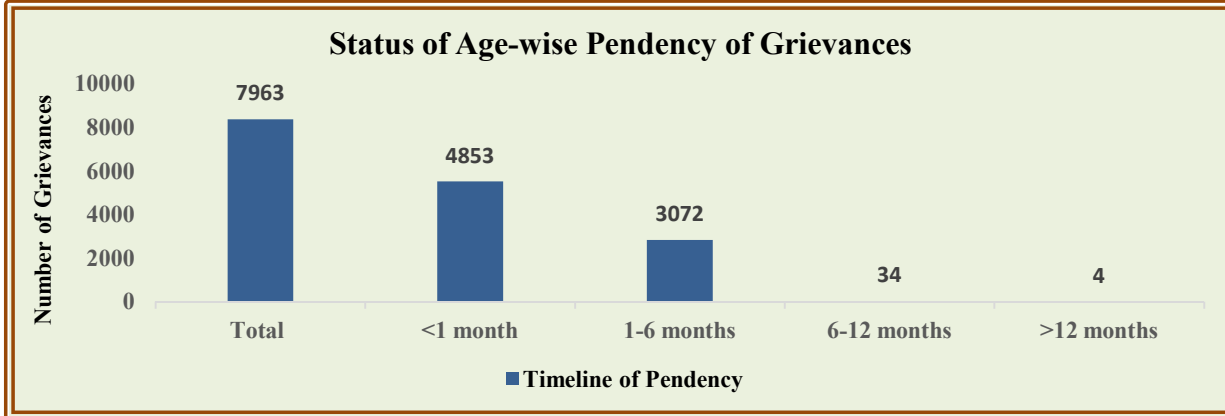


(Time Period: 01/05/2023 to 30/04/2024)

- 7846 grievances were received in April, 2024 with maximum grievances from Department of Defence Finance.
- For the 5<sup>th</sup> month in a row, the number of pension grievances redressed per month has crossed the mark of 7000 with 8407 redressals in April, 2024 .

### 3. Age-wise status of Grievances on CPENGRAMS Portal

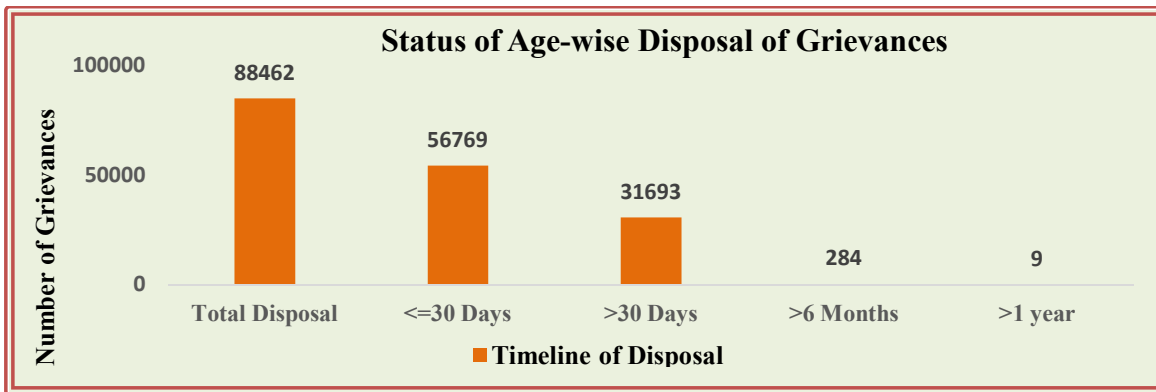
#### 3.1 Pendency



(Time Period: 01/04/2024 to 30/04/2024)

PCDA Pension, Allahabad has the highest number of grievances pending for more than 30 days [1100 grievances], which contributes to ~35% of the total pendency of more than 30 days [3110 grievances].

#### 3.2 Disposal

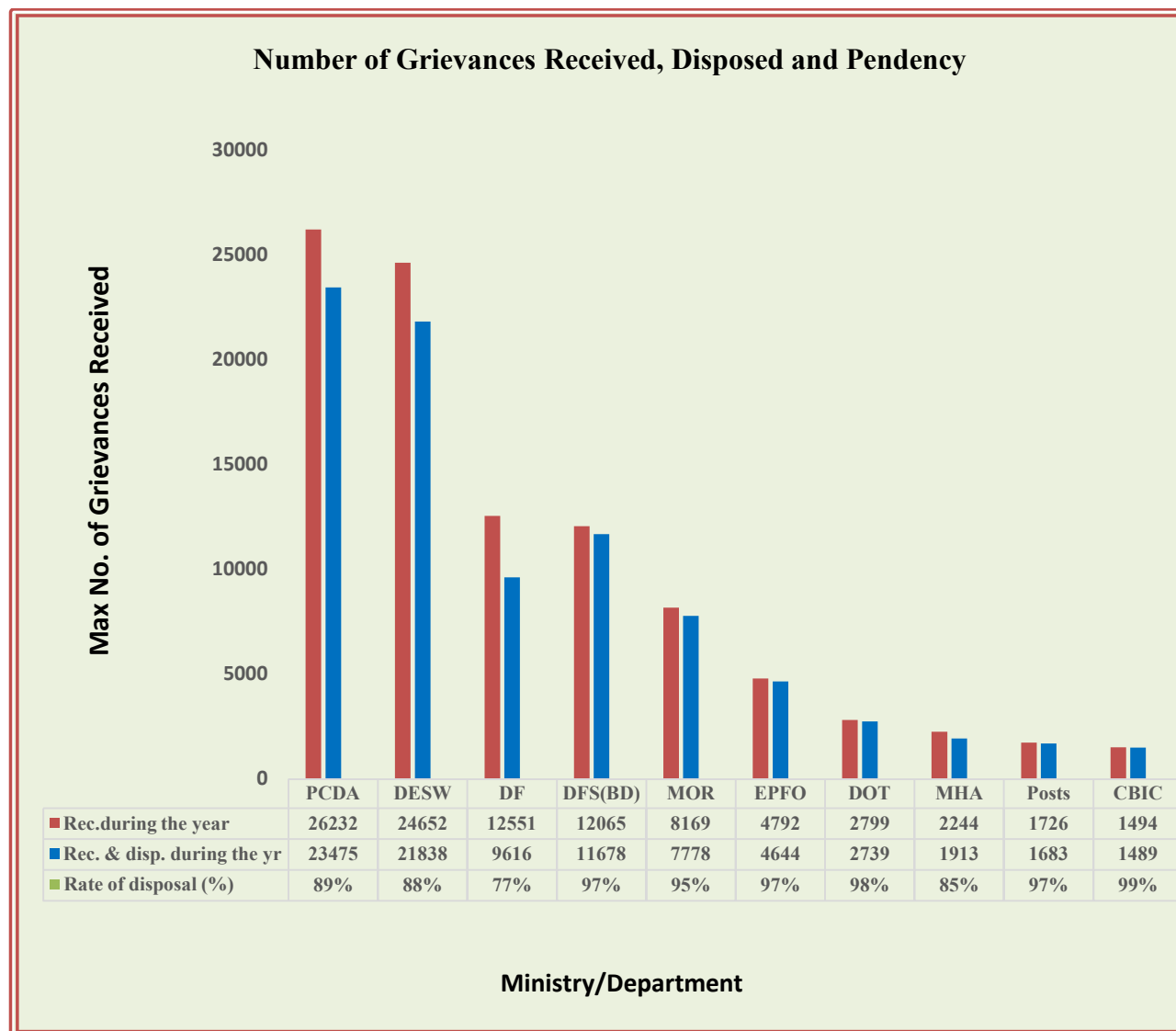


(Time Period: 01/05/2023 to 30/04/2024)

- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.05.2022 to 30.04.2023, 54,383 cases were redressed through the portal while this figure has reached to 89,006 in the period from 01.05.2023 to 30.04.2024). The active interaction and monitoring by DOPPW has strengthened the capacity of redressals of the CPENGRAMS Portal.
- Department of Financial Services (Banking Division) has disposed the maximum number of grievances within 30 days' time period [10207 grievances] which is 84.66% of its total disposal [12056 grievances].

## 4. Performance of Ministries/Departments/Organisations

### 4.1. Top 10 Ministries/Departments/Organisations analysed



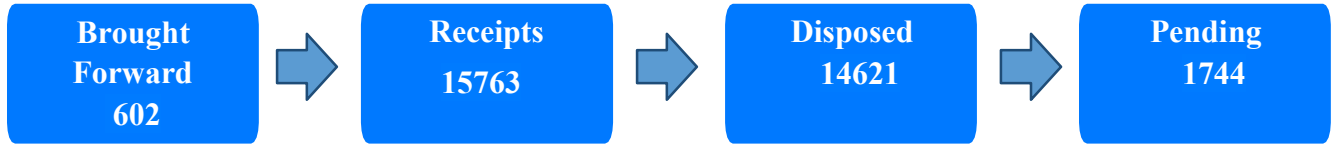
**(Time Period: 01/05/2023 to 30/04/2024)**

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 16,733 cases whereas, other remaining 5 are having average of 2,611 cases.
- Among top 5 Ministries/Departments/Organisations, Department of Financial Services (Banking Division) has the highest rate of disposal (97%) followed by Ministry of Railways (95%) while other remaining 3 slots are occupied by the Departments of Ministry of Defence with rate of redressal in the range of 77-89%.



## 5. Appeal Dashboard

### 5.1 Overview



(Time Period: 01/05/2023 to 30/04/2024)

### 5.2 Month-wise status of Appeals

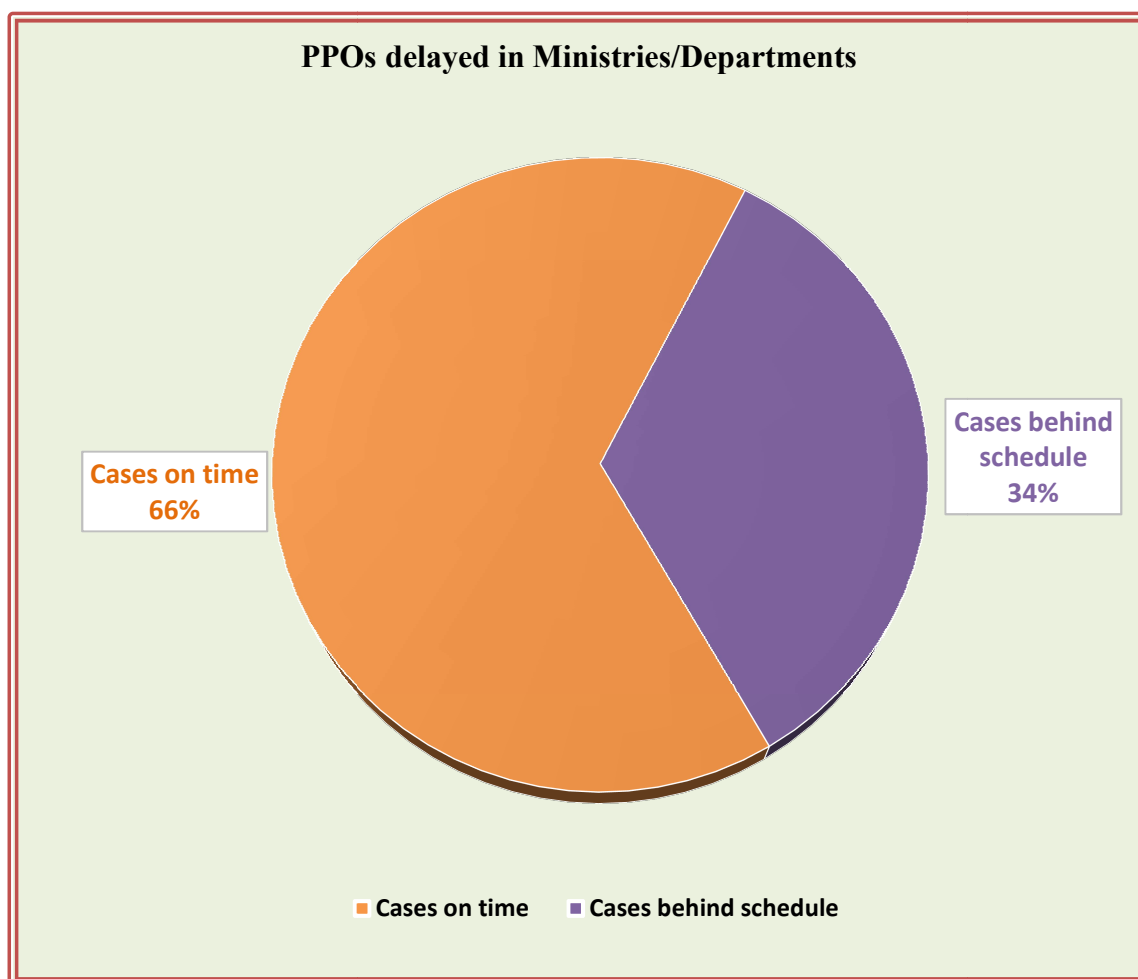


(Time Period: 01/05/2023 to 30/04/2024)

- During the time period from 01.05.2023 to 30.04.2024, the number of appeals has increased as with the enhanced rate of filing and redressal of grievances.
- In the last one year, 15,295 appeals have been filed against total disposal of 88,462 grievances in the same time period. The rate of appeal is 17.28 % of the total disposed grievances.

## 6. Bhavishya

- As on 30.04.2024, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 870 attached offices through 8176 DDOs.
- Further, this application has so far cumulatively processed and issued 2,37,584 PPOs in respect of pensioners. 3674 PPOs were issued through Bhavishya System in the month of April, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



**(Time Period: 01/10/2023 to 31/03/2024)**

- A total number of 24,492 employees are going to retire in the next 15 months. Out of which, 16,127 cases are on time while remaining 8,365 are running behind the schedule.
- The details of delayed PPOs in different Ministries/Departments/Organizations are annexed as Annexure-A.

## 7. SUCCESS STORIES

### 7.1 Name: Arjun Prasad

#### **Gist of Success Story: Payment of arrears of Disability Element of Pension amounting to Rs. 11.14 Lakh after 15 years.**

Shri Arjun Prasad retired from Indian Army in 2008. He is the resident of a village located in Jahanabad district of Bihar. However, at the time of retirement, only the service element was included in the PPO without mentioning the disability element. For this, he approached the concerned ministry. Thereafter, disability element was notified on 29<sup>th</sup> January, 2009. He followed up his case for disability element with the Pension Disbursing Bank-PNB, but could not succeed. In the meantime, his pension account was transferred to SPARSH Portal. Therefore, as per the grievance petition, PCDA issued a letter to PNB, either to make payment of disability element or to issue Non- Payment Certificate on 31<sup>st</sup> January, 2023 and 10<sup>th</sup> August, 2023. However, he was not getting favourable response from the Bank.

In the meantime, he came to know about CPENGRAMS Portal from the Whatsapp group of Defence retirees, then he filed his grievance on the portal through DoPPW Call Centre Toll free no- 1800-11-1960 on 28th August, 2023 (**DOPPW/P/2023/0009199**). His case was forwarded to Department of Financial Services (Banking Division). The filing of grievance on the Portal expedited the process and Punjab National Bank sent the Non Payment Certificate and the arrears calculation on 20<sup>th</sup> October, 2023. After the lapse of 1.5 months i.e. on 27<sup>th</sup> October, 2023, the case was returned back to DOPPW.

Thereafter, DOPPW forwarded the case to PCDA and follow up was taken up by issuing reminder on 4<sup>th</sup> December, 2023 by DOPPW. Subsequently, PCDA issued letter to Punjab National Bank on 1<sup>st</sup> February, 2024 with the request to provide Non Payment Certificate along with the ink signed and duly stamped true copy of Due- drawn statement. Thereafter, the case was closed on 1st February, 2024 enclosing this letter sent to PNB.

His case was closely followed up by DOPPW and he was paid disability element arrears amounting to **Rs. 11,14,462** on 16<sup>th</sup> February, 2024. Also, now he is getting monthly pension comprising of both service element and disability element.

**Hence, a pensioner got his dues after a gap of 15 years with the help of CPENGRAMS Portal, showing the utility of the digital mode in addressing the grievances.**

## 7.2 Name: Ms. Anuradha

### **Gist of Success Story: Commencement of family pension and payment of arrear of more than Rs. 11 Lakh to dependent divorcee daughter after 4.5 years.**

Ms. Anuradha is the divorcee daughter of Late Shri Pashori Lal, an employee of Income Tax Department. She is the resident of Kot Khalsa, Punjab. Unfortunately, her father expired on 12.07.2019 and at that time she was dependent upon him. However, she was not aware of her eligibility for family pension as per CCS (Pension) Rules. 1972.

Subsequently, she got to know about it and filed family pension documents on 29.06.2022 and from time to time till 14.02.2023. As per her grievance petition filed on the portal, she visited the department regularly, which informed her that the case was pending at Delhi. Being dependent upon her father, she was facing financial distress due to delay in sanctioning of family pension.

Thereafter, she got to know about the CPENGRAMS Portal and filed grievance on 8<sup>th</sup> November, 2023 (**DOPPW/E/2023/0052018**). Her case was transferred to CBDT and it was found from the case history that CBDT had written to CPAO regarding de-activation of PPO number in respect of her deceased father and to issue fresh PPO number for family pension in the favour of Ms. Anuradha. Thereafter, CPAO de-activated the old PPO number and her case was closed on 29<sup>th</sup> November, 2023 informing her about this development.

She was constantly pursued her case. In the meantime, the case was examined by Feedback unit of DOPPW. Upon calling, she informed that a fresh PPO in her favour was yet to be issued. Therefore, re-registration was done on 26<sup>th</sup> March, 2024 (**DOPPW/P/2024/0002739**). The case was forwarded to CBDT. The case was rigorously followed by CBDT with ZAO, CBDT, Amritsar and CPAO. A fresh PPO was sent by ZAO to CPAO on 28<sup>th</sup> March, 2024.

Thereafter, CPAO informed on 10th April, 2024 that Special Seal Authority had been issued to CPPC of the Pension Disbursing Bank for payment of pension. Subsequently, her case was closed and she has been sanctioned arrears of family pension with effect from 12.07.2019 and her monthly pension at the rate of Rs. 18,450/-.

**Her story reminds us about the commitment of the DOPPW towards the pensioners including the family pensioners in getting their rightful dues through Feedback Call centre and CPENGRAMS Portal.**

### 7.3 Name: Ms. Kalpana Dixit

#### **Gist of Success Story: Payment of family pension arrear to the daughter suffering from a mental disability of Rs. 3.35 Lakh and commencement of Family Pension after 3 years**

Ms. Kalpana Dixit is the daughter of Late Sh. Umashankar Dixit, an ex- employee of Ministry of Railways. Unfortunately, after the death of her father, Ms. Shanti Bai Dixit, her mother also expired on 17<sup>th</sup> April, 2021. At the time of retirement of her father, there was an elder sister of her, whose age was less than 25 years. Due to this, her name was not co-authorized in the PPO even though she was suffering from permanent mental disability at that time.

As per the requirement, a fresh PPO number was to be issued and prior to that both the portions (Pensioner's and Disburser's) of already issued PPO had to be returned back to Ministry of Railways. However, due to certain reasons, the pensioner's portion could not be submitted by Sh. Harikant Dixit, the non- natural legal guardian of Ms. Kalpana Dixit. Due to this, the family pension could not be started even after more than two years of the death of her mother.

Thereafter, her brother got to know about the portal and he contacted DOPPW's Call Centre on 20<sup>th</sup> October, 2023. The grievance was registered **(DOPPW/P/2023/0011816)** and forwarded to Department of Financial Services (Banking Division). Subsequently, the case was transferred to SBI and her family members were asked to submit the Original copy of the old PPO, which was later on submitted on 27<sup>th</sup> October, 2023. Thereafter, it was submitted to Railways and the grievance was returned back by DFS(BD) to DOPPW, which in turn forwarded it to Ministry of Railways.

Subsequently, DOPPW constantly followed up this case and reminders were issued. Due to the constant follow up, the case was successfully closed with the sanctioning of family pension, along with arrears of **Rs. 3,33,803/-**.

**This case is the testimonial to the fact that the technological intervention in the form of CPENGRAMS Portal is facilitating the specially disabled in getting their rightful claims.**

## 7.4 Name: Ms. Jayashree

### **Gist of Success Story: Payment of family pension arrears of more than Rs. 7 Lakh and commencement of family pension to the minor daughter after 3 years.**

Ms. Jayashree is the minor daughter of Late Ex- Naik S Balakrishnana of Army Ordnance Corps (AOC). She resided in Tiruvannamalai, Tamil Nadu. Unfortunately, both her father and mother died during the COVID period leaving behind her and her sister, both minor. After that, both of them were living with their relatives and financial distress became norm for them.

In 2022, their case was brought to the notice of Tri-Service Ex-Service Men Welfare Association (TSEWA) from West Midnapore, West Bengal and documents were submitted with AOC. However, processing of their case was taking time.

Thereafter, the Association filed the grievance on the portal on their behalf on 20<sup>th</sup> August, 2023 on CPENGRAMS Portal (**DOPPW/E/2023/0036118**). The case was forwarded to Department of Ex-Service Men Welfare. Within 6 days, a letter was issued to the complainant intimating that the claim had been initiated through SPARSH Portal and was pending with PCDA, Pension, Allahabad for approval. Therefore, as and when the PPO would be received from PCDA, the same would be forwarded to the concerned. With these noting, the case was closed on 2<sup>nd</sup> September, 2023.

The Association immediately re-registered the case on the same day (**DOPPW/E/2023/0038932**) as similar reply had been furnished earlier also. In response, PCDA intimated on 19<sup>th</sup> October, 2023 that the bank account mentioned in the claim was inactive, therefore, family pension would initiate after the activation of the bank account. The case was again closed on 2<sup>nd</sup> November, 2023.

However, even after removing the deficiency, the minor daughter did not receive the family pension. At the point, DOPPW feedback Unit came to their rescue and re-registered the case on 26<sup>th</sup> March, 2024 (**DOPPW/P/2024/0002719**). Active follow up was done and case was successfully closed. It has been gathered an arrears of more than 7 Lakh has been received and family pension has also been started.

**The story of minor daughter is the shining example of the humanity and national solidarity as shown by a Pensioners' Welfare Association, located in West Bengal which took up the case of a minor daughter from Tamil Nadu and successfully followed her case. DOPPW has also identified more than 58 PWAs and these are doing commendable work.**

## 8. TESTIMONIALS

1. **Shri Subramanian C**, a Defence pensioners from Indian Army, graded his experience after receiving payment of revised OROP arrears of **Rs. 10,59,254/-**

*“Thank you very much for your kind action. This arrears payment was delayed for 7 months.Kept requesting for the last 4 months.Neither payment nor any reply received from PCDA(P) Alahabad.So I was forced to knock your door for getting my dues. Thanking you once again”.*

2. **Shri Mahind Sunil Dnyandeo**, a Defence pensioner from Maratha Regiment, commented after grant of MACP w.e.f 06<sup>th</sup> March, 2012.

*“I hope this message finds you well. I wanted to take a movement to express my sincere appreciation to the excellent service I received from CPENGRAMS. This service is very excellent as it helps a lot. Once again Thank you for this excellent service.”*

3. **Shri Ramesh Jairaman**, a Defence pensioners from Indian Navy, expressed his gratitude after receiving payment of revised OROP arrears.

*“Very excellent system with systematic dealing having cent percent result with effective and Prompt Response”*

4. **Shri Vijayan Thorai**, a Defence pensioner from Indian Army, shared his gratitude after revision of his pension and payment of arrears w.e.f 1<sup>st</sup> July, 2019.

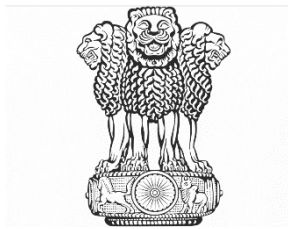
*“Had put in a redress and received complete redressal promptly including the outstanding payment of dues. It was indeed an excellent job.Weldone and thank you”.*

**Ministries/Departments – PPOs not issued**

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	219
2	Ministry of Home Affairs	Department of Home	95
3	Ministry of Information & Broadcasting	-	92
4	Ministry of Finance	Department of Revenue	89
5	Union territories of India	UT of Andaman and Nicobar	63
6	Ministry of Housing and Urban Affairs	-	54
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	42
8	Union territories of India	UT of Delhi	29
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	27
10	Ministry of Home Affairs	Department of Justice	23
11	Ministry of Culture	-	21
12	Comptroller and Auditor General	-	17
13	Union territories of India	UT of Lakshadweep	13
14	Ministry of Mines	-	8
15	Ministry of Skill Development and Entrepreneurship	-	8
16	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	7
17	Ministry of Home Affairs	Central Police Organisation	6
18	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	6
19	Ministry of External Affairs	-	6
20	Ministry of Environment, Forest and Climate Change	-	5
21	Ministry of Labour & Employment	-	4
22	Ministry of Science & Technology	Department of Science and Technology	4
23	Ministry of Finance	Department of Financial Services	3
24	Ministry of Law & Justice	Department of Legal Affairs	3
25	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	3
26	Ministry of Commerce and Industry	Department of Commerce	3
27	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	3
28	Ministry of Textiles	-	3



S.No.	Ministry	Department	No. of PPOs Pending
29	Ministry of Earth Sciences	-	3
30	Department of Space	-	3
31	Ministry of Corporate Affairs	-	3
32	Ministry of Civil Aviation	-	2
33	Ministry of Electronics & Information Technology	-	2
34	Ministry of Statistics & Programme Implementation	-	2
35	Ministry of Youth Affairs & Sports	-	1
36	RAJYA SABHA SECRETARIAT	-	1
37	Ministry of Micro, Small and Medium Enterprises	-	1
38	Ministry of Food Processing Industries	-	1
39	Lok Sabha Secretariat	-	1
40	Ministry of Education	Department of Higher Education	1
41	Ministry of Finance	Department of Economic Affairs	1
42	Ministry of Social Justice & Empowerment	Department of Social Justice and Empowerment	1
43	Ministry of Communications	Department of Telecommunications	1
44	Ministry of Education	Department of School Education and Literacy	1
<b>Total</b>			<b>881</b>



**Government of India**

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