



सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

Department of Pension and Pensioners' Welfare

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

AUGUST 2022

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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

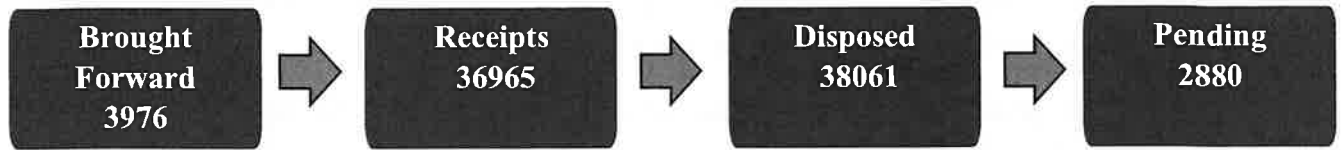
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

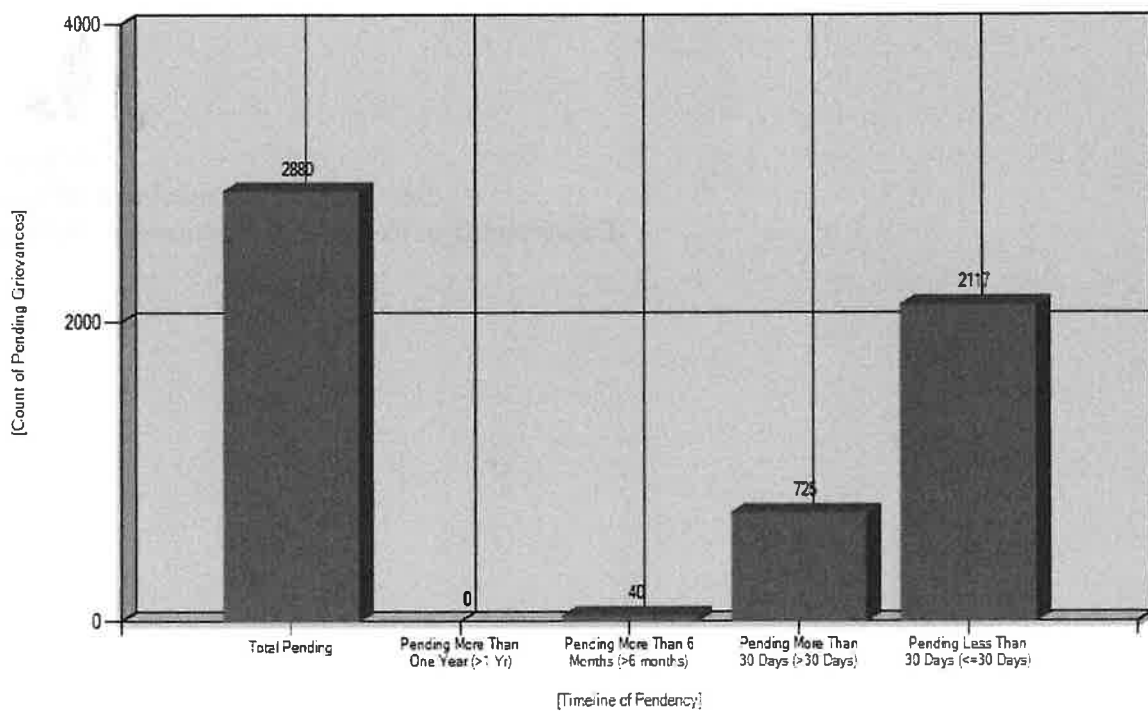
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/01/2022 to 31/08/2022)

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: 01/01/2022 to 31/08/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	9568	10884	10080	804
2.	Department of Financial Services (Banking Division)	652	7887	8539	8267	272
3.	Ministry of Railways (Railway Board)	323	6476	6799	6497	302
4.	PR. CDA PENSION ALLAHABAD	11	3844	3855	3482	373
5.	Employees Provident Fund Organisation (Head Office)	334	2309	2643	2561	82
6.	Ministry of Home Affairs	177	1356	1533	1236	297
7.	Department of Posts	143	1035	1178	1098	80
8.	Department of Ex Servicemen Welfare	107	1028	1135	1057	78
9.	Department of Telecommunications	116	779	895	860	35
10.	Central Board of Indirect Taxes and Customs	61	583	644	592	52

3.1.2. Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	9568	10884	10080	804
2.	Department of Financial Services (Banking Division)	652	7887	8539	8267	272
3.	Ministry of Railways (Railway Board)	323	6476	6799	6497	302
4.	PR. CDA PENSION ALLAHABAD	11	3844	3855	3482	373
5.	Employees Provident Fund Organisation (Head Office)	334	2309	2643	2561	82
6.	Ministry of Home Affairs	177	1356	1533	1236	297
7.	Department of Posts	143	1035	1178	1098	80
8.	Department of Ex Servicemen Welfare	107	1028	1135	1057	78
9.	Department of Telecommunications	116	779	895	860	35
10.	Central Board of Indirect Taxes and Customs	61	583	644	592	52

3.1.3. Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	9568	10884	10080	804
2.	PR. CDA PENSION ALLAHABAD	11	3844	3855	3482	373
3.	Ministry of Railways (Railway Board)	323	6476	6799	6497	302
4.	Ministry of Home Affairs	177	1356	1533	1236	297
5.	Department of Financial Services (Banking Division)	652	7887	8539	8267	272
6.	Employees Provident Fund Organisation (Head Office)	334	2309	2643	2561	82
7.	Department of Posts	143	1035	1178	1098	80
8.	Department of Ex Servicemen Welfare	107	1028	1135	1057	78
9.	O/o the Comptroller & Auditor General of India	75	304	379	314	65
10.	Central Board of Indirect Taxes and Customs	61	583	644	592	52

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.	Ministry of Home Affairs	177	1356	1533	1236	297	171
2.	Department of Defence Finance	1316	9568	10884	10080	804	102
3.	Ministry of Railways (Railway Board)	323	6476	6799	6497	302	45
4.	O/o the Comptroller & Auditor General of India	75	304	379	314	65	40
5.	PR. CDA PENSION ALLAHABAD	11	3844	3855	3482	373	28
6.	Department of Ex Servicemen Welfare	107	1028	1135	1057	78	27
7.	Department of Defence	16	165	181	143	38	26
8.	Ministry of Information and Broadcasting	67	244	311	263	48	23
9.	Central Board of Indirect Taxes and Customs	61	583	644	592	52	16
10.	Department of Health & Family Welfare	24	181	205	175	30	14

4. CATEGORY-WISE STATUS

4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/01/2022 to 31/08/2022)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1534	14486	16020	15111	909
2.	Revision of pension/family pension/pension payment order	460	4512	4972	4549	423
3.	Non-payment of arrear of pension and other retirement benefits	348	3457	3805	3440	365
4.	Other service related issues such as fixation of pay, MACP	301	2294	2595	2322	273
5.	Issues related to medical facilities	123	1162	1285	1178	107
6.	7th CPC Issues	52	904	956	901	55
7.	Non-payment of DA/DR/merger of DA related issues	57	742	799	732	67
8.	Extra ordinary Pension	75	483	558	528	30
9.	GPF/CPF	16	157	173	150	23
10.	New pension scheme	13	117	130	117	13
11.	Issues relating to qualifying service	1	56	57	51	6
12.	Extension of pension scheme to autonomous bodies/orgns	3	32	35	34	1
13.	Others	1605	11588	13193	12290	903

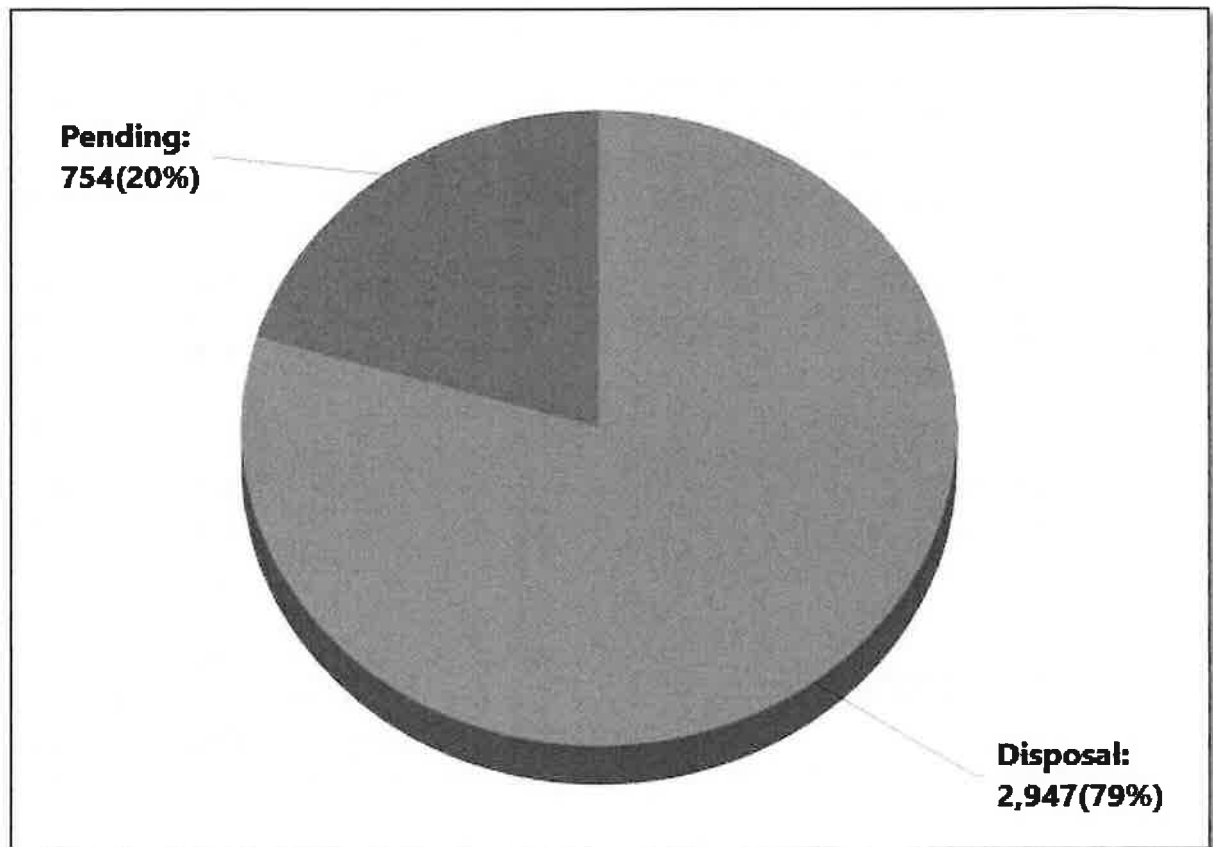
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/01/2022 to 31/08/2022)

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	365	735	1100	837	263
2.	Ministry of Railways (Railway Board)	6	568	574	479	95
3.	Department of Financial Services (Banking Division)	17	484	501	440	61
4.	Central Board of Indirect Taxes and Customs	2	245	247	231	16
5.	Department of Ex Servicemen Welfare	49	185	234	222	12
6.	Department of Posts	2	146	148	126	22
7.	Ministry of Labour and Employment	7	139	146	135	11
8.	Department of Pension and Pensioners Welfare	48	83	131	110	21
9.	Department of Telecommunications	11	119	130	127	3
10.	Ministry of Home Affairs	11	78	89	44	45

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
18966	12887	6079

Top Ten Ministries/Departments Cases Behind Schedule

S.No.	Ministry	Department	No. of Cases
1	Ministry of Finance	Department of Revenue	1043
2	Ministry of Home Affairs	Central Armed Police Forces	977
3	Ministry of Housing and Urban Affairs		687
4	Comptroller and Auditor General		475
5	Ministry of Information & Broadcasting		403
6	Ministry of Home Affairs	Department of Home	349
7	Union territories of India	UT of Andaman and Nicobar	288
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	256
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	158
10	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	124
Total			4760

PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Feb 2022	75
2	Mar 2022	95
3	Apr 2022	133
4	May 2022	207
5	Jun 2022	288
6	Jul 2022	416
Total		1214

Ministries/Departments - PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	289
2	Ministry of Information & Broadcasting		188
3	Union territories of India	UT of Andaman and Nicobar	140
4	Ministry of Finance	Department of Revenue	106
5	Ministry of Housing and Urban Affairs		97
6	Ministry of Home Affairs	Department of Home	88
7	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	36
8	Ministry of Culture		35
9	Ministry of Health & Family Welfare	Department of Health and Family Welfare	34
10	Comptroller and Auditor General		27
11	Union territories of India	UT of Lakshadweep	23
12	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	20
13	Ministry of Home Affairs	Department of Justice	14
14	Ministry of Textiles		11
15	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	10
16	Ministry of Commerce and Industry	Department of Commerce	10
17	Ministry of Earth Sciences		9
18	Ministry of Labour & Employment		8
19	Ministry of Communications	Department of Telecommunications	7
20	Ministry of Science & Technology	Department of Science and Technology	6
21	Ministry of Environment, Forest and Climate Change		6
22	Ministry of External Affairs		6
23	Ministry of Mines		5
24	Ministry of Home Affairs	Department of Official Language	5
25	Ministry of Power		4
26	Ministry of Civil Aviation		3
27	Ministry of Law & Justice	Department of Legal Affairs	3

S.No.	Ministry	Department	No. of PPOs Pending
28	NITI Aayog		3
29	Ministry of Ports, Shipping and Waterways		2
30	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	2
31	Ministry of Corporate Affairs		2
32	Ministry of Statistics & Programme Implementation		2
33	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	2
34	Cabinet Secretariat		1
35	Ministry of Panchayati Raj		1
36	Department of Space		1
37	Ministry of Electronics & Information Technology		1
38	Ministry of Home Affairs	Central Police Organisation	1
39	RAJYA SABHA SECRETARIAT		1
40	Ministry of Tourism		1
41	Ministry of Women and Child Development		1
42	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Consumer Affairs	1
43	Ministry of Finance	Department of Financial Services	1
44	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Food & Public Distribution	1
Total			1214

7. List of Department of Pension & Pensioners' Welfare issued OM/ Orders and Circulars from 01.01.2022 to 31.08.2022

S. No.	O.M. No.	O.M. Date	Subject
i.	38/46/2017-P&PW(A)(4879)	14 Jun 22	Revision of Pension / family pension in respect of the pensioners drawing compulsory retirement pension or compassionate allowance after compulsorily retirement/dismissal/removal from service - reg
ii.	11(45)2022-P&PW (E)	23 May 22	Eligibility for two family pensions- clarification regarding
iii.	42/07/2022-P&PW(D)	11 May 22	Grant of Dearness Relief in the 5th CPC series effective from 01.01.2022 to CPF beneficiaries in receipt of basic ex-gratia payment-reg
iv.	57/03/2020-P&PW (B)	28 Apr 22	Provision for extending benefits under CCS (Pension) Rules or CCS (EOP) Rules to family of missing Central Government employees covered under National Pension System (NPS)-reg.
v.	1/2(40)/2022-P&PW (E)	06 Apr 22	Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears.
vi.	42/07/2022-P&PW(D)	05 Apr 22	Grant of Dearness Relief to Central Government pensioners / family pensioners - Revised rate effective from 01.01.2022
vii.	17/4/2021-P&PW(Coord)-E.7648	04 Apr 22	110th & 113th Report of DRPSC Recommendations : Compliance regarding
viii.	1/2(40)/2022-PandPW (E)	31 Mar 22	Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears
ix.	2021-22/6476/2/2	25 Mar 22	Authorization of Kotak Mahindra Bank for disbursement of Pensions.
x.	No. 4/05/2019-P&PW(D)	23 Mar 22	Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS(OPD) facility and vice-versa - reg
xi.	12(9)/2020-P&PW(C)-6450	23 Feb 22	Payment of Provisional Pension and gratuity under Rule 62 of the Central Civil Services (Pension) Rules, 2021 in case of delay in issue of PPO authorizing regular pension
xii.	1/4/2021 P&PW(E) Part I	19 Jan 22	Payment of family pension in respect of a child suffering from a disorder or disability of mind through the person nominated by the Government servant/pensioner/family pensioner
xiii.	57/04/2019-P&PW(B)	04 Jan 22	Coverage under Central Civil Services (Pension) Rules, 1972 in place of National Pension System of those Central Government employees whose selection for appointment were finalized before 01.01.2004 but joined Government service on or after 01.01.2004.

<https://pensionersportal.gov.in/CircularReportForPensionForm1.aspx>

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