

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: 5<sup>th</sup> September, 2023

*Dear Secretary,*

I am enclosing the Monthly Progress Report for August, 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 August, 2023, 7298 Pensioners' related Grievance cases and 1301 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)

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**

**AUGUST, 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.

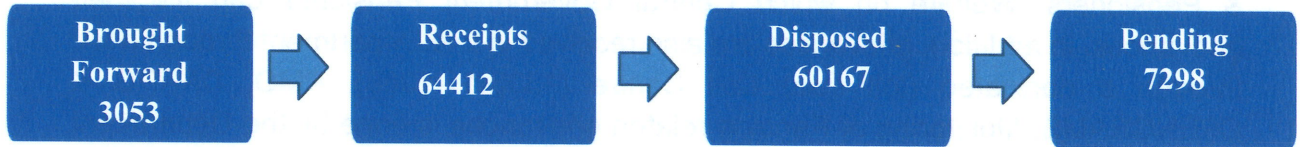


**V. Srinivas**  
**Secretary to Government of India**  
**(Department of Pension & Pensioners' Welfare)**



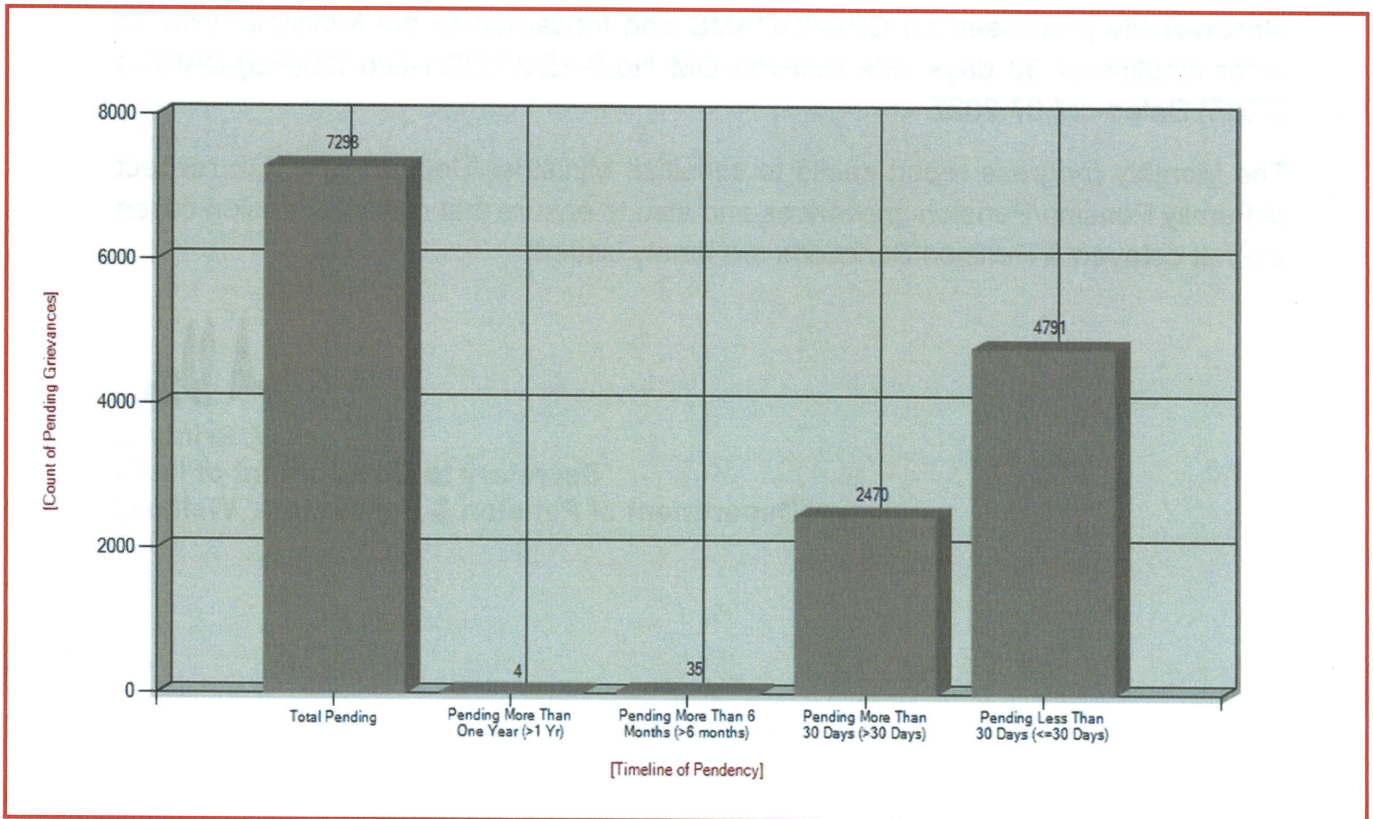
## 2. CPENGRAMS DASHBOARD

### a. Overview



(Time Period: 01/09/2022 to 31/08/2023)

### 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: 01/09/2022 to 31/08/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Pr. CDA Pension, Allahabad	373	13999	<b>14372</b>	12120	2252
2.	Department of Financial Services (Banking Division)	279	11267	<b>11546</b>	10688	858
3.	Department of Ex Servicemen Welfare	84	11060	<b>11144</b>	9606	1538
4.	Department of Defence Finance	812	10108	<b>10920</b>	9561	1359
5.	Ministry of Railways ( Railway Board)	302	7976	<b>8278</b>	7999	279
6.	Employees Provident Fund Organisation (Head Office)	82	4282	<b>4364</b>	4220	144
7.	Ministry of Home Affairs	299	1865	<b>2164</b>	1793	371
8.	Department of Telecommunications	35	1803	<b>1838</b>	1815	23
9.	Department of Posts	80	1480	<b>1560</b>	1493	67
10.	Department of Defence	40	736	<b>776</b>	748	28

### 3.1.2. Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Pr. CDA Pension, Allahabad	373	13999	14372	<b>12120</b>	2252
2.	Department of Financial Services (Banking Division)	279	11267	11546	<b>10688</b>	858
3.	Department of Ex Servicemen Welfare	84	11060	11144	<b>9606</b>	1538
4.	Department of Defence Finance	812	10108	10920	<b>9561</b>	1359
5.	Ministry of Railways ( Railway Board)	302	7976	8278	<b>7999</b>	279
6.	Employees Provident Fund Organisation (Head Office)	82	4282	4364	<b>4220</b>	144
7.	Department of Telecommunications	35	1803	1838	<b>1815</b>	23
8.	Ministry of Home Affairs	299	1865	2164	<b>1793</b>	371
9.	Department of Posts	80	1480	1560	<b>1493</b>	67
10.	Department of Defence	40	736	776	<b>748</b>	28



### 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	373	13999	14372	12120	<b>2252</b>
2.	Department of Ex Servicemen Welfare	84	11060	11144	9606	<b>1538</b>
3.	Department of Defence Finance	812	10108	10920	9561	<b>1359</b>
4.	Department of Financial Services (Banking Division)	279	11267	11546	10688	<b>858</b>
5.	Ministry of Home Affairs	299	1865	2164	1793	<b>371</b>
6.	Ministry of Railways ( Railway Board)	302	7976	8278	7999	<b>279</b>
7.	Employees Provident Fund Organisation (Head Office)	82	4282	4364	4220	<b>144</b>
8.	Department of Posts	80	1480	1560	1493	<b>67</b>
9.	Central Board of Indirect Taxes and Customs	55	536	591	547	<b>44</b>
10.	Ministry of Information and Broadcasting	48	333	381	337	<b>44</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.	Department of Defence Finance	812	10108	10920	9561	1359	535
2.	Pr. CDA Pension, Allahabad	373	13999	14372	12120	2252	462
3.	Department of Ex Servicemen Welfare	84	11060	11144	9606	1538	319
4.	Ministry of Home Affairs	299	1865	2164	1793	371	220
5.	Department of Financial Services (Banking Division)	279	11267	11546	10688	858	44
6.	Ministry of Railways ( Railway Board)	302	7976	8278	7999	279	23
7.	O/o the Comptroller & Auditor General of India	67	515	582	548	34	19
8.	Ministry of Information and Broadcasting	48	333	381	337	44	19
9.	Ministry of Culture	4	72	76	61	15	12
10.	Department of Pension and Pensioners Welfare	6	167	173	149	24	11



### 3.3. Top 10 Ministries/Departments Feedback

S.No	Organisation.	Poor	Average	Good	Very Good	Excellent	Feedback Total
1.	Pr. CDA Pension, Allahabad	351 (43%)	54 (6%)	106 (13%)	96 (11%)	198 (24%)	805
2.	Department of Ex Servicemen Welfare	292 (41%)	58 (8%)	101 (14%)	79 (11%)	179 (25%)	709
3.	Department of Financial Services (Banking Division)	248 (40%)	46 (7%)	89 (14%)	84 (13%)	151 (24%)	618
4.	Department of Defence Finance	225 (41%)	37 (6%)	59 (11%)	65 (12%)	150 (27%)	536
5.	Ministry of Railways ( Railway Board)	189 (53%)	26 (7%)	43 (12%)	44 (12%)	53 (14%)	355
6.	Employees Provident Fund Organisation (Head Office)	125 (57%)	12 (5%)	16 (7%)	22 (10%)	43 (19%)	218
7.	Department of Telecommunications	70 (56%)	10 (8%)	12 (9%)	7 (5%)	25 (20%)	124
8.	Ministry of Home Affairs	42 (42%)	7 (7%)	9 (9%)	11 (11%)	30 (30%)	99
9.	Department of Posts	28 (48%)	1 (1%)	12 (20%)	10 (17%)	7 (12%)	58
10.	Central Board of Indirect Taxes and Customs	7 (41%)	1 (5%)	5 (29%)	1 (5%)	3 (17%)	17

#### 4. CATEGORY-WISE STATUS

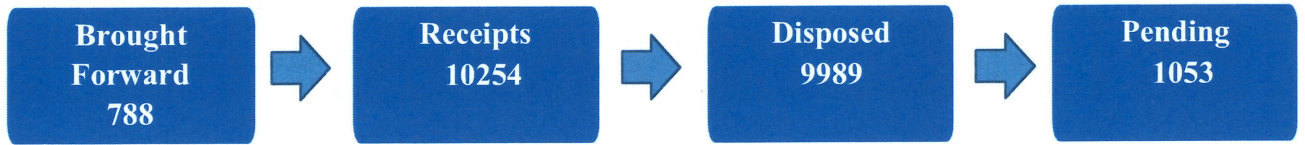
##### 4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/09/2022 to 31/08/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	993	17890	<b>18883</b>	17460	1423
2.	Revision of pension/family pension/pension payment order	482	9121	<b>9603</b>	8804	799
3.	Non-payment of arrear of pension and other retirement benefits	422	8758	<b>9180</b>	7704	1476
4.	Other service related issues such as fixation of pay, MACP	304	3830	<b>4134</b>	3810	324
5.	Issues related to medical facilities	119	2107	<b>2226</b>	2017	209
6.	7th CPC Issues	60	1524	<b>1584</b>	1465	119
7.	Non-payment of DA/DR/merger of DA related issues	79	1446	<b>1525</b>	1392	133
8.	Extra ordinary Pension	33	549	<b>582</b>	561	21
9.	New pension scheme	17	289	<b>306</b>	267	39
10.	Issues relating to qualifying service	9	241	<b>250</b>	242	8
11.	GPF/CPF	25	224	<b>249</b>	232	17
12.	Extension of pension scheme to autonomous bodies/orgns	1	62	<b>63</b>	58	5
13.	Others	1014	26110	<b>27124</b>	23284	3840

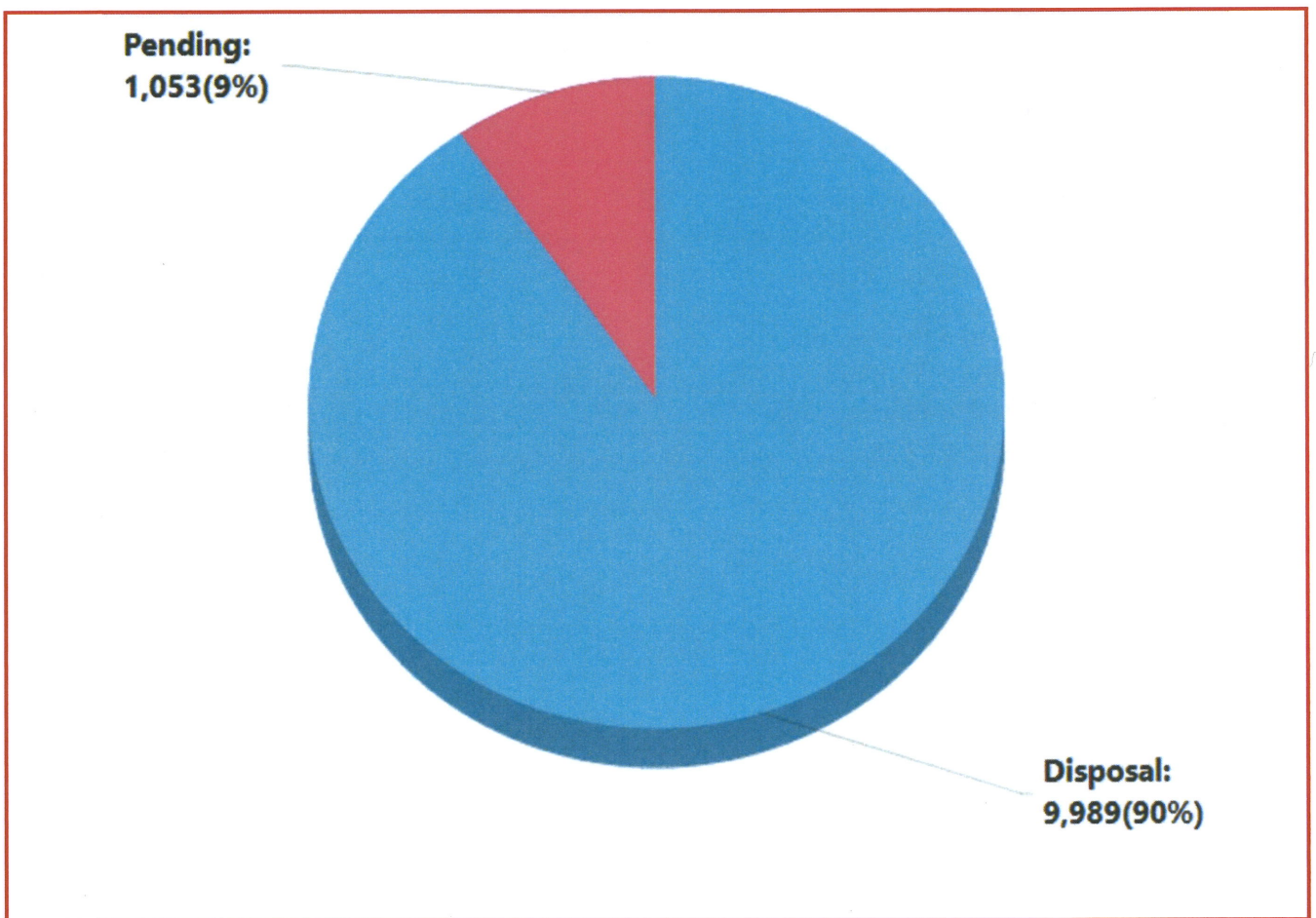
## 5. APPEAL DASHBOARD

### 5.1. Overview



(Time Period: 01/09/2022 to 31/08/2023)

### 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	278	1876	<b>2154</b>	1649	505
2.	Department of Ex Servicemen Welfare	15	1895	<b>1910</b>	1856	54
3.	Department of Financial Services (Banking Division)	67	1809	<b>1876</b>	1792	84
4.	Ministry of Railways ( Railway Board)	99	1407	<b>1506</b>	1439	67
5.	Ministry of Labour and Employment	12	688	<b>700</b>	685	15
6.	Department of Telecommunications	6	598	<b>604</b>	596	8
7.	Department of Posts	22	334	<b>356</b>	349	7
8.	Ministry of Home Affairs	45	295	<b>340</b>	258	82
9.	Department of Pension and Pensioners Welfare	23	304	<b>327</b>	327	0
10.	Central Board of Indirect Taxes and Customs	17	190	<b>207</b>	197	10

**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
21814	15135	6679

**Top Ten Ministries/Departments Cases Behind Schedule****(Time Period: 01/02/2023 to 31/07/2023)**

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1174
2	Ministry of Finance	Department of Revenue	1058
3	Ministry of Home Affairs	Department of Home	913
4	Ministry of Housing and Urban Affairs	-	597
5	Ministry of Information & Broadcasting	-	464
6	Comptroller and Auditor General	-	422
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	274
8	Union territories of India	UT of Andaman and Nicobar	261
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	167
10	Ministry of Mines	-	106
<b>Total</b>			<b>5436</b>

**PPOs Pending**

S.No.	Month/Year	No. of PPOs Pending
1	Feb 2023	56
2	Mar 2023	91
3	Apr 2023	103
4	May 2023	176
5	June 2023	317
6	July 2023	558
<b>Total</b>		<b>1301</b>



**Ministries/Departments – PPOs not issued**

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Department of Home	286
2	Ministry of Home Affairs	Central Armed Police Forces	239
3	Ministry of Information & Broadcasting	-	153
4	Ministry of Finance	Department of Revenue	143
5	Union territories of India	UT of Andaman and Nicobar	104
6	Ministry of Housing and Urban Affairs	-	83
7	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	44
8	Union territories of India	UT of Lakshadweep	33
9	Ministry of Culture	-	30
10	Ministry of Health & Family Welfare	Department of Health and Family Welfare	24
11	Ministry of Home Affairs	Department of Justice	18
12	Union territories of India	UT of Delhi	17
13	Comptroller and Auditor General	-	16
14	Ministry of Labour & Employment	-	10
15	Ministry of Earth Sciences	-	9
16	Ministry of External Affairs	-	9
17	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	9
18	Ministry of Mines	-	7
19	Ministry of Corporate Affairs	-	6
20	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	6
21	Ministry of Textiles	-	5
22	Ministry of Commerce and Industry	Department of Commerce	4
23	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	4
24	Ministry of Environment, Forest and Climate Change	-	4
25	Ministry of Ports, Shipping and Waterways	-	4
26	Ministry of Skill Development and Entrepreneurship	-	4

S.No.	Ministry	Department	No. of PPOs Pending
27	Ministry of Statistics & Programme Implementation	-	4
28	Ministry of Home Affairs	Department of Official Language	3
29	Ministry of Youth Affairs & Sports	-	3
30	Ministry of Home Affairs	Central Police Organisation	3
31	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	3
32	Ministry of Finance	Department of Financial Services	2
33	Ministry of Law & Justice	Department of Legal Affairs	2
34	Ministry of Electronics & Information Technology	-	2
35	Department of Space	-	1
36	Ministry of Steel	-	1
37	Ministry of Power	-	1
38	Ministry of Panchayati Raj	-	1
39	Ministry of Micro, Small and Medium Enterprises	-	1
40	Ministry of Science & Technology	Department of Science and Technology	1
41	Ministry of Communications	Department of Telecommunications	1
42	Ministry of Education	Department of Higher Education	1
<b>Total</b>			<b>1301</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)

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