

फ़ाइल सं. 14/6/2022-P&PW (Coord.) E-8134

भारत सरकार/Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/ Ministry of Personnel, PG and Pensions
पेंशन और पेंशनभोगी कल्याण विभाग/ Department of Pension and Pensioners' Welfare

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दिनांक/Dated: 25.09.2024

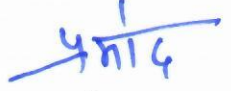
OFFICE MEMORANDUM

विषय: - अगस्त 2024 के लिए CPENGRAMS और भविष्य पोर्टल पर पेंशन और पेंशनभोगी कल्याण विभाग की मासिक रिपोर्ट।

The undersigned is directed to enclose the Monthly Progress Report for August, 2024 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, 2024, 7467 Pension related Grievance cases and 899 PPOs are pending in Ministries/ Departments.

It is therefore requested to ensure timely redressal of pending pensioners' grievances and the cases where PPOs have not been issued.

Encl: As stated.


(प्रमोद कुमार)
निदेशक

To,

Public Grievance Nodal Officers
(As per the list attached)



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

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CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments

August 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.

 29.9.24

V. Srinivas

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

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1.Key Highlights

1. General

- In August, 2024, **8,586 pension grievance cases were received** on the CPENGRAMS portal, **8,659 pension grievance cases were redressed** and there exists a **pendency of 7,467 pension grievance cases**, as of 31st August, 2024.
- Department of Ex-Serviceman Welfare [3,314 grievances], Department of Defence Finance [1,043 grievances], PCDA, Pension Allahabad [1,605 grievances] and Department of Financial Services (Banking Division) [782 grievances] have received the maximum number of grievances in August, 2024.

2. Status of disposal and pendency of Pension Grievance Cases

- The pendency of the grievances has slightly increased from 7,227 to 7,467 grievances.
- Out of 8,659 redressed grievance cases, Department of Ex-Servicemen Welfare [3,400 grievances], Department of Defence Finance [1,461 grievances], PCDA, Pension, Allahabad [1,145 grievances], Department of Financial Services (Banking Division) [893 grievances] and Ministry of Railways (Railway Board) [887 grievances] have the highest number of redressals.
- Out of the pendency of 7,467 pension grievance cases, Department of Ex-Servicemen Welfare [2,943 grievances], PCDA, Pension Allahabad [1,333 grievances], Department of Defence Finance [1,315 grievances], and Department of Financial Services (Banking Division) [372 grievances] have the highest number of pending grievances.
- Department of Ex-Servicemen Welfare [912 grievances], Department of Defence Finance [619 grievances] and PCDA, Pension Allahabad [323 grievances], have the highest number of grievances pending for more than 30 days.

3. Appeals

- In August, 2024, 1,043 appeals were received and 794 appeals were disposed. There is a pendency of 1079 appeals at the end of August, 2024.

- Department of Defence Finance [220], Ministry of Railways (Railway Board) [128] and Department of Ex-Servicemen Welfare [126], and have maximum disposal of appeals as on 31st August, 2024.

4. Integrated Grievance Cell and Call Centre

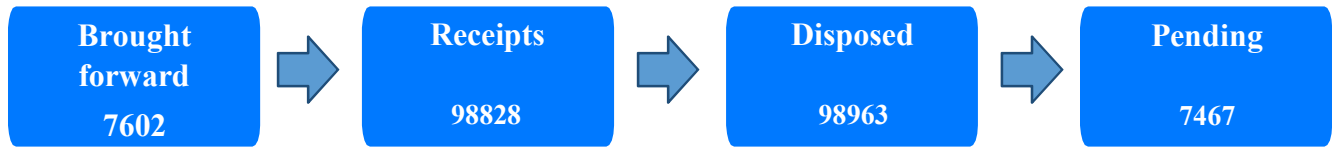
- During the month, 3,736 calls have been received and 578 grievances have been registered on the basis of information provided by the calling complainants. Further, 612 grievances have been filed based on the postal receipts. Also, 2,303 reminders have been issued in the cases pending for more than 60 days through CPENGRAMS Portal.

5. Pending PPOs

- The number of PPOs, not issued on time has decreased from 954, at the end of July, 2024 to 899 at the end of August, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

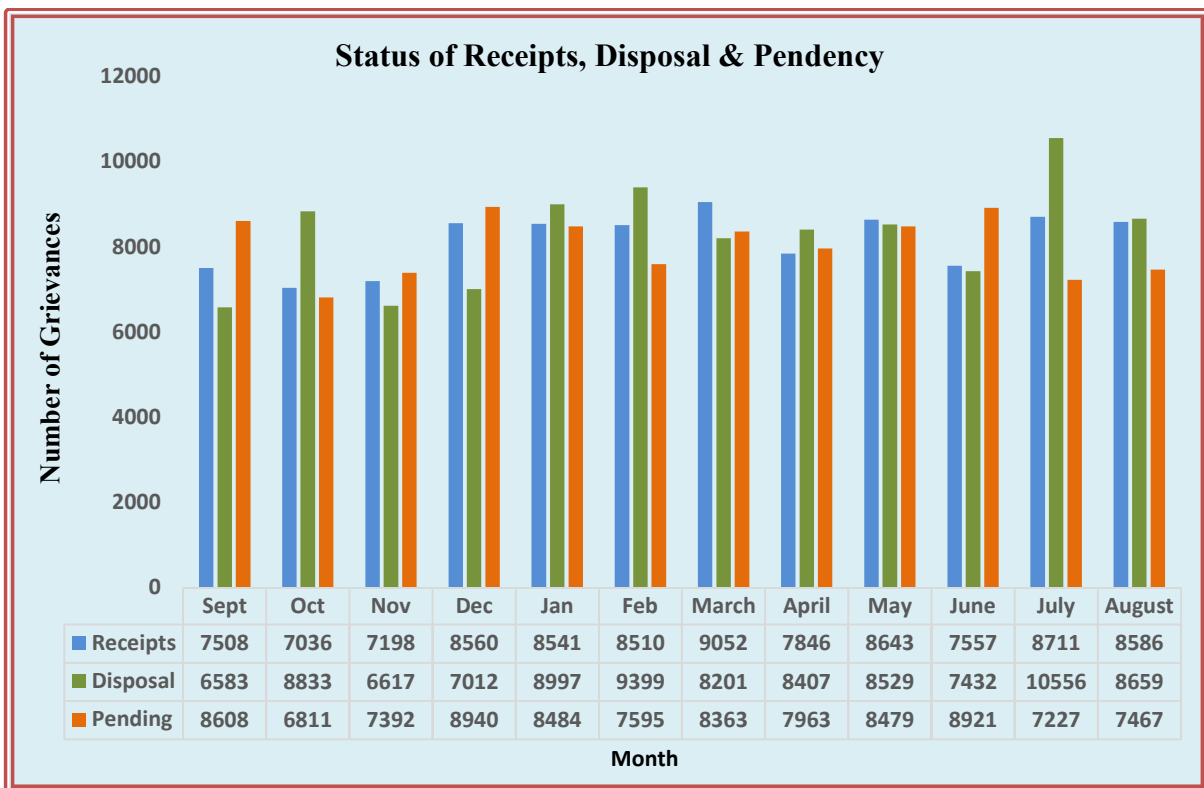
2. Review of Status of Grievances

2.1 Overview



(01/09/2023 to 31/08/2024)

2.2 Month-wise status of Grievances

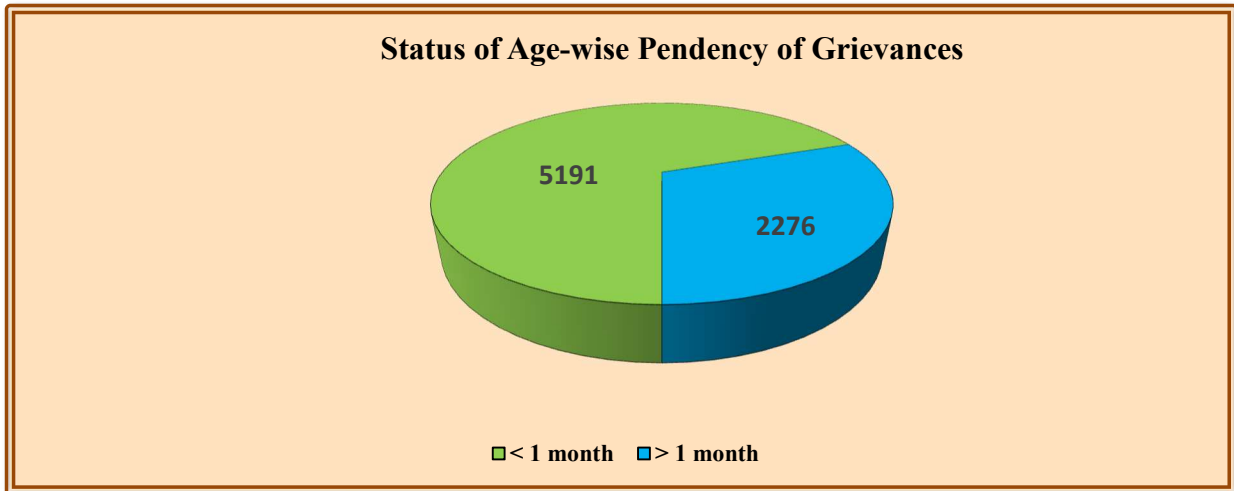


(Time Period: 01/09/2023 to 31/08/2024)

- 8586 grievances were received in August, 2024 with maximum grievances from Department of Ex-Servicemen Welfare.
- For the 9th month in a row, the number of pension grievances redressed per month has crossed the mark of 7,000.
- The rate of redressal [8659] has again outpaced the receipts [8,586] with maximum share of receipts and redressal pertaining to Ministry of Defense.

3. Age-wise status of Grievances on CPENGRAMS Portal

3.1 Pendency

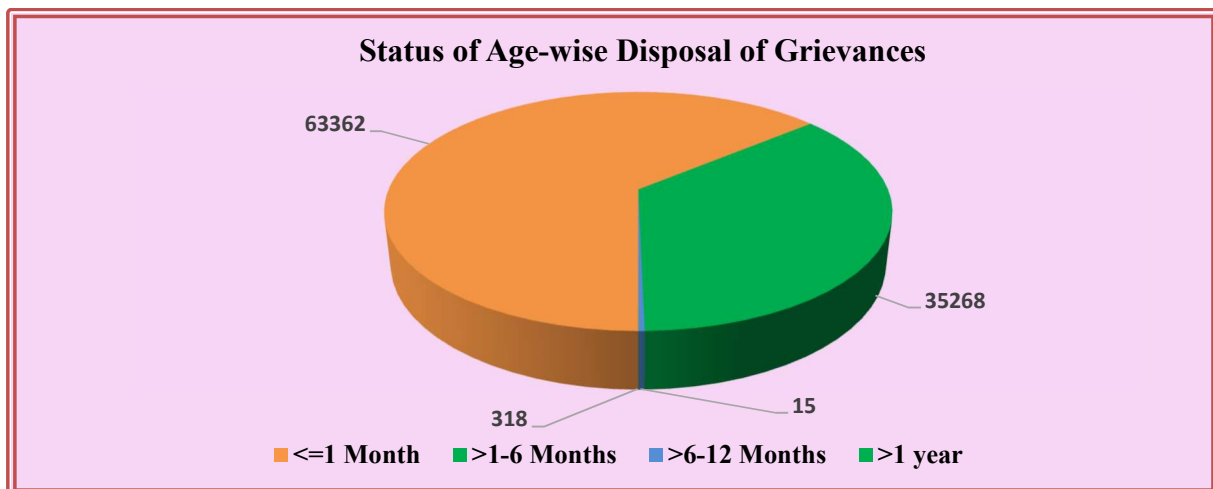


(Time Period: 01/08/2024 to 31/08/2024)

- Total pending cases are 7,467 with number of cases pending for more than 30 days is 2,276.
- **Top 08 Ministries/Departments in terms of grievances pending for more than 30 days are as under:**

<u>S.No</u>	<u>Name of Ministry/Department</u>	<u>Pending for > 30 days</u>
1.	Department of Ex Servicemen Welfare	912
2.	Department of Defence Finance	619
3.	PR. CDA Pension Allahabad	323
4.	Ministry of Home Affairs	146
5.	Controller General Defence Accounts	25
6.	Ministry of Railways (Railway Board)	24
7.	Central Board of Direct Taxes (Income Tax)	21
8.	Department of Personnel and Training	12

3.2 Disposal



(Time Period: 01/09/2023 to 31/08/2024)

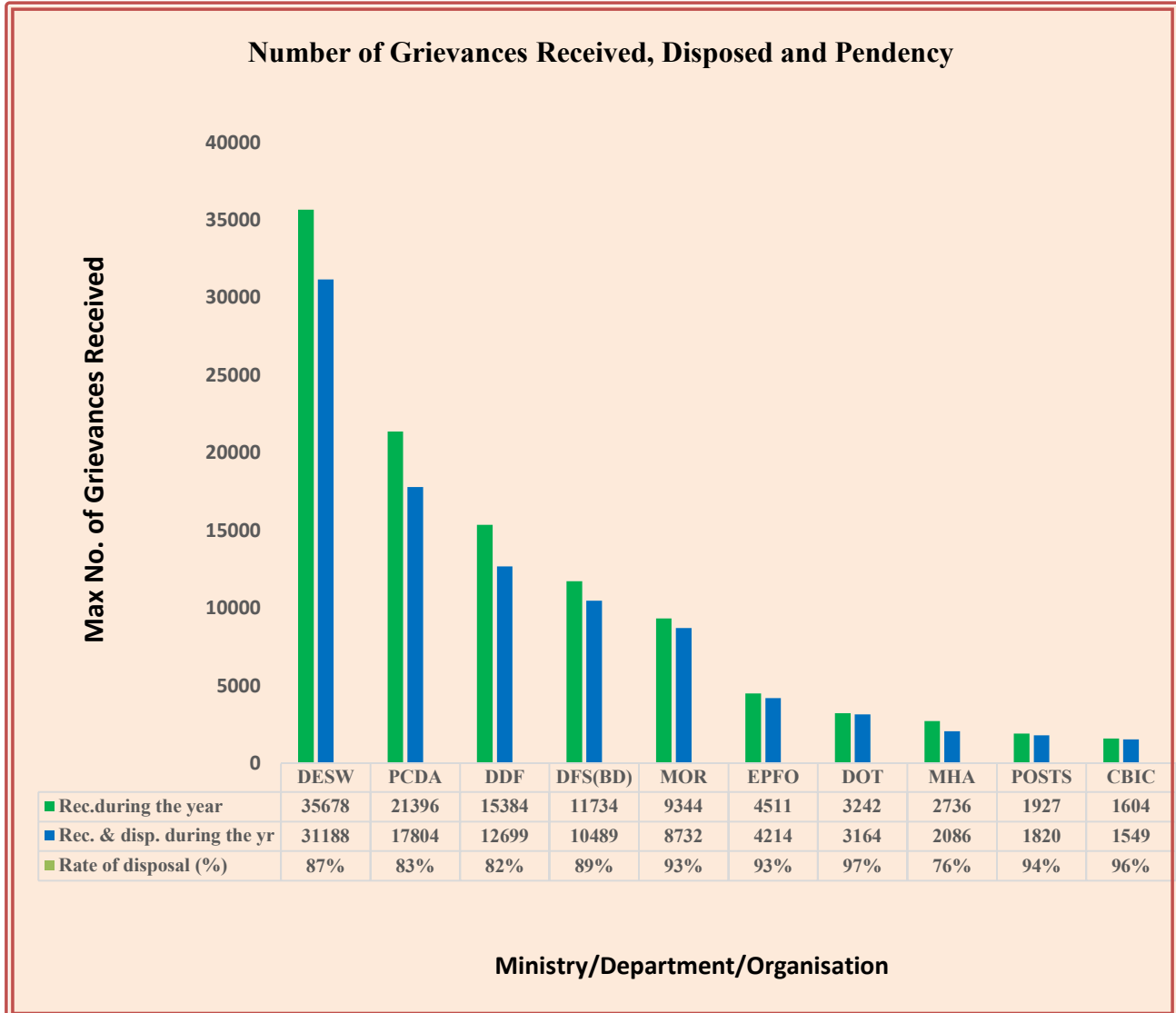
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.09.2022 to 31.08.2023, 60,600 cases were redressed through the portal while this figure has reached to 98,963 in the period from 01.09.2023 to 31.08.2024. The active interaction and monitoring by DOPPW has strengthened the capacity of redressals of the CPENGRAMS Portal.
- Performance of top 8 Ministries/Departments in terms of % grievances disposed within 30 days is as under:**

<u>S.No</u>	<u>Name of Ministry/Department</u>	<u>% Disposed <= 30 days</u>
1.	Department of Telecommunication	99.55%
2.	Employees Provident Fund Organization (Head Office)	96.21%
3.	Ministry of Railways (Railway Board)	94.69%
4.	Department of Financial Services (Banking Division)	85.88%
5.	PR. CDA Pension Allahabad	82.02%
6.	Department of Ex Servicemen Welfare	76.56%
7.	Ministry of Home Affairs	60.07%
8.	Department of Defence Finance	49.14%

**Note: % Disposal is taken for Ministry/Department with more than 100 grievances disposed.*

4. Performance of Ministries/Departments/Organisations

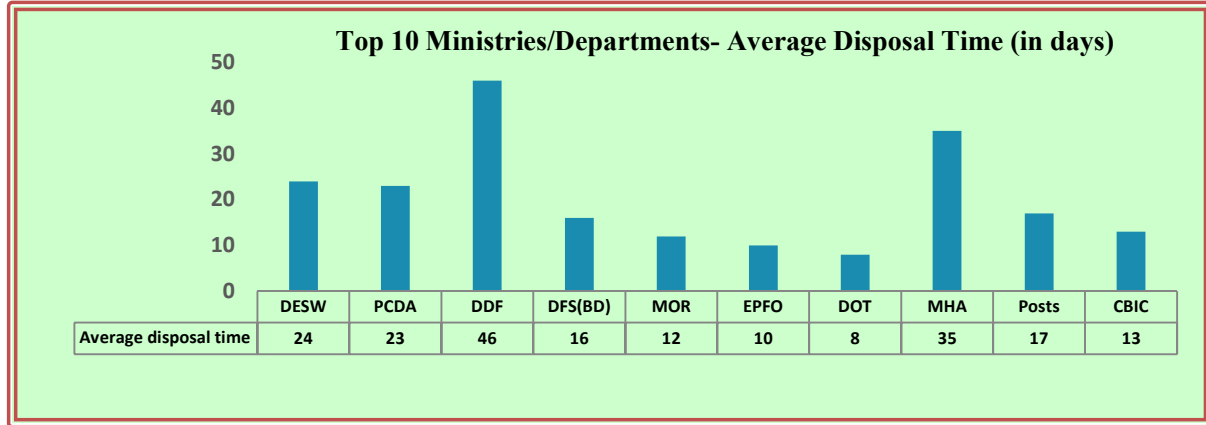
4.1 Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/09/2023 to 31/08/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 18,707 cases whereas, other remaining 5 are having average of 2,804 cases.
- Among top 5 Ministries/Departments/Organisations, Ministry of Railways (Railway Board) has the highest rate of disposal (93%) followed by Department of Financial Services (Banking Division) (89%) while other remaining 3 slots are occupied by the three departments of Ministry of Defence with rate of redressal in the range of 82-87%.

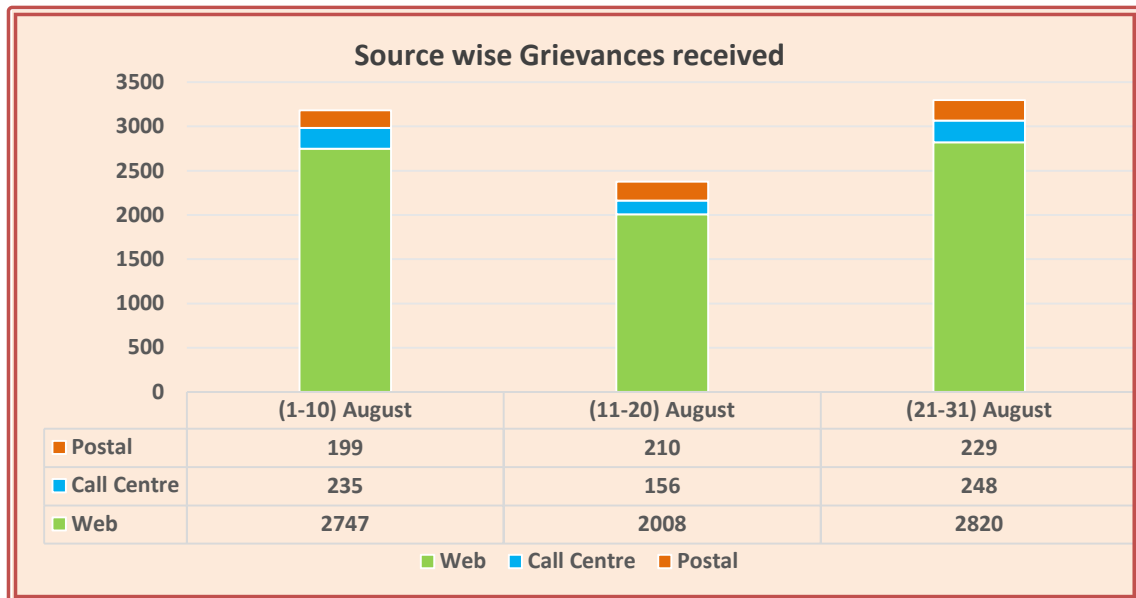
4.2 Average Disposal Time



(Time Period: 01/08/2024 to 31/08/2024)

- The average disposal time is 23 days in August, 2024.
- Average disposal time is significantly higher in respect of the grievances pertaining to Ministry of Defence and Ministry of Home Affairs.

4.3. Source-wise grievance received

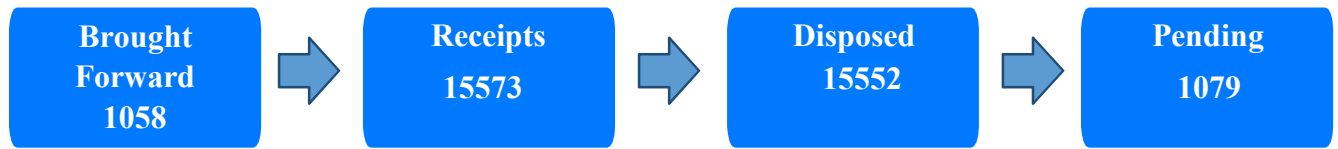


(Time Period: 01/08/2024 to 31/08/2024)

- Around 86% grievances are received are registered directly through the website while the remaining 14% are registered through Call Centre, Post and E-mail.
- It clearly reflects the increased awareness among pensioners about CPENGRAMS portal and, thereby their digital empowerment.

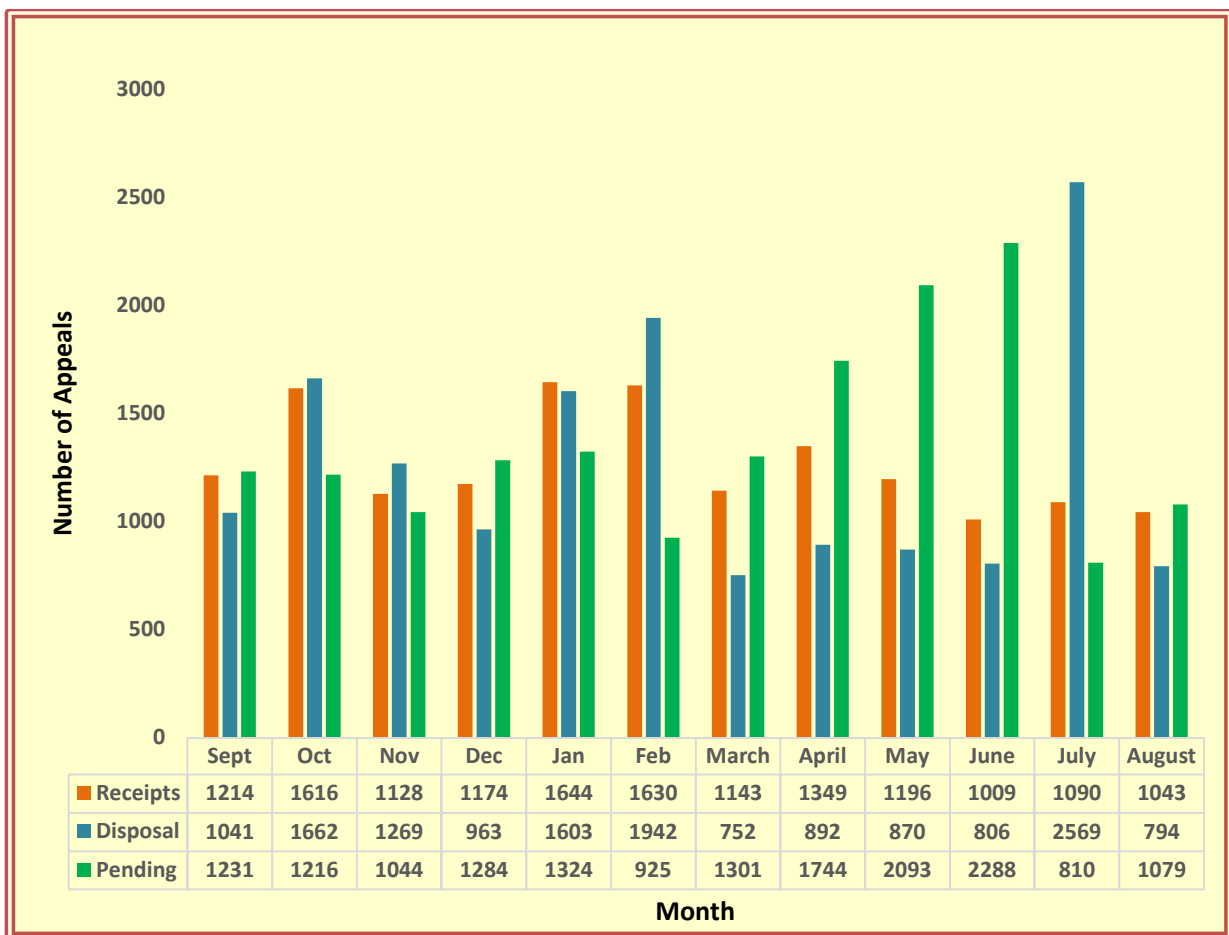
5. Appeal Dashboard

5.1 Overview



(Time Period:01/09/2023 to 31/08/2024)

5.2 Month-wise status of Appeals

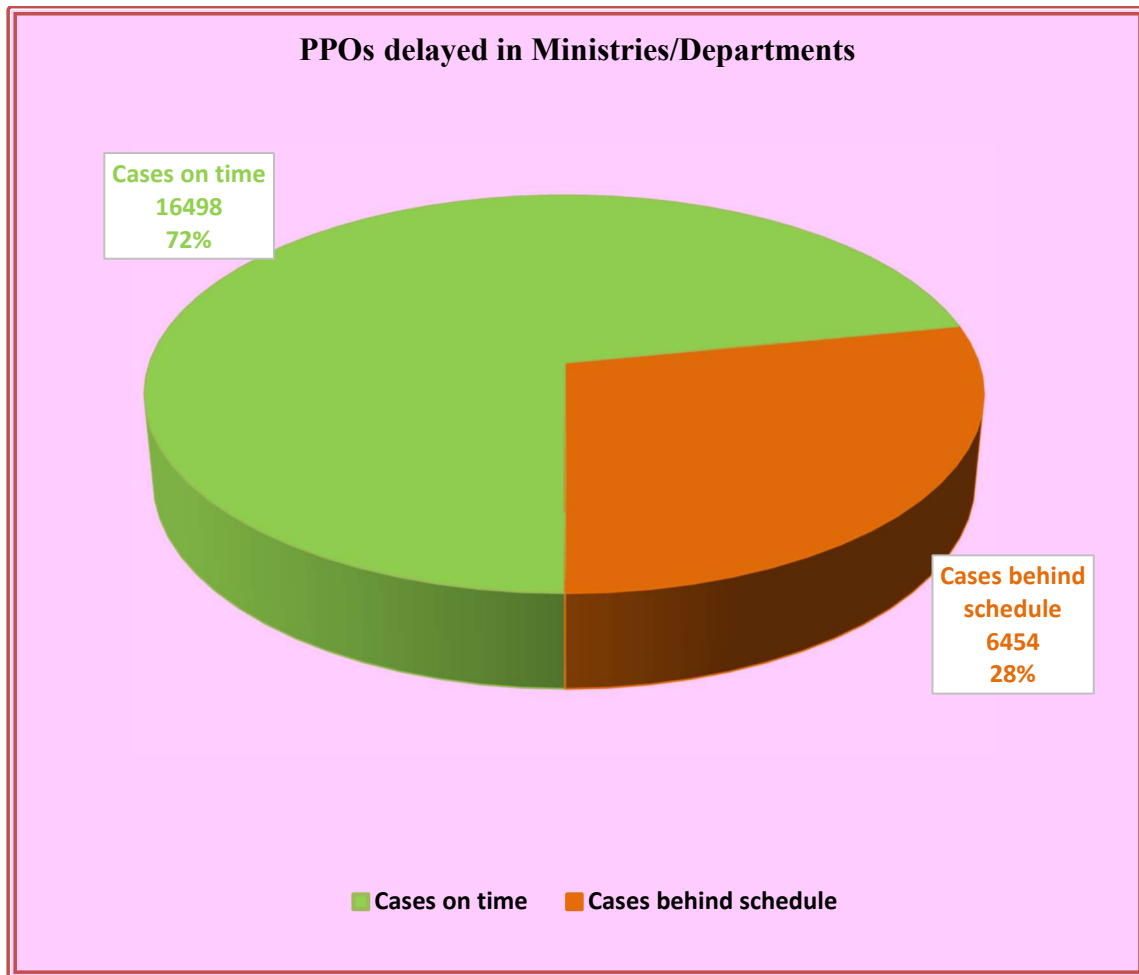


(Time Period: 01/09/2023 to 31/08/2024)

- In the last one year, 15,236 appeals have been filed against total disposal of 98,963 grievances in the same time period. The rate of appeal is 15.39 % of the total disposed grievances.
- The rate of disposal is almost 2.5 times of the receipts of the Appeals in this month.

6. Bhavishya

- As on 31.08.2024, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 1033 attached offices through 8601 DDOs.
- Further, this application has so far cumulatively processed and issued 2,54,209 PPOs in respect of pensioners. 3,000 PPOs were issued through Bhavishya System in the month of August, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period:01/02/2024 to 31/07/2024)

- A total number of 22,952 employees are going to retire in the next 15 months. Out of which, 16,498 cases are on time while remaining 6,454 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 :- Sh. Rajkumar (Bhiwani, Haryana)

Gist of the Story:- Payment of Arrears of pension and Commuted Value of Pension (CVP) amounting to Rs. 16.37 lakh after 5 years within 41 days of filing of grievance.

Sh. Raj Kumar, a retired member of the Rajputana Rifles in the Indian Army, took the decision of retiring voluntarily on 31.01.2020. However, he faced significant challenges regarding the sanction of his pension. Although, his pension was expected to commence on 01.02.2020, it was inexplicably delayed for 13 months. Thereafter, the Pension was sanctioned after 13 months, however, the arrears for that period were not paid.

In addition, the commuted amount of his pension was deducted without the commuted value of the pension being paid to him. Confronted with financial difficulties, Sh. Raj Kumar made a sincere plea to the department to expedite the release of his pension arrears and commuted value of pension without any further delays.

In an effort to find a resolution, he transferred his pension account from the State Bank of India to Punjab National Bank. However, despite this proactive step, his rightful entitlements remained unpaid. Despite numerous appeals and petitions over an extended duration, he could not succeed in the release of his pension arrears and commuted value of pension.

Meanwhile, Sh. Raj Kumar took the initiative of filing a grievance **(DOPPW/E/2024/0033435)** on the CPENGRAMS portal. Subsequently, his case was taken up actively and the relevant details were shared with the concerned department. Due to online trail of the grievance on CPENGRAMS portal, his case was prioritized. Finally, the pension arrears amounting to Rs 5.18 lakh and the commuted value of pension amounting to Rs 11.67 lakh were disbursed, providing him much-needed financial and emotional relief.

7.2 Name: - Name:- Ms. Sarvati Devi (Jhunjhunu, Rajasthan)

Gist of the Story: - Payment of Life Time Arrears (LTA) amounting to Rs. 13.66 lakh to the spouse after 15 years

Ms. Sarvati Devi, the spouse of the late Gdr. Subhash Chander Chahar from the Indian Army, faced a challenging journey to secure the Life Time Arrears following her husband's demise. Gdr Subhash Chander was invalidated out of the Indian Army on 03.10.1990 due to "Schizophrenia" and he was receiving his pension regularly. However, after 2008, his mental health deteriorated, and he was unable to access his pension account due to his condition leading to accumulation of pension in the bank account. Unfortunately, he passed away on 13.11.2019.

Despite the pension being credited to his account from 2009 to December, 2015, it was not withdrawn due to his mental condition. Thereafter, his pension from January, 2016 to November 2019 couldn't be credited in his account due to non-submission of Life Certificate. After Gdr Subhash Chander's passing away, his spouse Ms. Sarvati Devi sought the Ministry of Defence's assistance in releasing of her late husband's Life Time Arrears. However, the process got prolonged and she was facing hardship.

In a bid for a timely resolution, Ms. Sarvati Devi filed a grievance **(DOPPW/E/2023/0061963)** on the CPENGRAMS portal on 22.12.2023, seeking payment of the Life Time Arrears. Through persistent follow-ups, her case was given due attention, leading to the successful resolution of her grievance.

Finally, LTA amounting to Rs. 13.66 lakh have been paid after 15 years. This long-awaited support has provided her with the crucial financial assistance, enabling her to live with dignity in society.

7.3 Name:- Ms. Geetha Bhai (Bangalore, Karnataka)

Gist of the Story:- Resumption of Family Pension to the childless widow, stopped upon remarriage along with the payment of arrears amounting to Rs. 14 lakh after 7 years.

Ms. Geetha Bhai is the widow of Late Sh. Shashidharan Pillai, who served as an ASI in BSF. She had been receiving the family pension following her husband's unfortunate death in 2006. However, upon her remarriage in 2017, although being a childless widow, her family pension was abruptly ceased.

In her relentless pursuit to have her family pension resumed, Ms. Geeta Bhai sought assistance from various platforms, but to no avail. Thankfully, she chanced upon the CPENGRAMS portal and promptly lodged a grievance. Despite the department's successful revision of her family pension, the bank failed to release the funds.

Undeterred, she re-submitted her grievance **(DOPPW/P/2024/0004195)** on CPENGRAMS, specifically requesting for the sanction of family pension and the payment of arrears. With unwavering determination, her case was given due attention and comprehensive details were shared with the relevant department.

This concerted effort expedited the redressal process, ultimately resulting in the successful commencement of Ms. Geetha Bhai's Family Pension and the disbursement of Rs. 14 lakhs in arrears after a protracted 7-year period. This long-awaited development has brought her not only much-needed financial relief but also immense emotional solace.

7.4 Name:- Ms. Rajo (Samaspur, New Delhi)

Gist of the Story:- Payment of Additional Family Pension arrears amounting to Rs. 11.60 lakh from January, 1996 to March 2024 to the 112 Year old spouse after 18 years within 01 month of filing of grievance.

Ms Rajo is the wife of the late Sh. Ramanand Joshi, a retired Naik Jat Regiment of **British Indian Army**. He had Joined the Army prior to the Independence of India and served until 1956, After the death of Sh. Ramanand, her spouse Ms. Rajo was receiving her family pension. Being a Super Senior Family Pensioner, Ms Rajo was eligible for Additional Family Pension after attaining age of 80 years.

As per the Pension rules, the family pensioner is eligible for additional pension at the rate of 20%, 30%, 40% 50% and 100% of the basic family pension after reaching the age of 80 yrs, 85 yrs, 90 yrs an 95 yrs and 100 years respectively.

Despite submitting an application on appropriate platforms, the payment of arrears of Additional Family Pension arrears were not paid to her since 2006. In her pursuit to resolve this, she lodged a grievance **(DOPPW/E/2024/0030792)** on the CPENGRAMS portal on 30.04.2024. Due to intense focus, her case was escalated with Ministry of Defence including in the Inter-Ministrial Review Meetings. The constant follow-up has led to the successful resolution.

Ms Rajo has now received arrears amounting to Rs. 11.60 lakh offering crucial financial support to her at the age of 112 years.

8. TESTIMONIALS

1. Shri Vibha Kant Jha (DOPPW/E/2024/0032063), a Defence pensioner from Indian Air Force has graded his experience- 'Excellent' after revision of his pension and payment of OROP-II arrears .

"I am happy that finally my case has been resolved and I will be getting arrears. Thanks"

2. Shri Sultan Singh (DOPPW/E/2024/0048925), a pensioner from Indian Army has expressed his gratitude after redressal of his grievance.

"Good day Sir, I am very happy to inform you that I have got the benefit of MACP and I will be grateful to you from my heart for the help provided by you. Thanks & best regards"

3. Ms Rita Mitra (DOPPW/E/2024/0046834), a family pensioner has appreciated the working of CPENGRAMS Portal after redressal of her grievance.

"My sincere gratitude for the excellent work done by PMO grievance cell . Very systematic and persistent approach within stipulated time. Absolutely impressed , specially after running from pillar to post for nearly an year . A huge thankyou to everyone who has helped me in my time of distress."

4. Ms. Raghunath Dhayagude (DOPPW/E/2024/0049865), a brother of a family pensioner from Indian Air Force has graded her experience after revision of her pension and payment of DA arrears.

"My sister got Actual & Practical JUSTICE within framed time limit. I place my sincere THANKS to The system of this portal & working system of the SPARSH system under control of the Respected Pr.Controller of Defence Accounts(P) Prayagraj."

Ministries/Departments–PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	223
2	Ministry of Information & Broadcasting	-	108
3	Ministry of Finance	Department of Revenue	93
4	Union territories of India	UT of Andaman and Nicobar	84
5	Ministry of Home Affairs	Department of Home	70
6	Ministry of Housing and Urban Affairs	-	53
7	Union territories of India	UT of Lakshadweep	53
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	35
9	Union territories of India	UT of Delhi	27
10	Ministry of Culture	-	23
11	Ministry of Home Affairs	Department of Justice	21
12	Comptroller and Auditor General	-	16
13	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	10
14	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	7
15	Department of Space	-	7
16	Ministry of External Affairs	-	6
17	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	6
18	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	6
19	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	5
20	Ministry of Home Affairs	Central Police Organisation	5
21	Ministry of Environment, Forest and Climate Change	-	5
22	Ministry of Mines	-	5
23	Ministry of Skill Development and Entrepreneurship	-	4
24	Ministry of Electronics & Information Technology	-	3
25	Ministry of Commerce and Industry	Department of Commerce	3
26	Ministry of Earth Sciences	-	2
27	Ministry of Statistics & Programme Implementation	-	2
28	Ministry of Ports, Shipping and Waterways	-	2
29	Ministry of Labour &	-	2

S.No.	Ministry	Department	No. of PPOs Pending
	Employment		
30	Ministry of Micro, Small and Medium Enterprises	-	2
31	Ministry of Tourism	-	1
32	NITI Aayog	-	1
33	President Secretariat	-	1
34	Ministry of Civil Aviation	-	1
35	Ministry of Food Processing Industries	-	1
36	Ministry of Finance	Department of Economic Affairs	1
37	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
38	Ministry of Law & Justice	Department of Legal Affairs	1
39	Ministry of Science & Technology	Department of Science and Technology	1
40	Ministry of Social Justice & Empowerment	Department of Social Justice and Empowerment	1
41	Ministry of Communications	Department of Telecommunications	1
Total			899



Government of India

Department of Pension & Pensioners' Welfare

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