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सचिव  
Secretary



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कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
पेंशन एवं पेंशनभोगी कल्याण विभाग,  
लोकनायक 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: 15<sup>th</sup> January, 2024

*Dear Secretary,*

I am enclosing the Monthly Progress Report for December, 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 December, 2023, 7392 Pension related Grievance cases and 894 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 PPOs have not been issued.

*With best regards,*

Yours sincerely,

(V. Srinivas)

Encl: As above

To,

All Secretaries to Government of India





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

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# CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments

December 2023

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

- **Secretary (Pension)** chaired a meeting with PCDA on 18.12.2023 for early redressal of SPARSH related Pensioners' grievances and qualitative redressal of Pensioners' grievances by avoiding pre-mature closure.
- A meeting with the CPENGRAMS Nodal Officers of top 10 Ministries/Departments/Organizations [MHA, Defence Finance, D/o ESW, Pr. CDA, D/o Military Affairs, M/o Culture, M/o Railways, CBDT, SSC, D/o Justice] having with grievances pending for more than 180 days was chaired by Secretary (Pension) on 28.12.2023.
- In the 62nd meeting of Standing Committee of National Council (JCM), the issue of strengthening of Grievance redressal mechanism was discussed. Staff side was informed that in order to ensure qualitative redressal of pensioners' grievances, an OM dated 23.08.2023 has been issued. As per the OM, pension grievances should be closed only after ultimate and conclusive redressal of grievances.

### 2. Status of receipt of Pension Grievance Cases

- In December, 2023, **8560 pension grievance cases were received** on the CPENGRAMS portal, **7012 pension grievance cases were redressed** and there exists a **pendency of 8940 pension grievance cases**, as of 31<sup>st</sup> December, 2023.
- About 73.1% of the grievances were received by 3 Ministries/Departments. PCDA, Pension Allahabad [2972 grievances], Department of Ex-Serviceman Welfare [2285] and Department of Financial Services (BD) [1006 grievances] have received the maximum number of grievances in December, 2023.

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

- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1<sup>st</sup> January to 31<sup>st</sup> December, 2023 is **27 Days**.
- The **pendency of the grievances has increased from 7392 to 8940 grievances**, out of which 66.6% of the grievances are pending for less than 30 days.
- Out of 7012 redressed grievance cases, PCDA, Pension Allahabad [1205 grievances], Department of Ex-Servicemen Welfare [1077] and Department of Financial Services (Banking Division) [841 grievances] have the highest number of redressal.

- Amongst the pendency of 8940 pension grievance cases, PCDA, Pension Allahabad [3604 grievances], Department of Ex-Servicemen Welfare [2679 grievances], Department of Financial Service (Banking Division) [465 grievances] and Ministry of Home Affairs [363 grievances] have the highest number of pending grievances.
- PCDA, Pension Allahabad [1093 grievances], Department of Ex-Servicemen Welfare [885 grievances] and Ministry of Home Affairs [233 grievances] have the highest number of grievances pending for more than 30 days.

#### **4. Appeals**

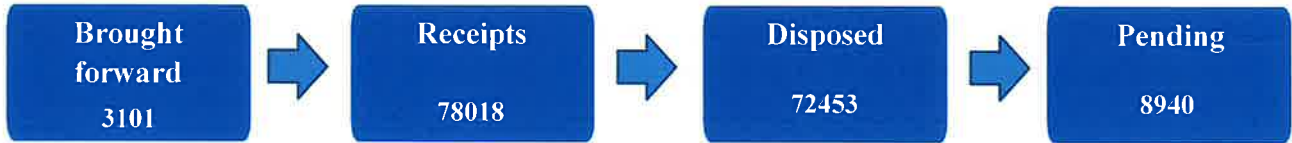
- In December, 2023, 1174 appeals were received and 963 appeals were disposed. There is a pendency of 1284 appeals at the end of December, 2023.
- The pendency of appeals has increased from 1044 at the end of November, 2023 to 1284 at the end of December, 2023.
- Department of Defence Finance [614], Department of Ex Servicemen Welfare [236 appeals], and Ministry of Home Affairs [67 appeals] have maximum pendency of appeals as on 31<sup>st</sup> December, 2023.

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

- The number of PPOs, not issued on time has decreased from 894, as at the end of November, 2023 to 784, at the end of December, 2023.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

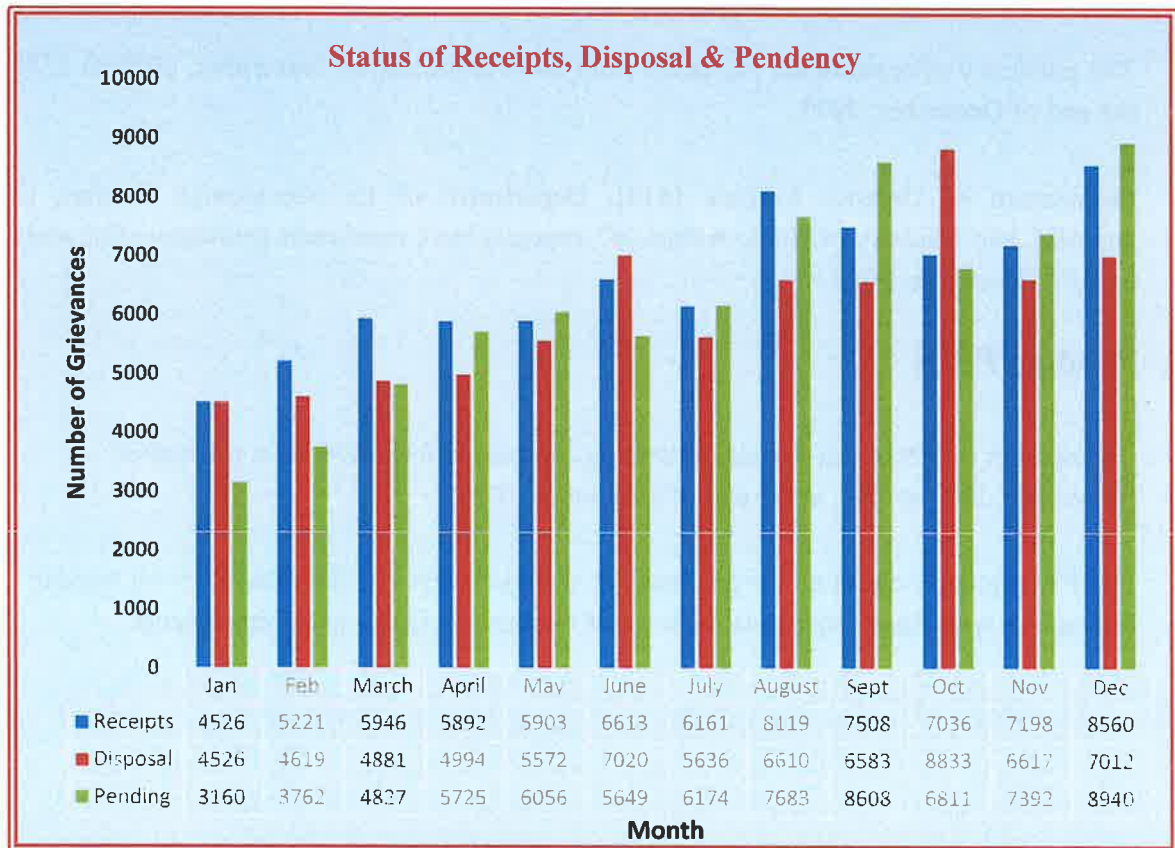
## 2. Review of Status of Grievances

### 2.1 Overview



(01/01/2023 to 31/12/2023)

### 2.2 Month-wise status of Grievances

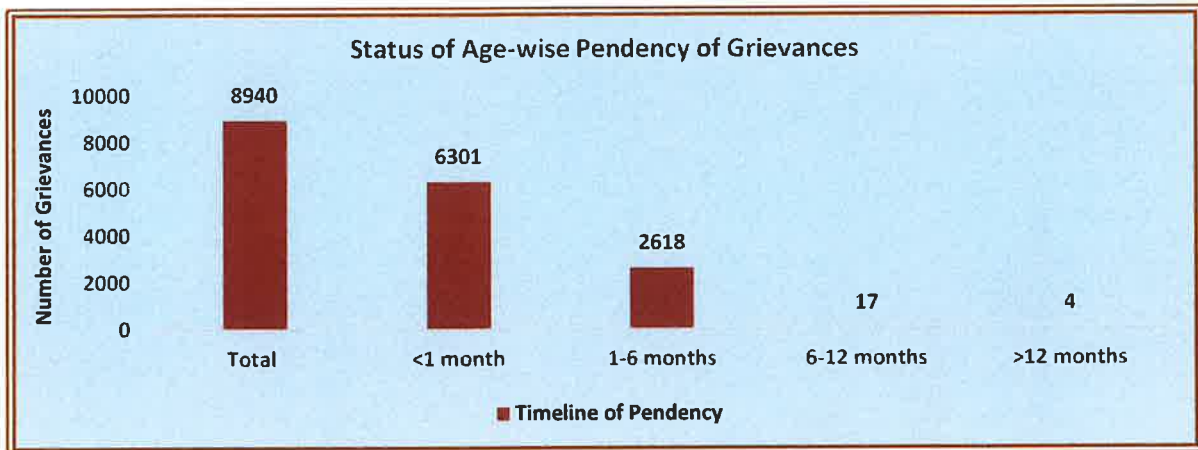


Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

- 8560 grievances were received in December. The major departments receiving grievances are PCDA and Department of Ex Servicemen.
- 7012 pension grievances were redressed in December, 2023, as compare to 6617 pension grievances were redressed in November, 2023.
- For the 8<sup>th</sup> month in a row, pension grievances redressed per month has crossed 5000 cases.

### 3. Age-wise Status of Grievances on CPENGRAMS

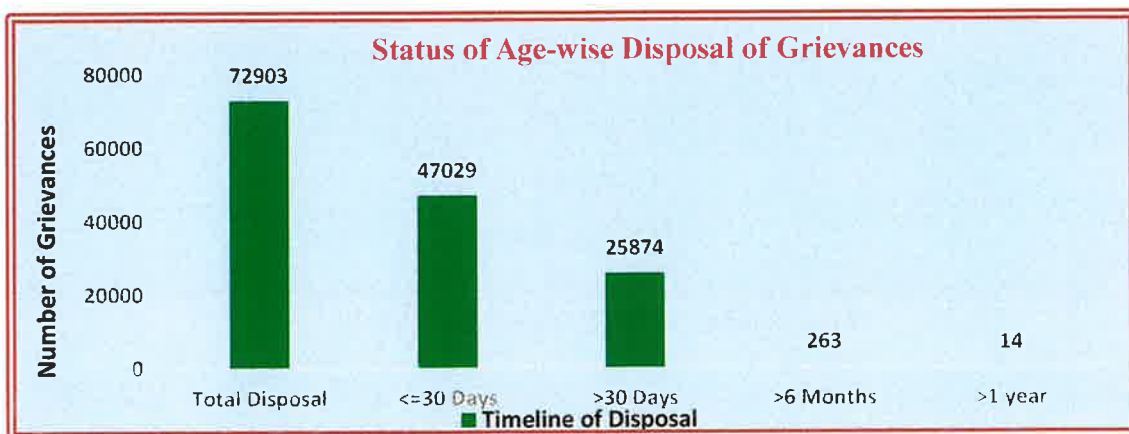
#### 3.1 Pendency



(Time Period: 01/12/2023 to 31/12/2023)

PCDA Pension, Allahabad has the highest number of grievances pending for more than 30 days [1093 grievances], which contributes to ~41.41% of the total pendency of more than 30 days [2639 grievances].

#### 3.2 Disposal



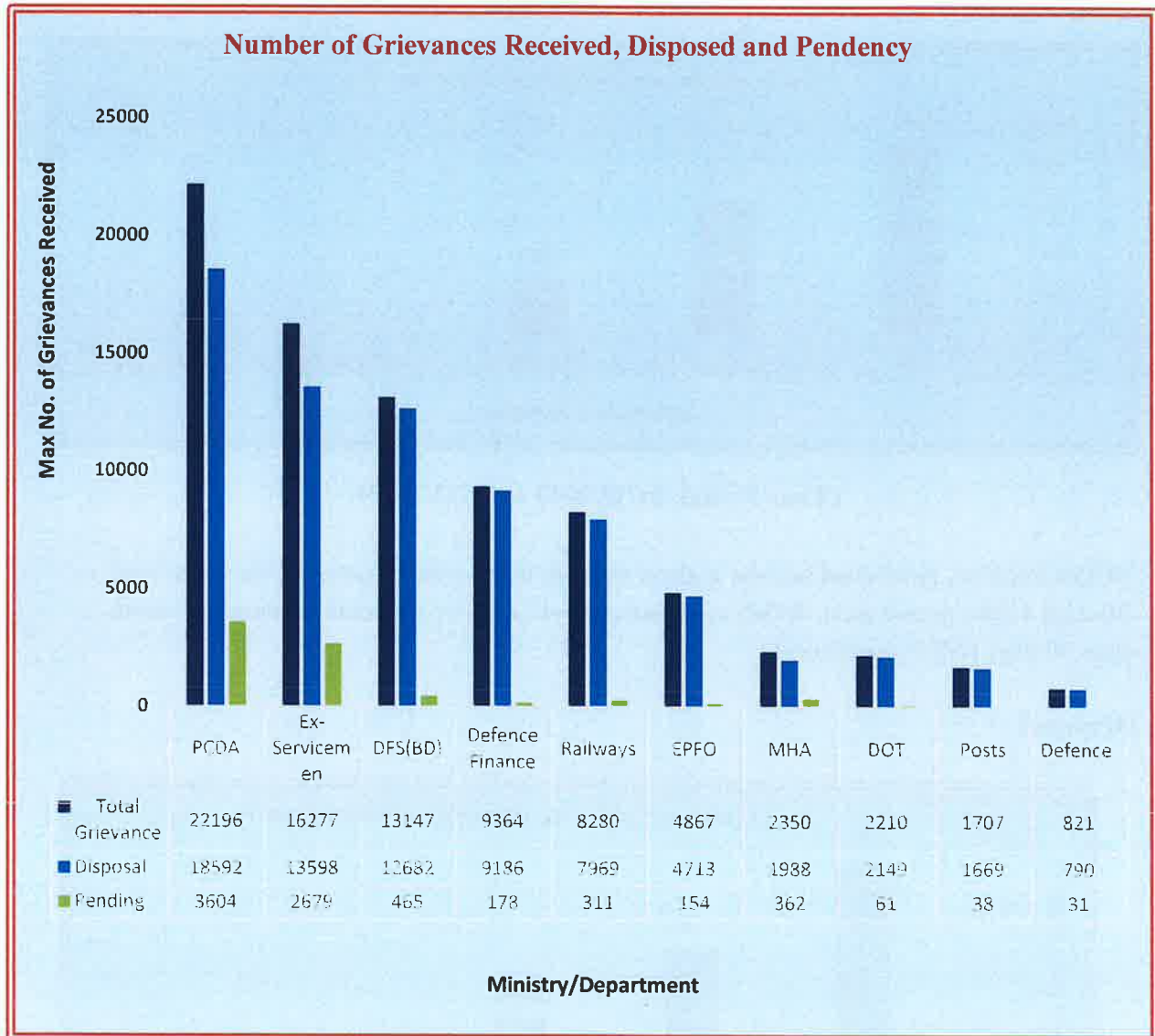
(Time Period: 01/01/2023 to 31/12/2023)

- Out of total disposal, about 64.50 % of the grievances are disposed of within the stipulated time limit of 30 days.
- Department of Financial Services (Banking Division) has disposed the maximum number of grievances within 30 days' time period [10920 grievances] which is 86.1% of its total disposal [12682 grievances].



## 4. Performance of Ministries/Departments/Organisations

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

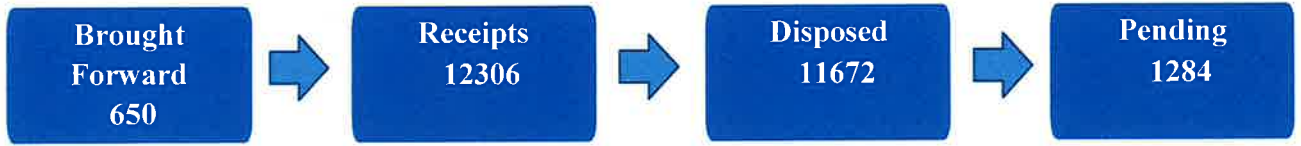


**(Time Period: 01/01/2023 to 31/12/2023)**

- Out of top 10 ministries, bulk of the cases is received in top 5 Ministries/Departments with an average of 13,853 cases whereas other remaining 5 are having average of 2391 cases.
- Among top 5 Ministries/Departments, Department of Defence Finance has the highest rate of disposal (98.09%) followed by Department of Posts which is 97.77 %.
- Department of Ex-servicemen Welfare (83.54%) Ministry of Home Affairs (84.59%) also have high disposal rates.

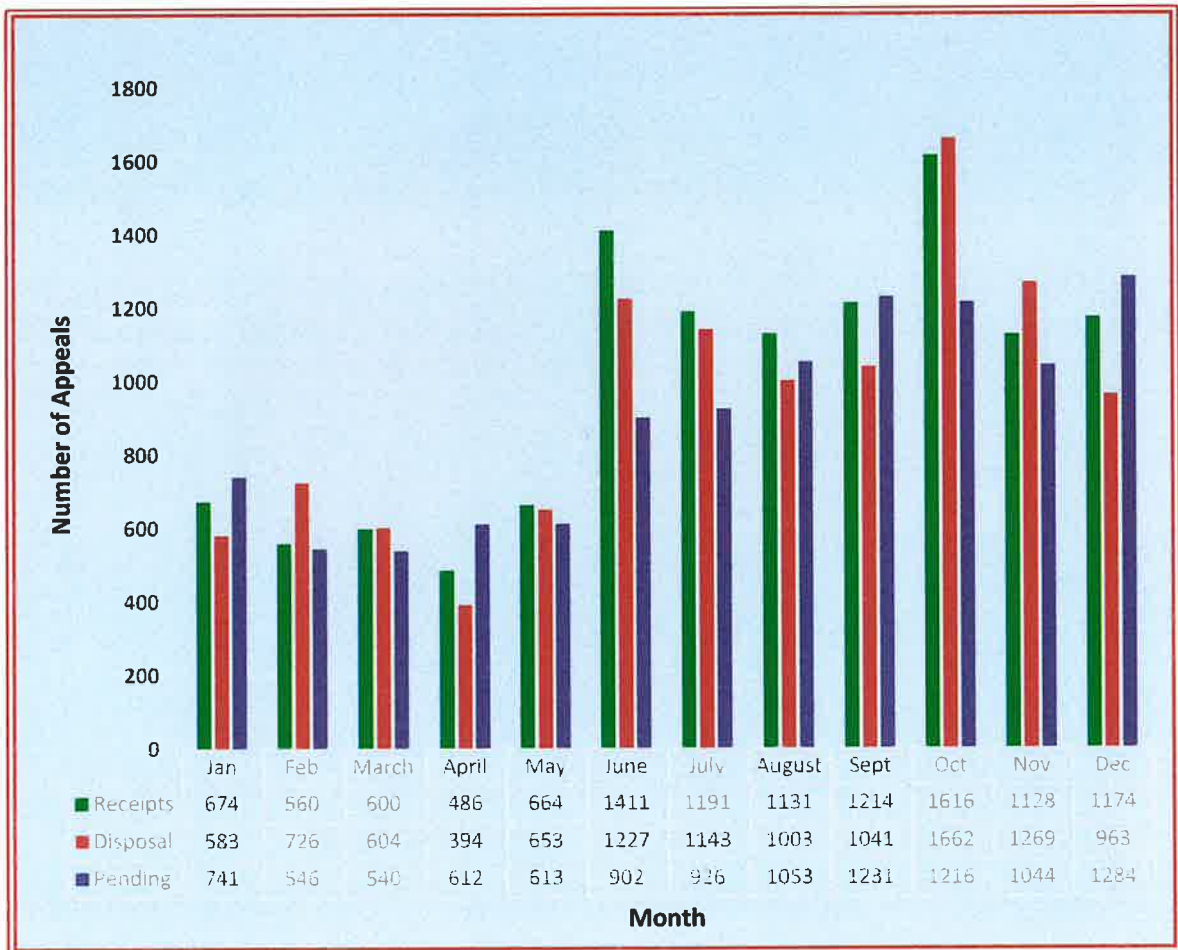
## 5. Appeal Dashboard

### 5.1 Overview



(Time Period: 01/01/2023 to 31/12/2023)

### 5.2 Month-wise status of Appeals

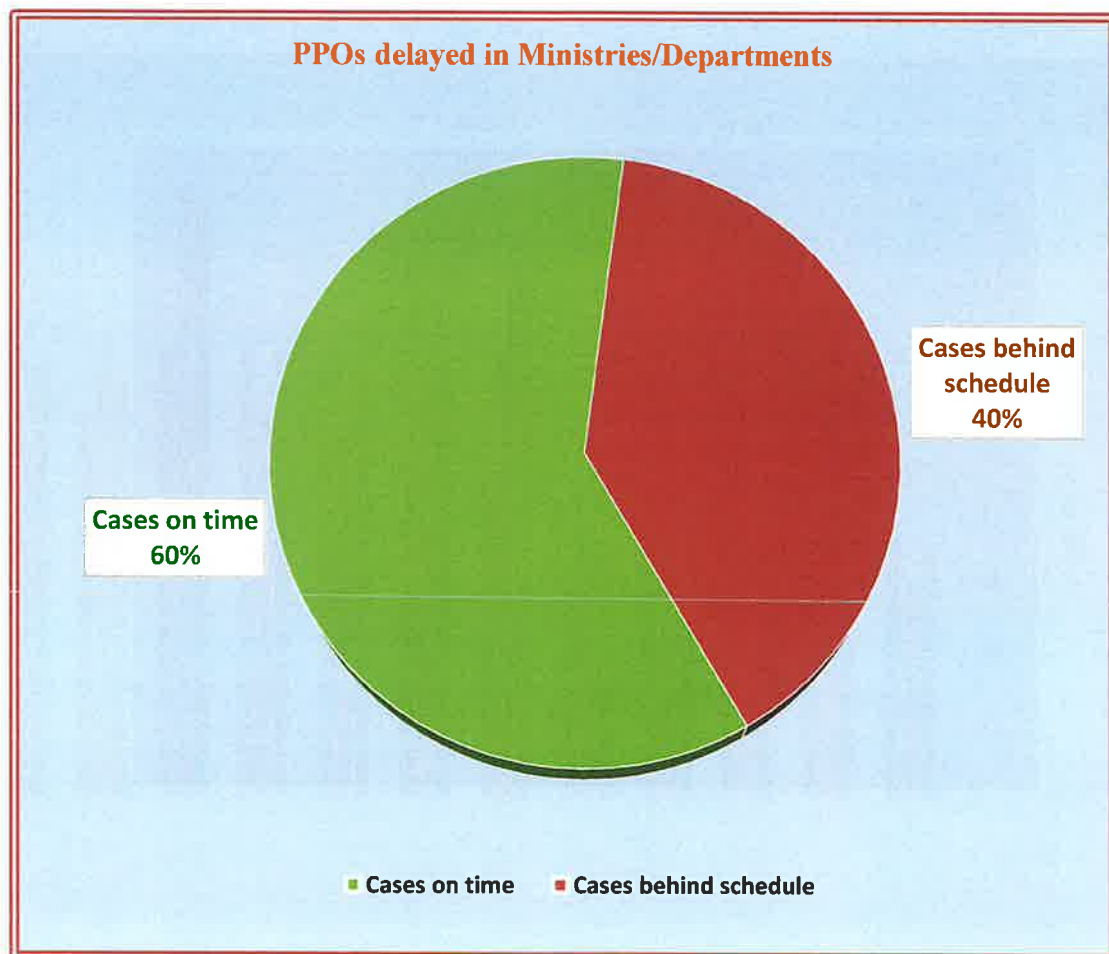


#### Status of Appeals-Receipts, Disposal & Pendency

- During the time period from 01.01.2023 to 31.12.2023, 12306 appeals have been filed against total disposal of 72453 grievances in the same time period.
- Hence, rate of appeal is 16.98% of the total disposed grievances.

## 6. Bhavishya

- As on 31.12.2023, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 868 attached offices through 8148 DDOs.
- Further, this application has so far cumulatively processed and issued 2,23,244 PPOs in respect of pensioners. 3093 PPOs were issued through Bhavishya System in the month of December, 2023. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



**(Time Period: 01/06/2023 to 30/11/2023)**

- A total number of 23,963 employees are going to retire in the next 15 months. Out of which, 14,472 cases are on time while remaining 9,491 are running behind the schedule.
- The details of delayed PPOs in different Ministries/Departments/Organizations are annexed as Annexure-A.

## 7. SUCCESS STORIES: FEEDBACK CALL CENTRE & PORTAL

### 7.1 Name: Shri P Panner Selvam

**Gist of Success Story: Payment of pension arrears of Rs. 41,41,966/- and starting of Pension after 17 years**

Sh. P Panner Selvam was initially employed with **Indian Air Force** and thereafter, he took VRS and was re-employed with Indian Airlines with effect from December, 2006. However, his pension from Indian Air Force was not sanctioned due to Service related matter. The issue was litigated by him in 2019 and he got a favorable order in 2022 from Hon'ble Delhi High Court. The Ministry of Defence accepted the order.

Subsequently, his PPO was issued by Jt. CDA (Air Force), New Delhi on 04.11.2022, however, payment of pension along with arrear was not made for seven months even after the issuance of PPO. Thereafter, he filed complaint on CPENGRAMS Portal in July 2023 with registration no. **DOPPW/E/2023/0028663** . The grievance was closed by PCDA, informing that he had not furnished PPO number in his complaint.

He again filed the grievance with registration bearing no **DOPPW/E/2023/0056351** in November, 2023 stating that he had submitted the PPO no. and all other relevant documents viz. life certificate, Undertakings and re-employer certificate. He submitted that repeated enquiry, emails, personal visit to UBI branch, Pension Disbursing Bank went in vain.

His grievance was forwarded by DOPPW to DFS(BD) and it expeditiously processed his case. On 4<sup>th</sup> December, he received the pension arrear of Rs. 36,08,145 along with Rs. 5,33,831 from 17.12.2006 to November 2023. Also, he received OROP-2 full arrear of Rs. 52,013.

Hence, he has received total amount of **Rs. 41,41,966/-**.

## 7.2 Name: Shri Vilas Maniklal Fursule

**Gist of Success Story: Receipt of Pension & retirement benefits of Rs. 11,93,349/- after 1 year.**

Mr. Vilas Maniklal Fursule retired on 30.11.2022 from **M/o Water resources, RD&GR**. However, the post-retirement benefits viz Gratuity, Commuted Value of Pension etc. and regular pension were not paid to him after 7 months of retirement.

Then, he registered the grievance through the call centre of DoPPW in July, 2023. The grievance registration number was **DOPPW/P/2022/0006373**.

The grievance was forwarded to the concerned ministry which in turn issued PPO in his favour. The grievance was, thereafter, closed by informing him that PPO had been issued and he would receive pensionary dues soon. Hence, the grievance was closed before the receipt of the dues, for which he had filed complaint on the portal.

Thereafter, the case was examined by Feedback Unit of DOPPW and he was contacted as to enquire as to whether he had received the benefits. It was found that Pension had not been started and the post-retirement benefits were not paid.

His grievance was re-registered on CPENGRAMS Portal (**DOPPW/P/2023/0011130**) on 03<sup>rd</sup> October, 2023 and sent to the concerned Ministry. The grievance was forwarded to the concerned GRO. From the case history, it was found that the PPO had been sent to CPAO, however, the documents related to Gratuity and Commutation were yet to be sent to PAO, Central Water Commission. The re-registration sped up his case and these documents were also sent to PAO for processing.

Subsequently, the re-registered case was closed on 03<sup>rd</sup> November, 2023 with noting that PPO has been issued and the bills of DCRG, CVP, Leave Encashment, CGEGIS have been cleared by PAO, CWC. Hence, a sum of **Rs 11,93,349/-** was credited to his account. Also, the regular pension has also started

### 7.3 Name: Mr. Trilochan Das

**Gist of Success Story: Payment of correct rate of Pension and arrears after 17 years**

Mr. Trilochan Das was retired from **Indian Army** in 2004. His grievance was that the Pension Disbursing Bank was not paying him the correct rate of Service element as per the provisions of Circular no. 568, 555, 570 and 666, issued by **PCDA, Ministry of Defence**, since 2006.

He started following up the matter with PCDA in November, 2018. In December, 2023, PCDA issued letter to Pension Disbursing Bank with the direction to disburse the pension as per the correct rate of service element

Simultaneously, he filed a grievance on CPENGRAMS Portal with registration number- **DOPPW/E/2023/0058165** and uploaded the order of PCDA with the complaint. The grievance was sent to DFS(BD) which in turn forwarded it to UCO Bank, the Pension Disbursing Bank with the direction to examine and settle the complaint as per the rules within a time bound manner.

The CPPC of the concerned Bank took up the matter and the grievance was closed on 14<sup>th</sup> December, 2023 with the noting that the pension in respect of Mr. Trilochan Das w.e.f. 01-01-2006 as per Record office letter dated 06-12-2023 has been revised. Arrear amounting Rs. 496268/- for the period from 01-01-2006 to 30-06-2019 as per Circular No. 568, 555 & 570/- has been credited to the pensioners account on 13-12-2023. Also, Arrear under OROP-II amounting Rs. 245088/- has also been credited on 13-12-2023.

Hence, he finally received his arrears of pension of **Rs.7,41,356/-** and correct pension was also started.

#### 7.4 Name: Ms. Gurmeet Kaur

##### **Gist of Success Story: Payment of Enhanced Family Pension of Rs. 5,45,515/- after 4 years**

Ms. Gurmeet Kaur is a widow of the pensioner from **Indian Army**. She was getting Ordinary Family Pension at the rate of 30% of the basic Pension in place of Enhanced Family Pension, which is 50% of the basic Pension, since September, 2019.

Thereafter, she filed a grievance on CPENGRAMS Portal with registration number- **(DOPPW/E/2023/0040145)** in September, 2023 after trying her best to receive Enhanced Family pension.

The grievance application was sent to PCDA. After examination, a partial reply was sent to the complainant, intimating her that the case was transferred to SPARSH Authority and the payment would be made after resolution of the issue.

In the meantime, reminders were issued by DOPPW to PCDA for early redressal of the grievance. Thereafter, her complaint was closed and the corrigendum PPO was generated on 09.12.2023 in which Enhanced Family Pension was granted w.e.f 20.09.2019 and arrears of Family Pension of **Rs 5,45,515/-** was received by her.

## 7.5 Name: Ms. Gitika Bakshi

**Gist of Success Story: Starting of Family Pension and Payment of arrears of Rs. 4,00,000/- to unmarried daughter after 3 years**

Ms. Gitika Bakshi is an unmarried daughter of Late Smt. Meenakshi, a **Railway employee**. Her mother died in September, 2020 leaving behind her and a younger son. Thereafter, she applied for Family Pension in the concerned Ministry.

As per the case report, she was asked several documents, however, even after 2.5 years, her family pension was not started.

Thereafter, she filed complaint bearing registration number- **DOPPW/E/2023/0011900** on CPENGRAMS Portal in the month of March, 2023 which was forwarded to the concerned Ministry. The GRO issued a letter, asking her to submit Indemnity Bond in proper format from Court and closed her case on 5<sup>th</sup> April, 2023.

Thereafter, she submitted the documents and in the mean time, she was contacted by feedback team and the case was re-registered (**DOPPW/P/2023/0009993**) on 8<sup>th</sup> September, 2023 as she informed about not receiving the the pensionary dues.

The re-registered case was sent to Ministry of Railways and the Ministry expeditiously acted in her case and the complaint was closed with the payment of Family Pension arrears of Rs. 4,00,000/- in the month of September, 2023.



**Annexure-A****Ministries/Departments – PPOs not issued**

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	171
2	Ministry of Home Affairs	Department of Home	105
3	Ministry of Finance	Department of Revenue	87
4	Union territories of India	UT of Andaman and Nicobar	83
5	Ministry of Information & Broadcasting	-	82
6	Union territories of India	UT of Delhi	47
7	Ministry of Housing and Urban Affairs	-	36
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	33
9	Ministry of Culture	-	22
10	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	12
11	Union territories of India	UT of Lakshadweep	9
12	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	9
13	Ministry of Labour & Employment	-	8
14	Comptroller and Auditor General	-	7
15	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	7
16	Ministry of Science & Technology	Department of Science and Technology	5
17	Ministry of Home Affairs	Department of Justice	4
18	Ministry of Environment, Forest and Climate Change	-	4
19	Ministry of External Affairs	-	4
20	Ministry of Mines	-	4
21	Ministry of Skill Development and Entrepreneurship	-	4
22	Ministry of Statistics & Programme Implementation	-	4
23	Ministry of Law & Justice	Department of Legal Affairs	3
24	Ministry of Home Affairs	Department of Official Language	3
25	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	3
26	Ministry of Commerce and Industry	Department of Commerce	3
27	Ministry of Home Affairs	Central Police Organisation	<b>2</b>
28	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	2
29	Ministry of Textiles	-	2
30	Ministry of Finance	Department of Financial Services	2
31	Ministry of Fisheries, Animal	Department of Fisheries	2

S.No.	Ministry	Department	No. of PPOs Pending
	Husbandry and Dairying		
32	Ministry of Corporate Affairs	-	2
33	Ministry of Earth Sciences	-	2
34	Lok Sabha Secretariat	-	2
35	Ministry of Civil Aviation	-	1
36	Department of Space	-	1
37	Ministry of Steel	-	1
38	Ministry of Panchayati Raj	-	1
39	Ministry of Ports, Shipping and Waterways	-	1
40	Ministry of Education	Department of Higher Education	1
41	RAJYA SABHA SECRETARIAT	-	1
42	Ministry of Finance	Department of Economic Affairs	1
43	Ministry of Communications	Department of Telecommunications	1
<b>Total</b>			<b>784</b>



**Government of India**

**Department of Pension & Pensioners' Welfare**

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