

फाइल स. 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

3rd Floor, Loknayak Bhawan, New Delhi-110003

दिनांक/Dated: 03.01.2025

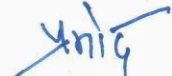
OFFICE MEMORANDUM

विषय: दिसंबर-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 November, 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 December 2024, 13,463 Pension related Grievance cases and 909 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

75
Azadi Ka
Amrit Mahotsav



CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments
December 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. As per DoPPW OM 14/12/2023-P&PW (CPEN)-9012 dated 16.10.2024, Ministries/ Departments have been advised to redress the pensioners' grievances within 21 days through the employment of technological intervention and development of skill sets of the GROs.

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)

CONTENTS

1. Key Highlights	1-2
2. Review of Status of Grievances	3
2.1. Overview	3
2.2. Month-wise Status of Grievances	3
3. Age-wise Status of Grievances on CPENGRAMS Portal	4-5
3.1 Pendency.....	4
3.2 Disposal.....	5
4. Performance of Ministries/Departments/Organisations.....	6-7
4.1. Top 10 Ministries/Departments/Organisations Analysed	6
4.2. Average Disposal Time in terms of redressal.....	7
4.3. Source-wise grievance received.....	7
5. Appeal Dashboard.....	8
5.1. Overview.....	8
5.2. Month-wise status of Appeal.....	8
6. Bhavishya.....	9
7. Success stories. :	10-13
8. Testimonials.....	14
Annexure A: Ministries/Departments- PPOs not issued.....	15-16

1.Key Highlights

1. General



- Department of Pension and Pensioners' Welfare, as a part of National Good Governance Week, 2024, organized a National Workshop on Effective Redressal of Pension Grievances on 19th December, 2024 in New Delhi. Senior officers from various Ministries & Departments participated in the workshop and benefited from the experiences shared by the eminent speakers from major stakeholders.
- In the workshop, Dr. Shankari Murali, Addl. CGA, Ministry of Finance, Ms. Roshni Sohni, DDG, Department of Telecommunications, Ms. Molly Sengupta, Jt. CGDA, Ministry of Defence, Sh. Ratnesh Kumar Jha, EDPG, Ministry of Railways and Sh. Rajesh Kumar, Director, Department of Posts shared their experiences in the area of grievance redressal.
- Sh.V. Srinivas, Secretary (Pension) appreciated the role of Grievance Nodal Officers from various Ministries/Departments. He credited them with the successful redressal of more than 3.76 lakh pension grievances during 2019-24. He emphasised upon the recent guidelines issued by DOPPW including redressal of grievances within 21 days.
- In December, 2024, **11,541 pension grievance cases were received** on the CPENGRAMS portal, **9,672 pension grievance cases were redressed** and there exists a **pendency of 13, 463 pension grievance cases**, as on 31st December, 2024.
- PCDA(P) Prayagraj [5,983 grievances], Department of Ex-Serviceman Welfare [2,576 grievances], Department of Financial Services (BD) [997 grievances] and Ministry of Railways [643 grievances] have received the maximum number of grievances in December, 2024.

2. Status of disposal and pendency of Pension Grievance Cases

- This month witnessed highest number of receipt of grievances in the history of CPENGRAMS. It is on account of the grievances arising due to implementation of OROP-III. Hence, the pendency of the grievances has increased from 11,317 to 13,463 grievances.
- Out of 9,672 redressed grievance cases, PCDA(P) Prayagraj [4,091 grievances], Department of Ex-Servicemen Welfare [2,847 grievances], Department of Financial Services (Banking Division) [1,158 grievances], Ministry of Railways (Railway Board) [602 grievances] and Department of Defence Finance [470 grievances] have the highest number of redressal.
- Out of the pendency of 13,463 pension grievance cases, PCDA(P) Prayagraj [8,589 grievances], Department of Ex-Servicemen Welfare [1,695 grievances], Ministry of Home Affairs [415 grievances] Department of Defence Finance [385 grievances] and Department of Financial Services (Banking Division) [370 grievances] have the highest number of pending grievances.
- PCDA(P) Prayagraj [4,269 grievances], Department of Ex-Servicemen Welfare [596 grievances] and Department of Defence Finance [294 grievances] have the highest number of grievances pending for more than 30 days.

3. Appeals

- In December, 2024, 1,394 appeals were received and 1,632 appeals were disposed. There is a pendency of 1,138 appeals at the end of December, 2024.
- Department of Ex-Servicemen Welfare [841], Department of Defence Finance [446], Ministry of Railways (Railway Board) [101] and Department of Telecommunications [60] have maximum disposal of appeals as on 31st December, 2024.

4. Integrated Grievance Cell and Call Centre

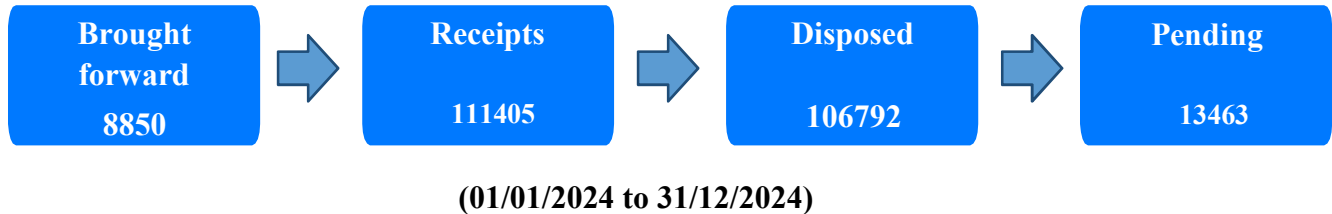
- During the month, 5,388 calls have been received and 978 grievances have been registered on the basis of information provided by the calling complainants. Further, 872 grievances have been filed based on the postal receipts. Also, 4,497 reminders have been issued in the cases pending for more than 50 days through CPENGRAMS Portal.

5. Pending PPOs

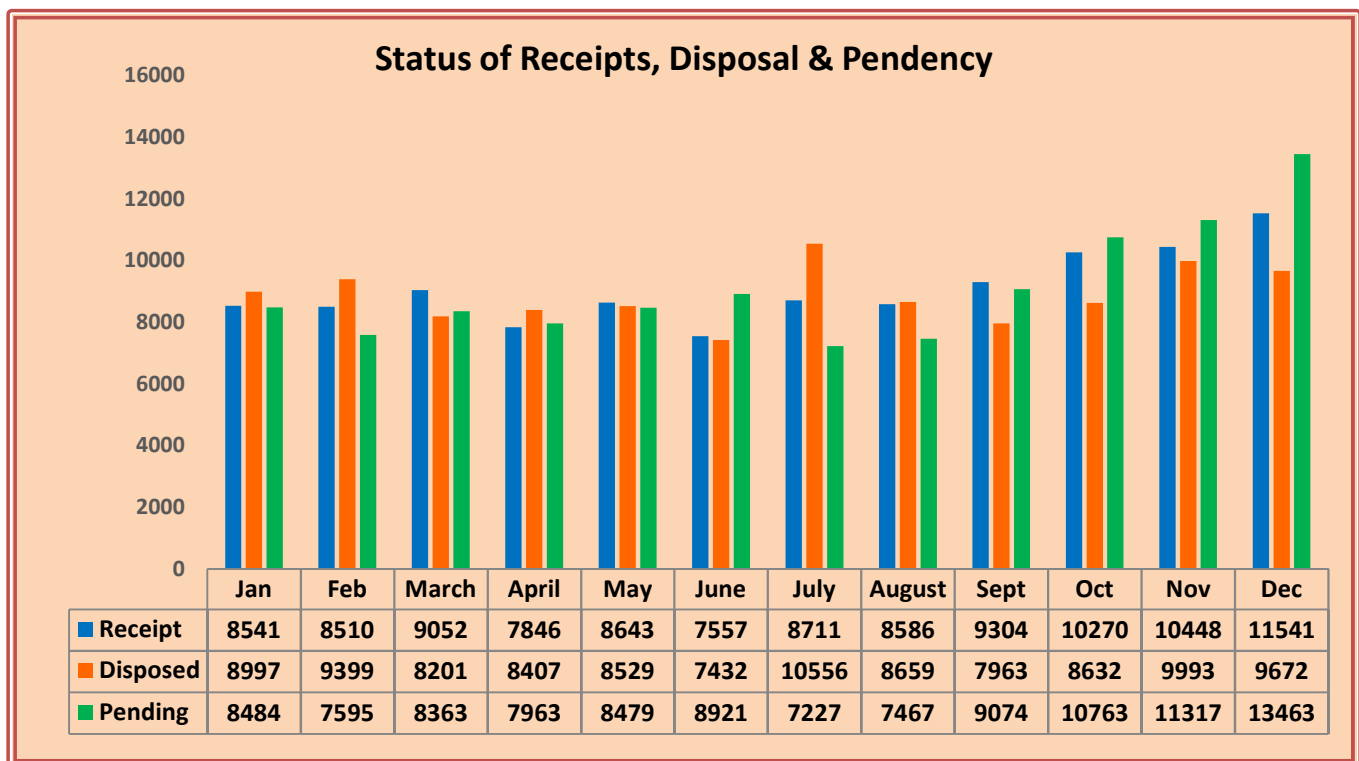
- The number of PPOs, not issued on time has decreased from 989, at the end of November, 2024 to 909 at the end of December, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

2. Review of Status of Grievances

2.1 Overview



2.2 Month-wise status of Grievances

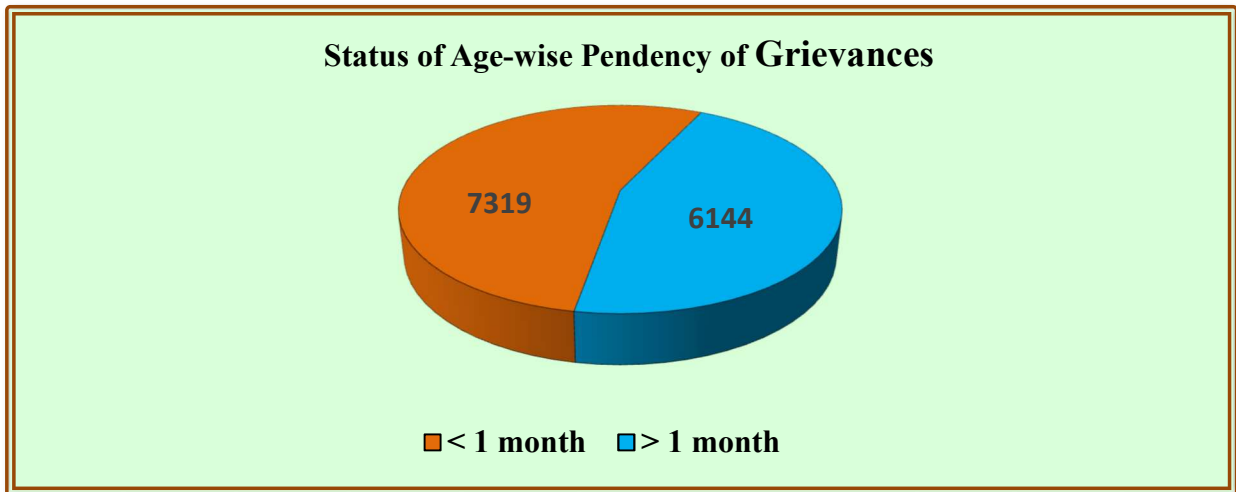


(Time Period: 01/01/2024 to 31/12/2024)

- 11,541 grievances were received in December, 2024 with maximum grievances from PCDA (P) Prayagraj.
- For the 13th month in a row, the number of pension grievances redressed per month has crossed the mark of 7,000.

3. Age-wise status of Grievances on CPENGRAMS Portal

3.1 Pendency

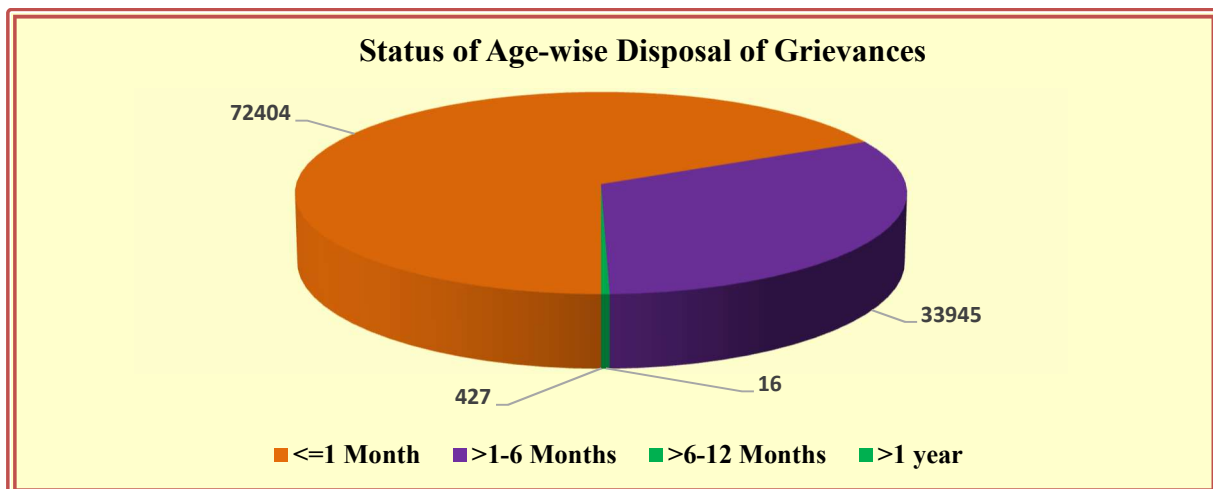


(Time Period: 01/01/2024 to 31/12/2024)

- Total pending cases are 13,463 with number of cases pending for more than 30 days is 6,144
- **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.	PCDA(P) Prayagraj	4269
2.	Department of Ex Servicemen Welfare	596
3.	Department of Defence Finance	294
4.	Ministry of Home Affairs	230
5.	Employee Provident Fund Organization (Head office)	26
6.	Ministry of Railways (Railway Board)	25
7.	Central Board of Direct Taxes (Income Tax)	20
8.	O/o Controller General of Accounts	17

3.2 Disposal



(Time Period: 01/01/2024 to 31/12/2024)

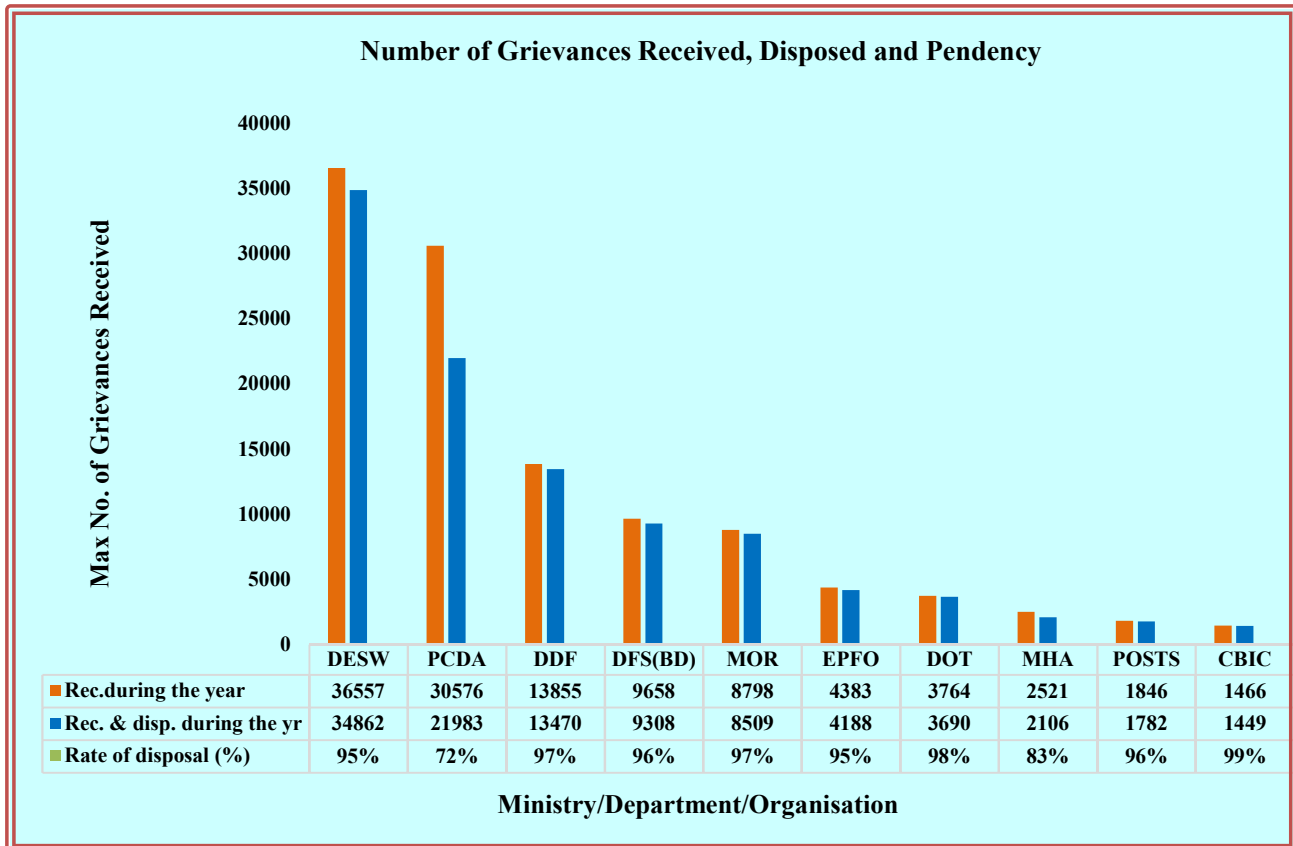
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.01.2023 to 31.12.2023, 72,894 cases were redressed through the portal while this figure has reached to 1,06,792 in the period from 01.01.2024 to 31.12.2024. The active interaction and monitoring by DOPPW has strengthened the capacity of redressals of the CPENGRAMS Portal.
- Performance of top 10 Ministries/Departments in terms of % grievances disposed within 30 days:**

<u>S.No</u>	<u>Name of Ministry/Department</u>	<u>% Disposed <= 30 days</u>
1.	Department of Telecommunication	98.77%
2.	Department of Post	97.71%
3.	Employees Provident Fund Organization (Head Office)	92.98%
4.	Ministry of Railways (Railway Board)	92.18%
5.	Department of Ex Servicemen Welfare	86.46%
6.	Department of Financial Services (Banking Division)	85.54%
7.	Central Board of Direct Taxes (Income Tax)	84.56%
8.	PCDA(P) Prayagraj	64.75%
9.	Ministry of Home Affairs	59.57%
10.	Department of Defence Finance	26.24%

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

4. Performance of Ministries/Departments/Organisations

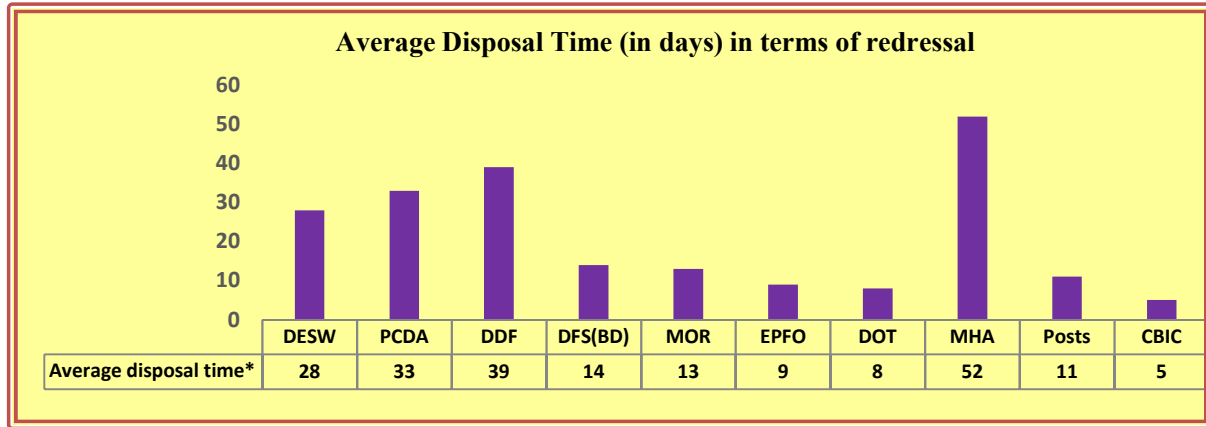
4.1 Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/01/2024 to 31/12/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 19,888 cases whereas other remaining 5 are having average of 2,796 cases.
- Central Board of Indirect Taxes and Customs (CBIC) has the highest rate of disposal (99%).
- The rate of disposal is lower in case of MHA(83%) due to long pendency in BSF while, in case of PCDA, it is due to recent reclassification of the cases between PCDA and DDF. Otherwise, the combined disposal of PCDA and DDF is 80%. It is primarily due to marked increase in the number of grievances due to OROP-3 since September, 2024. In August, 2024, 2,646 grievances were received which reached the mark of 6,122 in December, 2024.

4.2 Average Disposal Time in terms of redressal

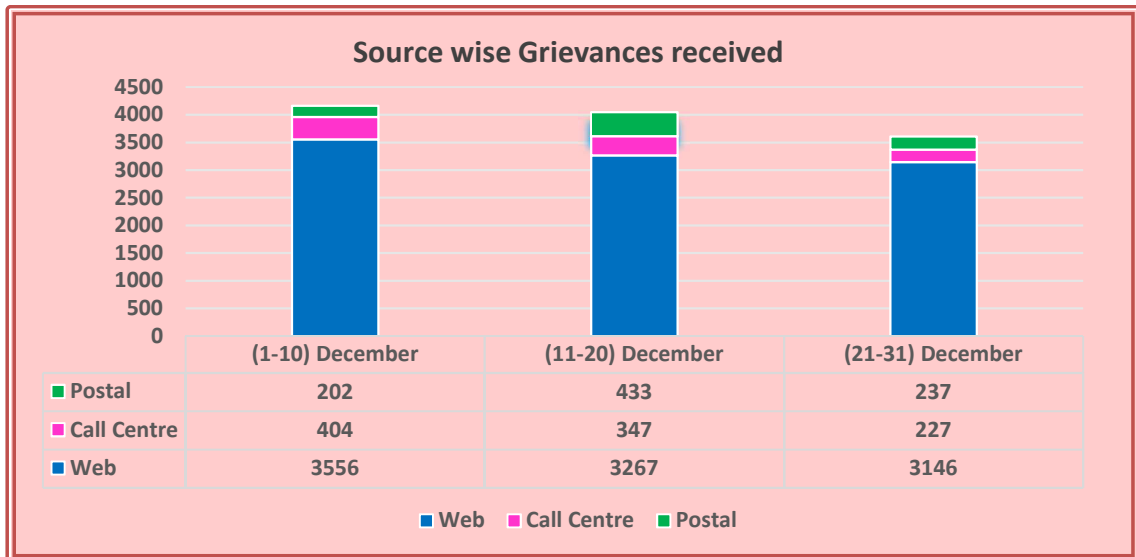


(Time Period: 01/01/2024 to 31/12/2024)

*Excluding pending days with DoPPW

- The average disposal time is 26 days (excluding pending with DoPPW) December, 2024.
- Average disposal time is significantly higher in respect of the grievances pertaining to Ministry of Home Affairs, Department of Defence Finance and PCDA(P) Prayagraj.

4.3 Source-wise grievances received

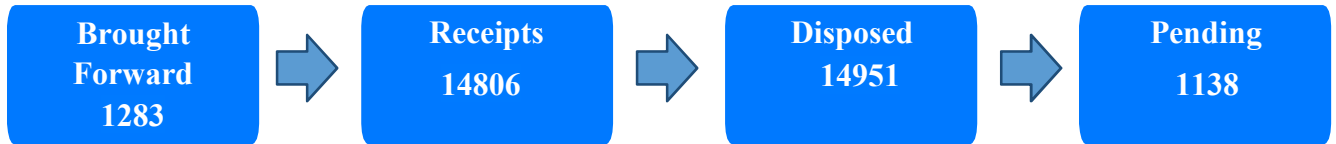


(Time Period: 01/12/2024 to 31/12/2024)

- 86.37 % grievances are received are registered directly through the website while remaining 13.63 % 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.

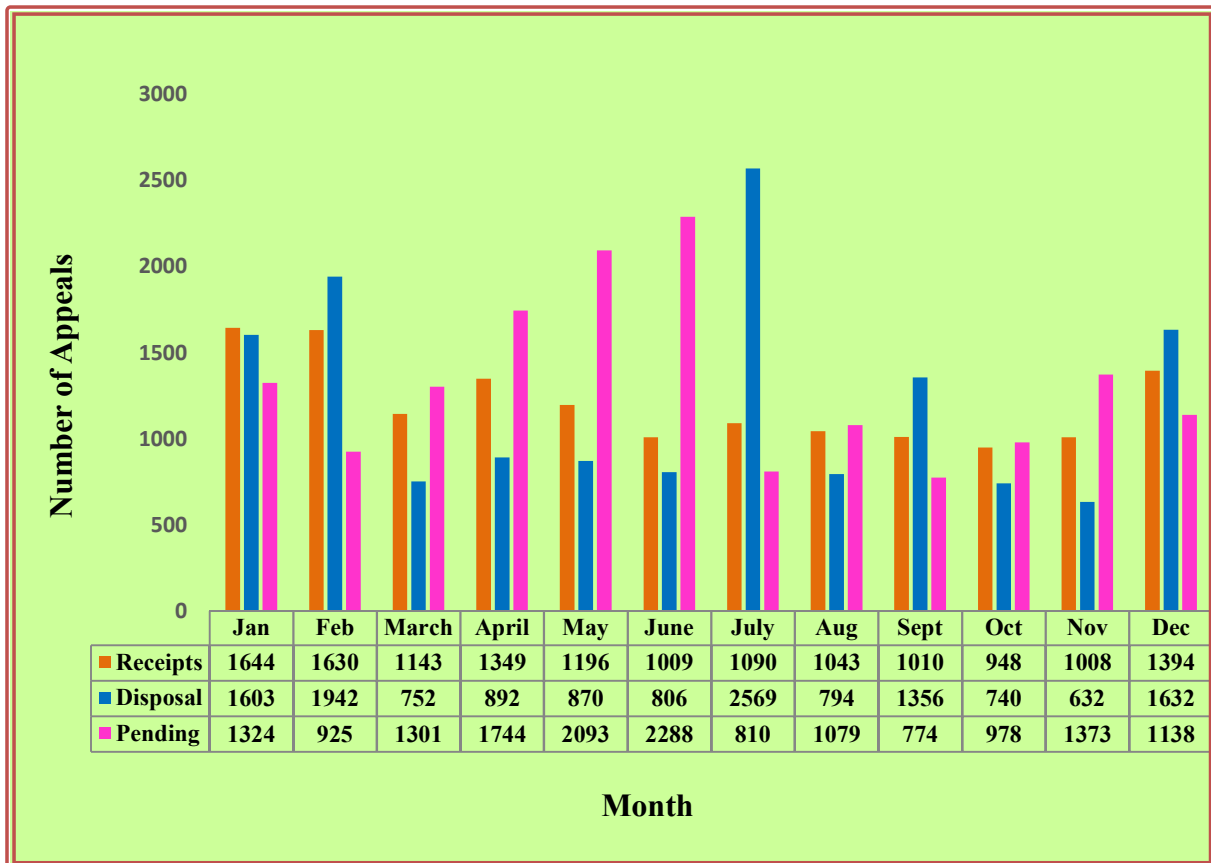
5. Appeal Dashboard

5.1 Overview



(Time Period: 01/01/2024 to 31/12/2024)

5.2 Month-wise status of Appeals

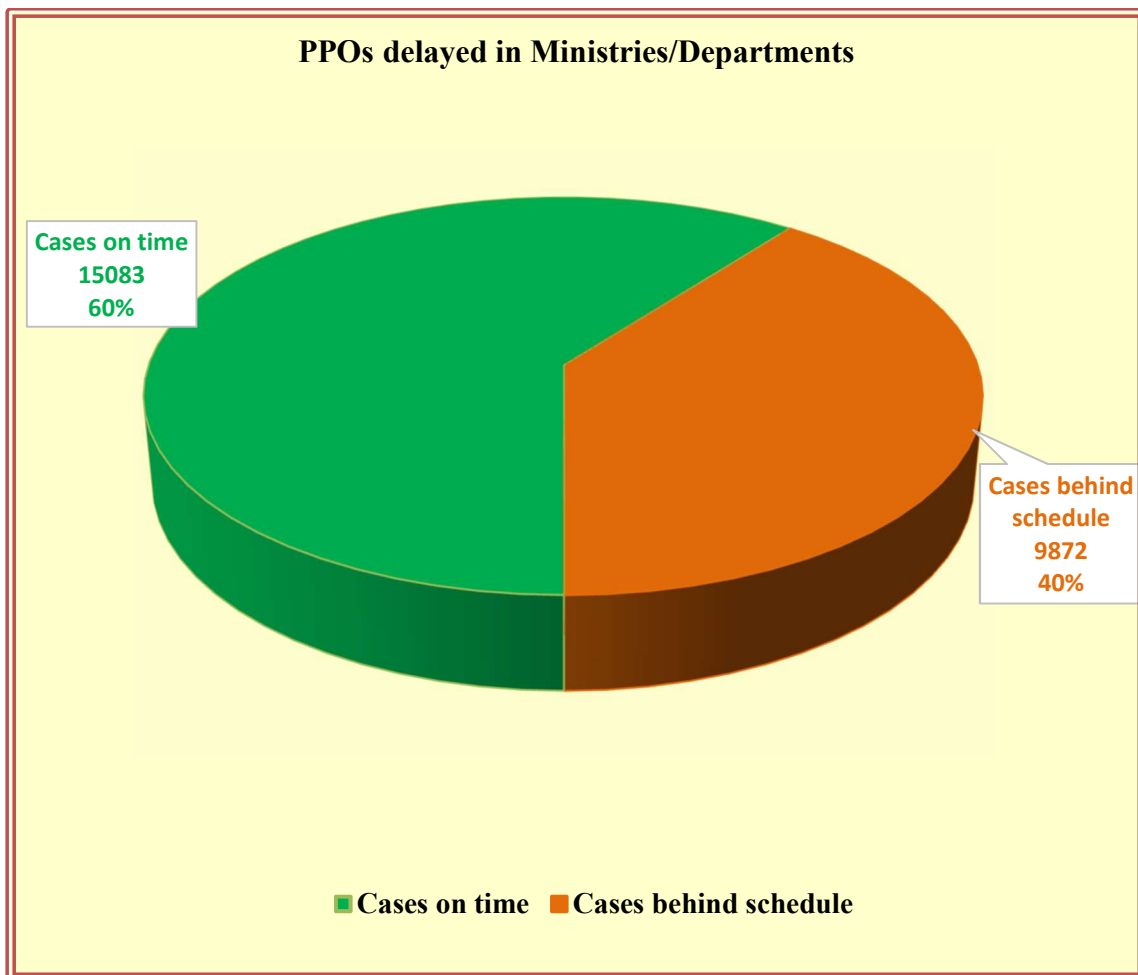


(Time Period: 01/01/2024 to 31/12/2024)

- In the last one year, 14,464 appeals have been filed against total disposal of 1,06,792 grievances in the same time. The rate of appeal is 13.54 % of the total disposed grievances.
- The number of pending Appeals is 1,138 at the end of December, 2024.

6. Bhavishya

- As on 31.12.2024, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 1033 attached offices through 9128 DDOs.
- Further, this application has so far cumulatively processed and issued 2,66,543 PPOs in respect of pensioners. 3,585 PPOs were issued through Bhavishya System in the month December, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period: 01/06/2024 to 30/11/2024)

- A total number of 24,955 employees are going to retire in the next 15 months. Out of which, 15,083 cases are on time while remaining 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: Ms. Bhumika (Amritsar, Punjab)

Gist of the story: “Commencement of family pension of divorced dependent daughter w.e.f. 15.12.2022 to 31.10.2024 and payment of arrears amounting to Rs. 5.36 lakh to family pensioner after 2 years”

Ms Bhumika is the dependent divorced daughter of the Late Sh. Narain Dass, Ex-Sr. Shunter, Indian Railways who retired on 31.03.2011, after a service of 33 years.

After unfortunate demise of her father on 14.12.2022, Ms. Anamika faced both emotional and financial hardships, as she was completely dependent on her father. Being eligible, Ms. Anamika requested the Ministry to sanction her family pension and release family pension arrears.

Her case was examined by the railways and incongruities in the documents led to delay in sanction. Ultimately, she filed a grievance (**DOPPW/E/2024/0078032**) on the CPENGRAMS Portal on 2nd November, 2024.

The case was being actively followed up by the DoPPW. Personal endeavor was also employed in this case. Due to intense focus on her case, the grievance was successfully redressed and her family pension was finally commenced along with release of arrears of her family pension amounting to **Rs. 5.36 lakh**, after 2 years of her father’s death. This has provided her with much-needed financial and emotional relief.

7.2 Name: - Ms. Veena (Keshav Puram, New Delhi)

Gist of the Story: - “Commencement of family pension of handicapped dependent daughter w.e.f. 20.04.2020 and payment of arrears amounting to Rs. 14 lakhs to family pensioner after 4 years”

Ms. Veena is the unmarried, handicapped daughter of the Late Sh. Shanti Sarup, Ex-Subedar in Indian Army, who passed away in 1978. Following Sh. Sarup's death, family pension was granted to his wife, Ms. Santosh Kumari, until her passing away on April 19, 2020. As a handicapped and dependent daughter, Ms. Veena was thus facing significant challenges in her life.

She applied for family pension but process was taking considerable time. Determined to resolve the situation, she lodged multiple complaints across various platforms but to no avail.

Finally, she filed a grievance on the CPENGRAMS Portal **(DOPPW/P/2023/0011348)** and an active follow-up was continuously under taken in her case. The development in the case was monitored and she was guided sufficiently to enable her for submission of relevant documents. **Further, the case was also included in the Inter Ministerial Review Meetings, chaired by Secretary (Pension).**

Due to these efforts, Ms. Veena's grievance has been successfully resolved. Her family pension has been started and **Rs. 14 lakh** has been credited to her bank account as arrears of family pension. This has helped her to live with dignity in the society.

7.3 Name:- Ms. Anuradha Ghosh (Kolkata, West Bengal)

Gist of the Story:- “Sanction of Family Pension with payment of arrears amounting to Rs. 2.28 lakh to the unmarried daughter after 2 years”

Ms. Anuradha Ghosh is the unmarried daughter of the Late Sh. Bhaba Shankar Ghosh, Ex-UDC of the Central Bureau of Investigation. Following her father's death, her mother, Ms. Urmila Pandey, received family pension until her death on July 9, 2014.

Being a dependent unmarried daughter, Ms. Anuradha Ghosh applied for grant of family pension with family pension arrears to her. Earlier, her family pension was sanctioned, however, she did not receive the full amount of the family pension arrears. For this, she lodged multiple complaints across various platforms, however, she could not succeed.

In hope of resolution, she filed a grievance (**DOPPW/E/2023/0037698**) on the CPENGRAMS portal. The case was forwarded to the concerned department. The movement of her case was continuously monitored. **Even, her case was escalated for discussion in the Inter-Ministerial Review Meeting to ensure expeditious resolution.**

Regular interaction with various stake holders and close monitoring yielded result with the payment of family pension arrears from 01.07.2023 to 30.11.2024 of Rs.2.28 Lakh. Hence, DoPPW has been her partner in this journey and ensured complete payment of her arrears bringing emotional and financial assistance to her.

7.4 Name:- Sh. Gajinder Singh (Mainpuri, Uttar Pradesh)

Gist of the Story:- “Sanction of family pension and payment of arrears of Rs. 7 Lakh after 4 years to dependent Divyang son.”

Sh. Gajinder Singh, aged 54, is the handicapped son of Sh. Mohkam Singh, Ex-Sepoy of the Indian Army, who died on 24.06.2001. After the death of Sh. Mohkam Singh, family pension was sanctioned in favour of his spouse Ms. Sridevi. After the unfortunate death of Ms. Sridevi, being a dependent handicapped son, Sh. Gajinder Singh was eligible for family pension. He applied for family pension but the process was taking time.

To get his dues, he lodged complaints on various platforms but got no respite. Finally, in hope of resolution, he filed a grievance (**DOPPW/E/2024/0025228**) on the CPENGRAMS portal for the commencement of his family pension.

His case was actively pursued owing to its unique nature and reminders were sent to the PCDA for early resolution of his grievance. Due to these constant efforts, Sh. Gajinder Singh’s grievance has finally been resolved and the payment of **Rs. 7 Lakh** as family pension arrears has been credited to his bank account.

The active intervention of DoPPW has helped him in getting his rightful dues, allowing him to live with dignity in society.

8. TESTIMONIALS

1. **Shri Ramavtar Choudhary (DOPPW/E/2024/0069452)**, a pensioner from Indian Army, graded his experience excellent after revision of pension as per OROP.

“Sir, I am very satisfied for your hardwork to resolving the problem of Ex-Serviceman in a stipulated time period. Pay my best compliments to all personnel who are involving for this work. Lot of thanks.”

2. **Shri Jawahar Lal Kaul (DOPPW/E/2024/0087213)**, a pensioner from DOT, expressed his gratitude after payment of pension.

“Thank you for resolving my grievance. I am thankful that things are moving in a positive direction in government departments. Things are getting addressed by authorities properly. Once again appreciate your efforts.”

3. **Shri Lachhman Das (DOPPW/E/2024/0092211)**, a pensioner from Ministry of Civil Aviation, expressed his gratitude after restoration of commutation pension.

“Even though all my life served in government, I never imagined government organization can be so prompt, so responsive and so efficient. I am simply overwhelmed. The web site is simple, to the point and covers all aspects of grievance redressal. It was wonderful experience.”

4. **Ms. Janko Devi (DOPPW/E/2024/0091387)**, a family pensioner from Indian Army, conveyed her gratitude after resumption of family pension.

“Excellent work, my query was resolved within 15 days.”

Ministries/Departments–PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	254
2	Union territories of India	UT of Delhi	97
3	Ministry of Finance	Department of Revenue	95
4	Ministry of Information & Broadcasting	-	89
5	Ministry of Home Affairs	Department of Home	70
6	Union territories of India	UT of Andaman and Nicobar	64
7	Ministry of Housing and Urban Affairs	-	54
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	26
9	Ministry of Culture	-	19
10	Ministry of Home Affairs	Department of Justice	17
11	Comptroller and Auditor General	-	13
12	Department of Atomic Energy	-	8
13	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	8
14	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	7
15	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	7
16	Ministry of Statistics & Programme Implementation	-	7
17	Union territories of India	UT of Lakshadweep	7
18	Ministry of Ports, Shipping and Waterways	-	6
19	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	6
20	Ministry of Mines	-	5
21	Ministry of Labour & Employment	-	5
22	Ministry of Electronics & Information Technology	-	5
23	Ministry of Environment, Forest and Climate Change	-	4
24	Ministry of Earth Sciences	-	4
25	Ministry of Skill Development and Entrepreneurship	-	4
26	Ministry of Home Affairs	Central Police Organisation	3
27	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	3
28	Ministry of Law & Justice	Department of Legal Affairs	3
29	Ministry of External Affairs	-	3
30	Ministry of Civil Aviation	-	2

31	Ministry of Textiles	-	2
32	Ministry of Tourism	-	1
33	NITI Aayog	-	1
34	President Secretariat	-	1
35	RAJYA SABHA SECRETARIAT	-	1
36	Ministry of Micro, Small and Medium Enterprises	-	1
37	Ministry of Corporate Affairs	-	1
38	Department of Space	-	1
39	Ministry of Rural Development	Department of Land Resources	1
40	Ministry of Science & Technology	Department of Science and Technology	1
41	Ministry of Commerce and Industry	Department of Commerce	1
42	Ministry of Jal Shakti	Department of Drinking Water and Sanitation	1
43	Ministry of Finance	Department of Financial Services	1
Total			909



Government of India

Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan

Khan Market, New Delhi - 110003