

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

March 02, 2023

Dear Secretary,

I am enclosing the Monthly Progress Report for February, 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 end of February 2023, 3452 Pensioners' related Grievance cases and 752 PPOs are pending in Ministries/ Departments.

2. 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,

Yours sincerely,

Encl: As above

(V. Srinivas)

All Secretaries to Government of India



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सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

Department of Pension and Pensioners' Welfare

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

FEBRUARY 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

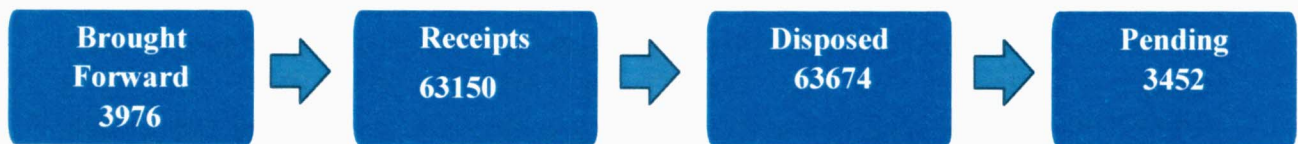
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

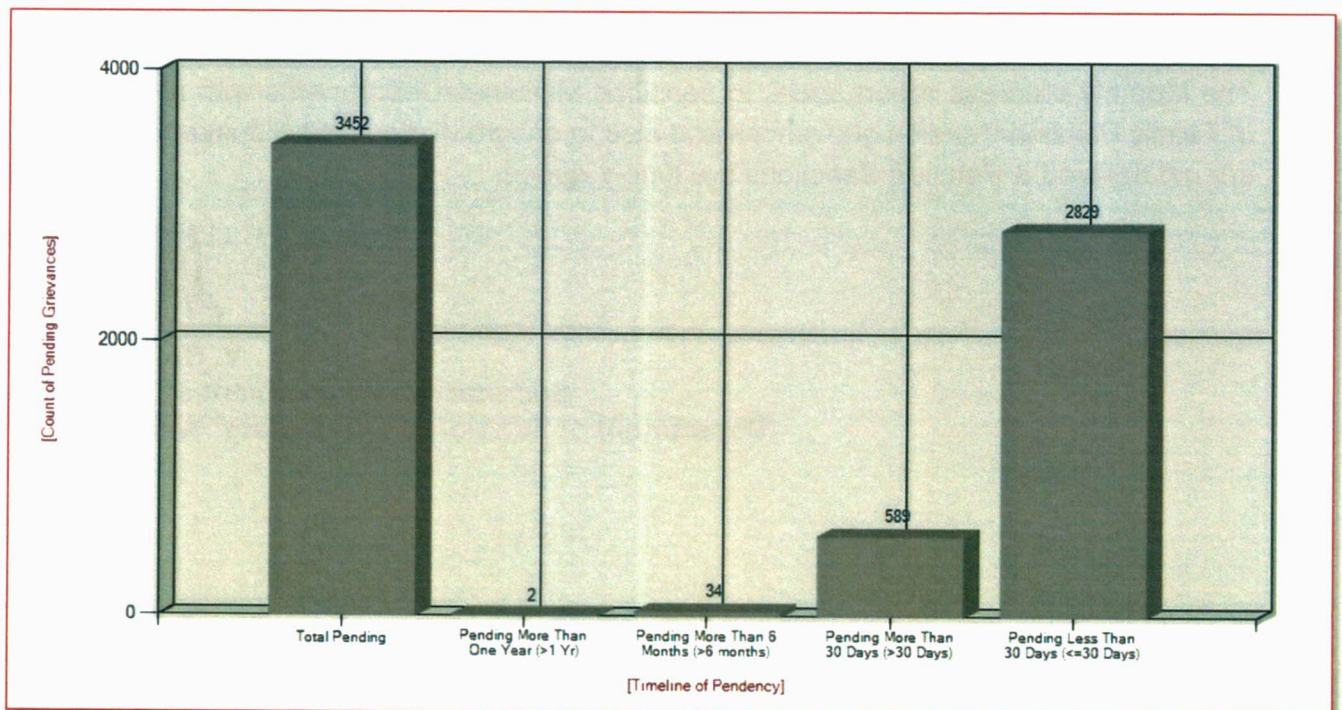
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/01/2022 to 28/02/2023)

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: 01/01/2022 to 28/02/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	13631	14947	14592	355
2.	Department of Financial Services (Banking Division)	652	12662	13314	12860	454
3.	Ministry of Railways (Railway Board)	323	10551	10874	10601	273
4.	PR. CDA PENSION ALLAHABAD	11	8427	8438	7534	904
5.	Department of Ex Servicemen Welfare	107	5176	5283	4639	644
6.	Employees Provident Fund Organisation (Head Office)	334	4139	4473	4348	125
7.	Ministry of Home Affairs	177	2193	2370	2080	290
8.	Department of Posts	143	1791	1934	1826	108
9.	Department of Telecommunications	116	1561	1677	1646	31
10.	Central Board of Indirect Taxes and Customs	61	890	951	921	30

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	13631	14947	14592	355
2.	Department of Financial Services (Banking Division)	652	12662	13314	12860	454
3.	Ministry of Railways (Railway Board)	323	10551	10874	10601	273
4.	PR. CDA PENSION ALLAHABAD	11	8427	8438	7534	904
5.	Department of Ex Servicemen Welfare	107	5176	5283	4639	644
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7.	Ministry of Home Affairs	177	2193	2370	2080	290
8.	Department of Posts	143	1791	1934	1826	108
9.	Department of Telecommunications	116	1561	1677	1646	31
10.	Central Board of Indirect Taxes and Customs	61	890	951	921	30

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	11	8427	8438	7534	904
2.	Department of Ex Servicemen Welfare	107	5176	5283	4639	644
3.	Department of Financial Services (Banking Division)	652	12662	13314	12860	454
4.	Department of Defence Finance	1316	13631	14947	14592	355
5.	Ministry of Home Affairs	177	2193	2370	2080	290
6.	Ministry of Railways (Railway Board)	323	10551	10874	10601	273
7.	Employees Provident Fund Organisation (Head Office)	334	4139	4473	4348	125
8.	Department of Posts	143	1791	1934	1826	108
9.	Department of Defence	16	509	525	449	76
10.	Ministry of Information and Broadcasting	67	395	462	422	40

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	2193	2370	2080	290	194
2.	Department of Ex Servicemen Welfare	107	5176	5283	4639	644	84
3.	Ministry of Railways (Railway Board)	323	10551	10874	10601	273	37
4.	Department of Defence	16	509	525	449	76	30
5.	Department of Defence Finance	1316	13631	14947	14592	355	24
6.	Ministry of Information and Broadcasting	67	395	462	422	40	19
7.	PR. CDA PENSION ALLAHABAD	11	8427	8438	7534	904	17
8.	Department of Higher Education	15	207	222	206	16	10
9.	Department of Personnel and Training	17	123	140	129	11	9
10.	Ministry of Statistics and Programme Implementation	26	56	82	71	11	8

4. CATEGORY-WISE STATUS

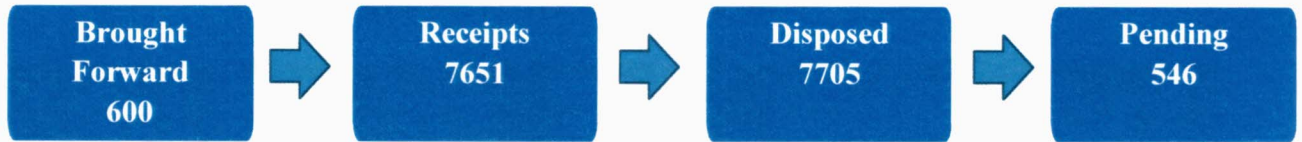
4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/01/2022 to 28/02/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1534	23131	24665	23576	1089
2.	Revision of pension/family pension/pension payment order	461	8660	9121	8514	607
3.	Non-payment of arrear of pension and other retirement benefits	348	6766	7114	6642	472
4.	Other service related issues such as fixation of pay, MACP	301	4102	4403	4175	228
5.	Issues related to medical facilities	123	2086	2209	2047	162
6.	7th CPC Issues	52	1532	1584	1501	83
7.	Non-payment of DA/DR/merger of DA related issues	57	1396	1453	1354	99
8.	Extra ordinary Pension	75	709	784	757	27
9.	GPF/CPF	16	281	297	278	19
10.	New pension scheme	13	233	246	233	13
11.	Issues relating to qualifying service	1	153	154	135	19
12.	Extension of pension scheme to autonomous bodies/orgns	3	55	58	53	5
13.	Others	1605	20882	22487	21128	1359

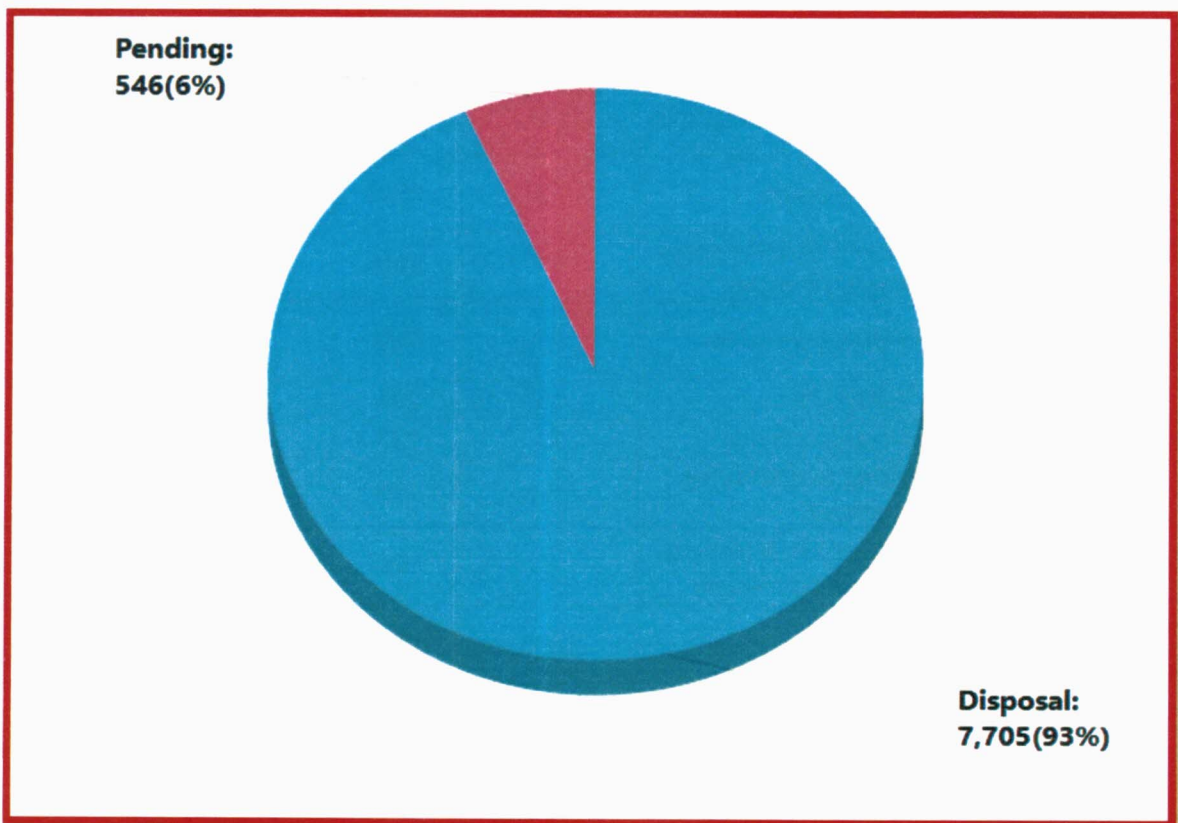
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/01/2022 to 28/02/2023)

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	365	1447	1812	1762	50
2.	Ministry of Railways (Railway Board)	6	1291	1297	1236	61
3.	Department of Financial Services (Banking Division)	17	1141	1158	1120	38
4.	Department of Ex Servicemen Welfare	49	880	929	892	37
5.	Ministry of Labour and Employment	7	466	473	455	18
6.	Department of Telecommunications	11	391	402	394	8
7.	Central Board of Indirect Taxes and Customs	2	389	391	379	12
8.	Department of Posts	2	339	341	327	14
9.	Department of Pension and Pensioners Welfare	48	250	298	289	9
10.	Ministry of Home Affairs	11	242	253	207	46

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
22335	13998	8337

Top Ten Ministries/Departments Cases Behind Schedule

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

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1821
2	Ministry of Finance	Department of Revenue	1381
3	Ministry of Housing and Urban Affairs		725
4	Ministry of Home Affairs	Department of Home	596
5	Comptroller and Auditor General		577
6	Ministry of Information & Broadcasting		554
7	Union territories of India	UT of Andaman and Nicobar	342
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	297
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	206
10	Department of Space		138
Total			6637

PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Aug 2022	66
2	Sep 2022	50
3	Oct 2022	57
4	Nov 2022	78
5	Dec 2022	156
6	Jan 2023	345
Total		752

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	179
2	Ministry of Finance	Department of Revenue	102
3	Ministry of Information & Broadcasting		99
4	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	64
5	Ministry of Housing and Urban Affairs		58
6	Ministry of Home Affairs	Department of Home	45
7	Union territories of India	UT of Andaman and Nicobar	45
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	21
9	Ministry of Home Affairs	Department of Justice	16
10	Comptroller and Auditor General		14
11	Ministry of Culture		12
12	Ministry of External Affairs		10
13	Union territories of India	UT of Lakshadweep	8
14	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	7
15	Ministry of Textiles		6
16	Ministry of Commerce and Industry	Department of Commerce	5
17	Ministry of Skill Development and Entrepreneurship		5
18	Ministry of Corporate Affairs		5
19	Ministry of Coal		4
20	Ministry of Earth Sciences		4
21	Ministry of Labour & Employment		4
22	Ministry of Mines		4
23	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	4
24	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	3
25	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	3

S.No.	Ministry	Department	No. of PPOs Pending
26	Ministry of Communications	Department of Telecommunications	3
27	Ministry of Ports, Shipping and Waterways		2
28	Ministry of Science & Technology	Department of Science and Technology	2
29	Ministry of Home Affairs	Central Police Organisation	2
30	Ministry of Environment, Forest and Climate Change		2
31	Department of Space		2
32	Lok Sabha Secretariat		2
33	Ministry of Civil Aviation		1
34	Ministry of Parliamentary Affairs		1
35	Ministry of Statistics & Programme Implementation		1
36	Ministry of Tourism		1
37	Ministry of Women and Child Development		1
38	Ministry of Finance	Department of Economic Affairs	1
39	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Food & Public Distribution	1
40	Ministry of Education	Department of Higher Education	1
41	Ministry of Finance	Department of Public Enterprises	1
42	Ministry of Social Justice & Empowerment	Department of Social Justice and Empowerment	1
	Total		752

Brief on CCS (EOP Rules), 2023

Department of Pension & Pensioners' Welfare has notified revised Central Civil Services (Extraordinary Pension) Rules, 2023 after reviewing and rationalizing the pre-independence era Central Civil Services (Extraordinary Pension) Rules, 1939. While the revised EOP Rules do not envisage any change in the conditions of eligibility or entitlements of disability pension or family pension, the following new provisions have been included in the Rules to make them elaborate and to bring about more clarity -

- A specific provision has been included in the Rules that NPS employees will also be covered by these Rules if Option to this effect is given under CCS (Implementation of NPS) Rules, 2021
- No application will be required from employee/ family for sanction of disability pension/family pension. HOO will initiate the process on his own.
- Secretary of the administrative Ministry/Department would be competent to grant disability pension/family pension and he could further delegate this power to a Joint Secretary level officer in the Department or the organization concerned.
- The authority will be competent to sanction disability pension or family pension even in a case not strictly covered by the guidelines but is otherwise considered attributable to Government service.
- Disability pension or family pension shall be sanctioned even in cases not strictly covered by the guidelines but is otherwise considered attributable to Government service, competent authority will sanction.
- The competent authority will award a family pension even in cases where a medical report could not be secured on death of an employee, if the said authority is otherwise satisfied about causal connection between death and Government service.
- Provision regarding admissibility of additional pension for old pensioners has been incorporated in the revised rules.
- Schedule –I relating to the list of diseases has been updated by including certain additional diseases which can be contracted in the performance of duty, including pandemics like COVID-19.
- A new Schedule (i.e. Schedule-III) has been included in the rules listing out the circumstances in which death or disability of a Government servant is to be reckoned as attributable to Government service under Category B, Category C and Category D
- Death and disability occurring while on duty in the specified high altitude, inaccessible border posts, etc on account of natural disaster, extreme weather conditions, has been included in Category C and death or disability arising in an operation to evacuate Indian nationals from a war-torn foreign country has been included in Category D
- Specific provision has been made in the revised rules for processing of cases of disability pension and extraordinary family pension through Bhavishya.
- Detailed procedure has been laid down for processing of disability pension and family pension under EOP Rules.
- Pending decision on/payment of disability pension under EOP Rules, provisional pension under CCS (Pension) Rules shall be granted.
- HOO shall ensure that all cases for grant of disability pension and family pension are processed as per timelines and provisional pension or provisional family pension, as the case may be, is sanctioned/ paid pending authorization of final pension / family pension.
- In case of delay, interest shall be paid on arrears of pension or family pension or gratuity and responsibility shall be fixed for the delay.



वयुधेव कुटुम्बकम्
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