

वी. श्रीनिवास, आई.ए.एस.  
V. Srinivas, IAS  
सचिव  
Secretary



भारत सरकार  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय  
पेंशन एवं पेंशनभोगी कल्याण विभाग,  
लोकनायक भवन, खान मार्किट,  
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: 11<sup>th</sup> March, 2024

*Dear Secretary,*

I am enclosing the Monthly Progress Report for February, 2024 of Pensioners related grievances of Ministries/Departments on CPENGRAMS Portal and the status of pendency in issue of Pension Payment Orders (PPOs) on Bhavishya Portal. In February, 2024, an annual high of 9399 Pension related Grievance cases were redressed and 1426 PPOs were issued by Ministries/ Departments on Bhavishya Portal. This was possible as the PCDA, Allahabad redressed 3030 pensioner grievances in February, 2024. The pendency in CPENGRAMS stands at 7595 cases and 859 cases are pending on Bhavishya Portal.

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,

Encl: As above

(V. Srinivas)

To,

All Secretaries to Government of India



सूचना का  
अधिकार



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

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# CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments

February 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). Monitoring of Pension related grievances is done by the Department as part of its mandate for promoting Pensioners' Welfare. 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

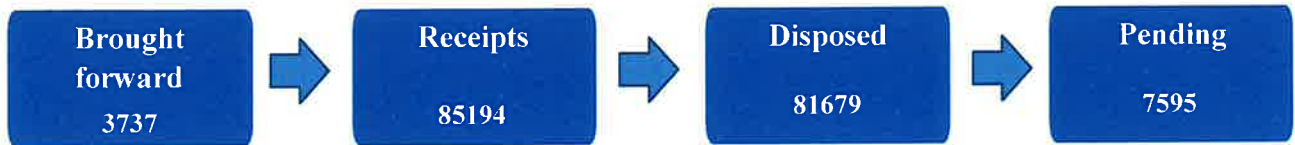
The Monthly progress report for February, 2024 contains information related to Pensioners' grievances as available on the CPENGRAMS portal, and PPO's processed on Bhavishya Portal. The report seeks to sensitize Ministries/Departments with respect to the Family Pension/Pension grievances pending PPO's and also to ensure that current Pension cases are not delayed & Pension Sanctions are issued in a timely manner.



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

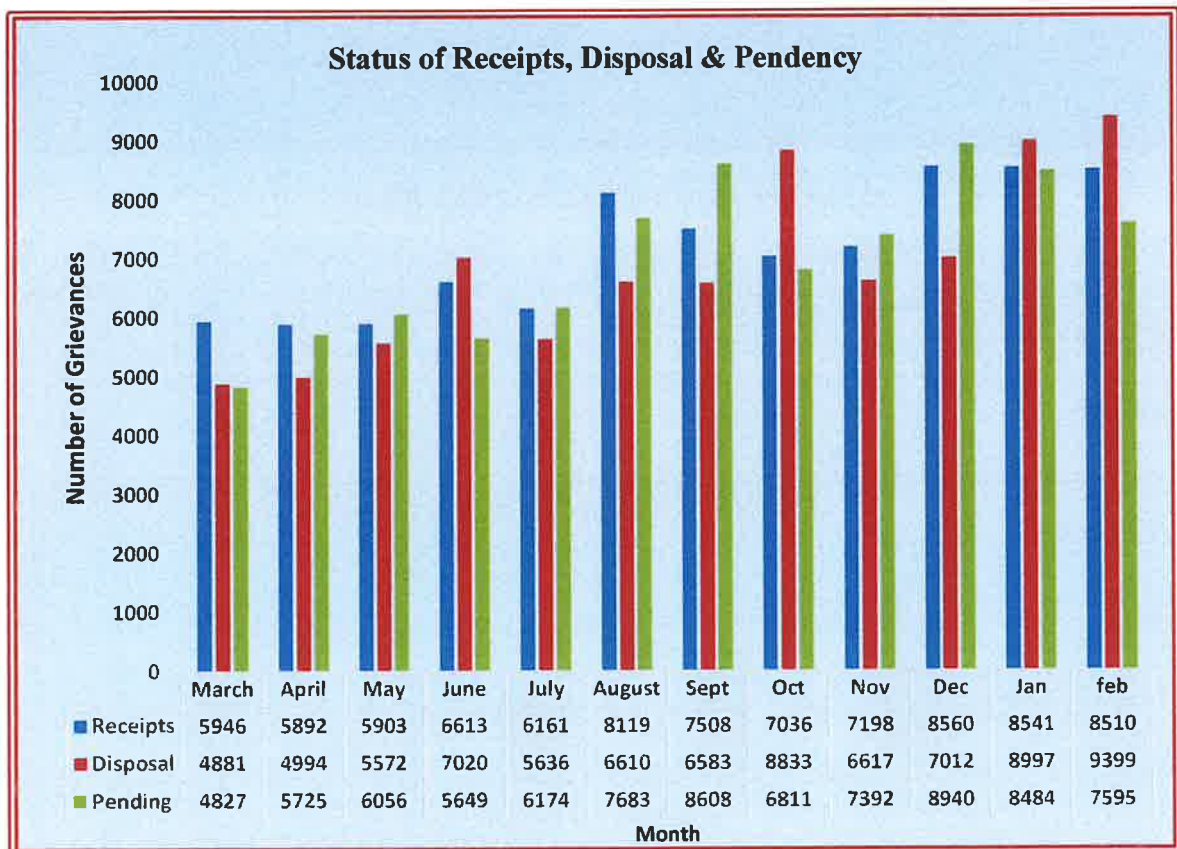
## 2. Review of Status of Grievances

### 2.1 Overview



(01/03/2023 to 29/02/2024)

### 2.2 Month-wise status of Grievances

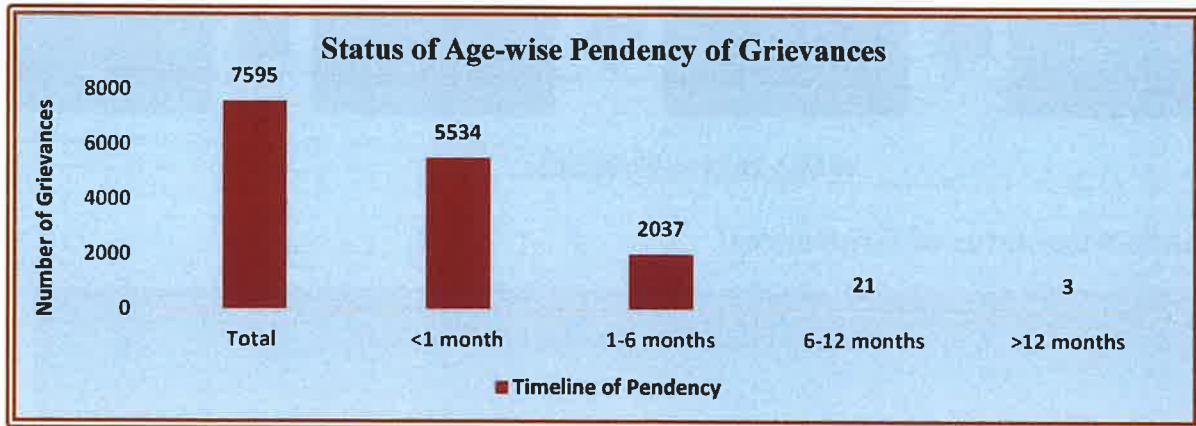


(Time Period: 01/03/2023 to 29/02/2024)

- 8510 grievances were received in February, 2024. The major departments receiving grievances are PCDA and Department of Ex Servicemen Welfare.
- All time high 9399 pension grievances were redressed in February, 2024, as compare to 8997 pension grievances were redressed in January, 2024, registering a growth of 4.5%.
- For the 10<sup>th</sup> month in a row, pension grievances redressed per month has crossed 5000 cases with all time high redressal in February, 2024.

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

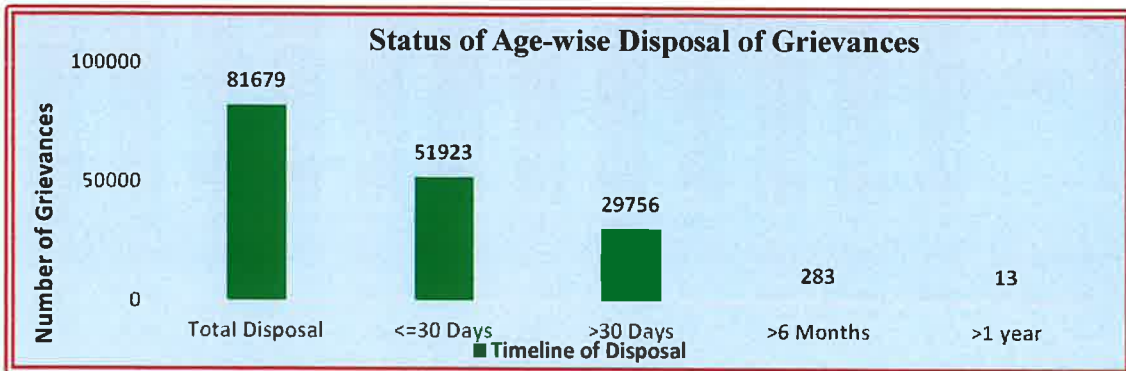
#### 3.1 Pendency



(Time Period: 01/03/2023 to 29/02/2024)

PCDA Pension, Allahabad has the highest number of grievances pending for more than 30 days [1276 grievances], which contributes to ~62% of the total pendency of more than 30 days [2061 grievances].

#### 3.2. Disposal



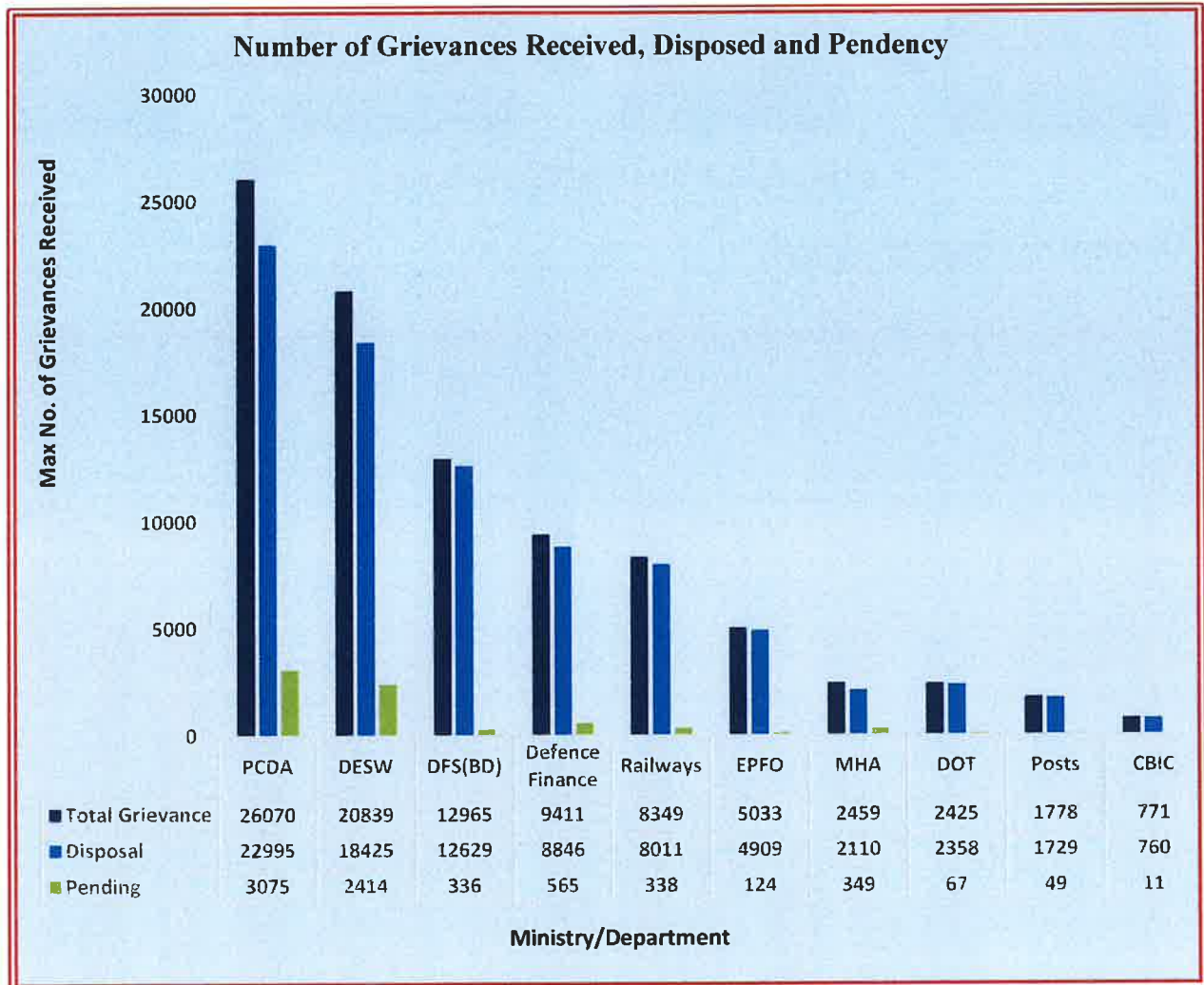
(Time Period: 01/03/2023 to 29/02/2024)

- Out of total disposal, about 63.56 % of the grievances are disposed of within the stipulated time limit of 30 days from 01.03.2023 to 29.02.2024. However, over the period, there has been improvement in the rate of redressal and 68% of the grievances have been disposed within 30 days in February, 2024
- Department of Financial Services (Banking Division) has disposed the maximum number of grievances within 30 days' time period [10821 grievances] which is 85.68% of its total disposal [12629 grievances].



## 4. Performance of Ministries/Departments/Organisations

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

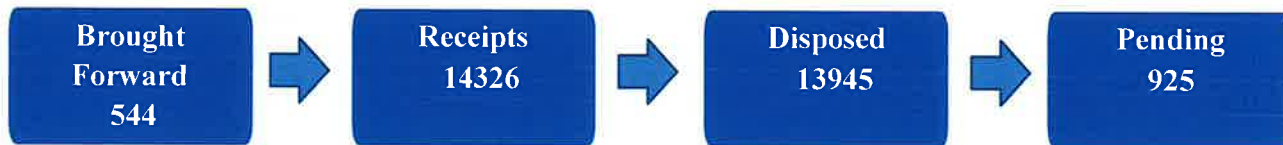


(Time Period: 01/03/2023 to 29/02/2024)

- Among top 5 Ministries/Departments/Organisations, Central Board of Indirect Taxes and Customs (CBIC) has the highest rate of disposal (98.57%) followed by EPFO (97.53 %).
- There is a marked improvement in the redressal of Defence pensioners' grievances in January, 2024. In PCDA, 3030 disposals were done in February, 2024 as compared to 2989 disposals in January, 2024. The figures in DESW are also encouraging wherein there is around 20% increase in the redressal (from 2913 in January, 2024 to 3476 in February, 2024).

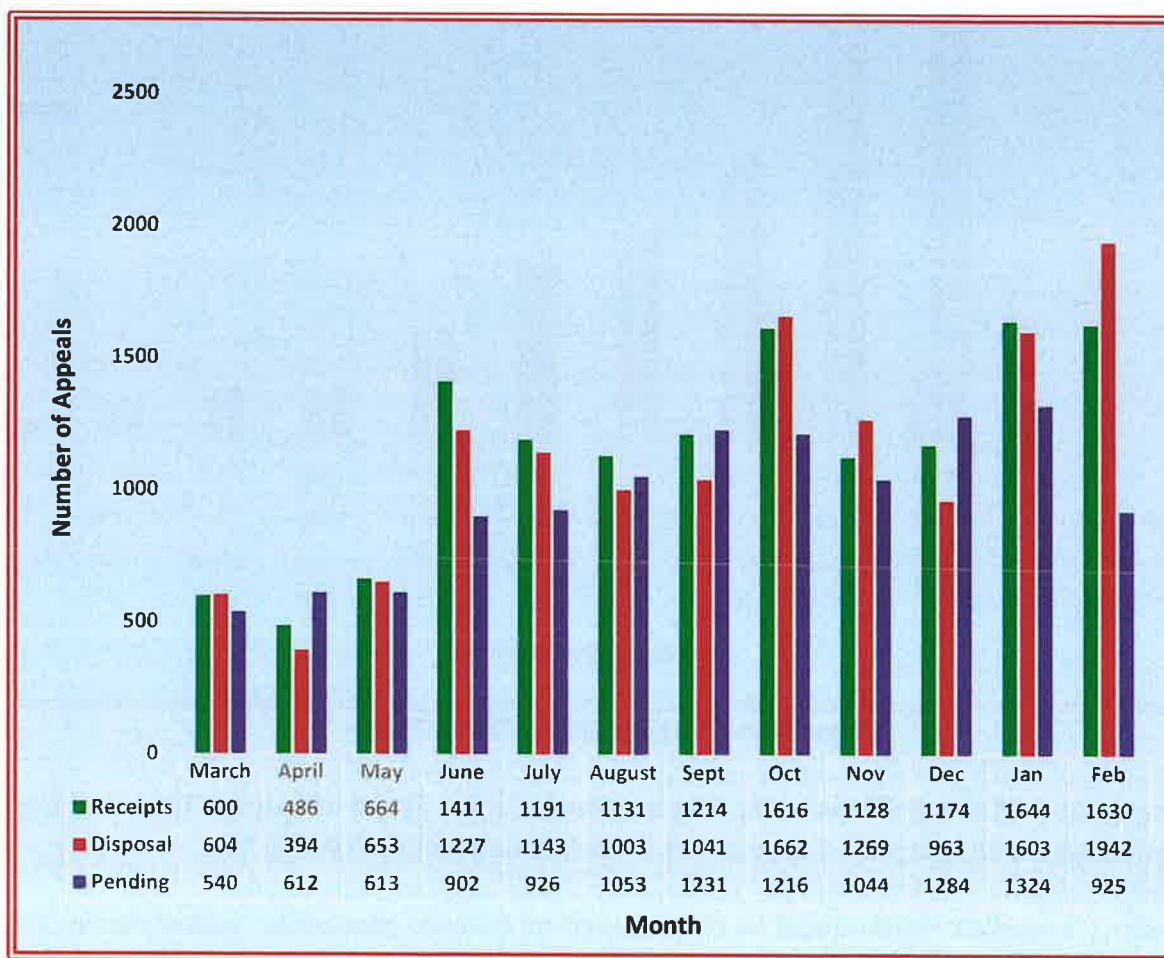
## 5. Appeal Dashboard

### 5.1 Overview



(Time Period: 01/03/2023 to 29/02/2024)

### 5.2 Month-wise status of Appeals

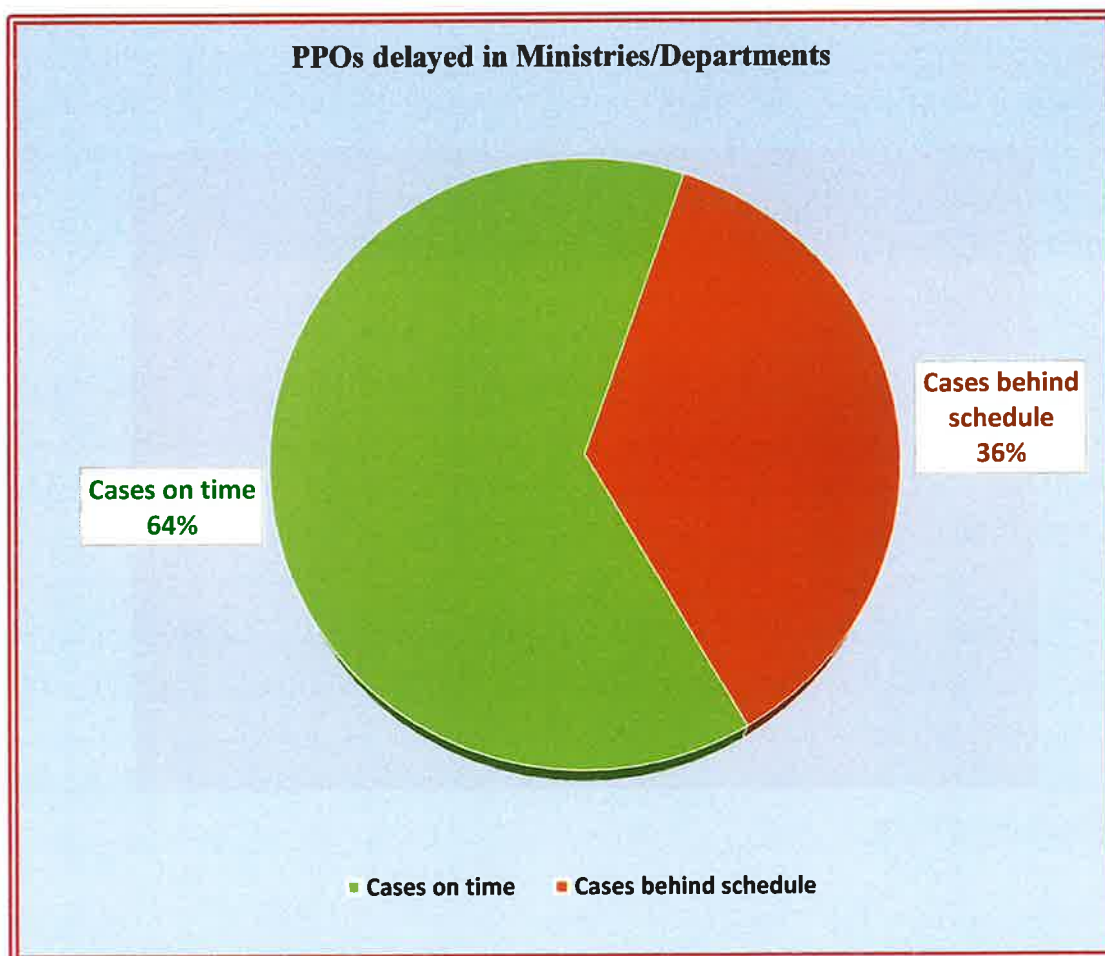


(Time Period: 01/03/2023 to 29/02/2024)

- During the time period from 01.03.2023 to 29.02.2024, the number of Appeals has increased as with the enhanced rate of filing and redressal of grievances.
- In the last one year, 13,889 appeals have been filed against total disposal of 81,697 grievances in the same time period. The rate of appeal is 17 % of the total disposed grievances.

## 6. Bhavishya

- As on 29.02.2024, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 868 attached offices through 8169 DDOs.
- Further, this application has so far cumulatively processed and issued 2,30,763 PPOs in respect of pensioners. 1426 PPOs were issued through Bhavishya System in the month of February, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



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

- A total number of 24,616 employees are going to retire in the next 15 months. Out of which, 15,677 cases are on time while remaining 8,939 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. Anuradha Prajapati

**Gist of Success Story: Commencement of Family Pension of unmarried daughter after 06 years of parent's death and payment of Family Pension arrear of Rs. 16 Lakh**

Ms. Anuradha Prajapati unmarried daughter of Late Sh. Chakkan Lal, a pensioner of Central Board of Indirect Taxes and Customs (CBIC). Both her parents had expired.

She filed the documents with CBIC for the commencement of family pension in 2016. After follow-ups with the Department for years, copy of both cancelled PPOs (disburser's and pensioner's portions) were returned back by the CBIC to CPAO in December, 2021 only. However, family pension was not commenced, thereafter. She again approached CBIC in November, 2022 and then in January, 2023.

She was facing financial hardship due to non-commencement of her family pension since 2016. In the meantime, she got to know about the CPENGRAMS Toll free number and lodged a grievance on CPENGRAMS portal in March, 2023 (DOPPW/P/2023/0002365). DOPPW transferred the case to CBIC. Her case was prematurely closed by CBIC on 10th April, 2023. Again, her case was re-registered on 29th September 2023(DOPPW/P/2023/0010996) and it was again closed with the remark, "Since, the matter regarding receipt of the first credit of Family Pension in the bank account of the pensioner is pending with PAO, Panaji, no action is pending from this office in this regard." Hence, again she did not succeed in getting her family pension commenced.

Subsequently, the case was registered for the third time on 8<sup>th</sup> December, 2023 (DOPPW/P/2023/0013339). Finally, efforts of Ms. Anuradha Prajapati and DOPPW resulted in conclusive redressal of the grievance and she received payment of arrear of **Rs. 16 lakhs** (05.12.2016 to 31.11.2023) and her family pension was also started in January, 2024.

## 7.2 Name: Ms. Jamuni Devi

**Gist of Success Story: Commencement of Family Pension of spouse after 08 years of husband's death and payment of Family Pension arrear of Rs. 12 Lakh**

Ms. Jamuni Devi is the widow of Late Sh. Mohar, Singh, a radio operator in Ministry of Railways. Unfortunately, her husband died in May, 2015. Thereafter, she filed her claim for Family Pension with UCO bank. Even after several follow ups for many years, she did not succeed in commencement of her Family Pension.

Then she approached Ministry of Railways and after numerous follow-ups, her Family Pension with the basic of Rs. 9000/- was started in July, 2023. However, Family Pension arrear from May, 2015 to June, 2023 were not paid to her. In the same month, her grandson got to know about the CPENGRAMS Portal and grievance was registered in July, 2023 (**DOPPW/E/2023/0029808**). However, the grievance was pre-maturely closed by the CPPC within a month.

Thereafter, she registered another grievance in August, 2023 (**DOPPW/E/2023/0034184**) on CPENGRAMS Portal, which was again closed by the bank with the advice to contact Senior Divisional Finance Manager, East Central Railway, Dhanbad to issue revised PPO.

With the goal to achieve ultimate and conclusive redressal of the grievance, DOPPW registered her grievance on 26th December, 2023 (**DOPPW/P/2023/0013954**). The grievance was forwarded to Ministry of Railways which in turn sent it to UCO Bank. The grievance was successfully redressed by the UCO Bank and Ms. Jamuni Devi received a payment of arrear of Rs. 12 lakhs on 10th January, 2024 after 8 years of death of her husband.

### 7.3 Name: Sh. Addanki Vasantharajan

**Gist of Success Story: Payment of Post retirement benefits of Rs. 10.11 lakh after 21 months of retirement.**

Sh. Addanki Vasantharajan, voluntarily retired on 30th April, 2022 from BSF of Ministry of Home Affairs. His pension was sanctioned in the month of June 2023, however, he was receiving monthly pension and commuted pension only. The remaining Post-retirement benefits i.e., CGEGIS, Leave Encashment, Retirement Gratuity (DCRG) and RTTA were not paid to him.

As per the case history, he was facing lot of financial crisis due to non-receipt of these post-retirement benefits even after the lapse of more than 16 months.

Thereafter, he filed a complaint on CPENGRAMS Portal on 08<sup>th</sup> November, 2023 (DOPPW/E/2023/0052048). His case was forwarded to Ministry of Home Affairs which in turn sent the case to BSF. The case was taken up by the concerned Battalion. Subsequently, the case was processed and submitted to PAD, BSF. After careful examination, the case was returned to BSF with certain observations. These observations were addressed by BSF and the case was again re-submitted.

Thereafter, the positive response received from the department on 8<sup>th</sup> February, 2024 in form of closure remark, which confirmed the payment of all the claims amounting to Rs. 10,11,754/- to Sh. Addanki Vasantharajan.

#### **7.4 Name: Smt. Rajesh Kumari**

**Gist of Success Story: Commencement of Family Pension of spouse after 08 years of husband's death and payment of Family Pension arrears of Rs. 23.95 Lakh.**

Smt. Rajesh Kumari is the second wife of Late Shri Tilak Raj, a pensioner from Department of Telecommunications. After the death of her husband in December, 2015, she filed the requisite documents with the department for commencement of her Family Pension.

Thereafter, she was asked to furnish Succession certificate from the court. However, she objected to furnish the certificate by quoting various judgments. This process continued for years and she could not succeed in sanctioning of her Family Pension.

In the meantime, her son got to know about the DOPPW Call centre and filed a complaint on CPENGRAMS Portal on 03<sup>rd</sup> April, 2023 (**DOPPW/P/2023/0002803**). Her case was transferred to Department of Telecommunications for resolution of grievance. However, the case was closed pre-maturely on 20<sup>th</sup> April, 2023.

Thereafter, the case was taken up by DOPPW and was re-registered on 03<sup>rd</sup> October, 2023 (**DOPPW/P/2023/0011173**). The case was again closed pre-maturely on 09<sup>th</sup> October, 2023 with the observation, "It is intimated that your Family Pension case has been dispatched Account Officer(Pension), O/o Controller of Communications Accounts".

Considering the sensitivity of the case which was pending for more than 8 years, her case was registered for 3<sup>rd</sup> time on 08<sup>th</sup> December, 2023 (**DOPPW/P/2023/0013395**). Finally, Smt. Rajesh Kumari received payment of arrear of **Rs.23,95,299/-** and her family pension was also started.

### **7.5 Name: Sh. Satnam Singh**

**Gist of Success Story: Payment of Post-retirement benefits of Rs.20.39 Lakh- after 10 months of retirement.**

Sh. Satnam Singh, had retired from BSF in March, 2023. He received all the pensionary benefits along with monthly pension barring Gratuity and Commuted pension. He actively pursued the case with BSF and it was found that the bills of Gratuity and Commutation had to be processed on PFMS Online Pension Module only. However, his efforts did not yield results.

Thereafter, he got to know about the DOPPW Toll free no. 1800-11-1960 and filed a complaint on 07<sup>th</sup> November, 2023 (**DOPPW/P/2023/0012319**). His case was taken up by BSF. On 05<sup>th</sup> January, 2024, BSF responded with interim reply to him and uploaded the same on the portal. In the reply, it was intimated that his claims were being constantly taken up with PAD, BSF.

Thereafter, the case was successfully closed on 08<sup>th</sup> February, 2024 informing that DCRG and Commutation bills were passed, he received Commuted value of Pension (Rs. 9,23,277/-) and Gratuity (Rs. 11,15,730/-) after 10 months of retirement.

### **7.6 Name: - Sh. Pooran Chandra**

**Gist of success story: - Payment of arrears of disability element amounting to Rs.2,46,521/- after 04 years of retirement.**

Sh. Pooran Chandra retired from Army on 30<sup>th</sup> September, 2019. He was eligible for disability element, however, the same was not included in the PPO at the time of retirement. For this, he approached various forums but to no avail even after the lapse of 04 years.

In the meantime, he got to know about the CPENGRAMS Portal and lodged a grievance on CPENGRAMS Portal on 03<sup>rd</sup> October, 2023 (**DOPPW/E/2023/0045156**). Thereafter, his case was forwarded to PCDA.

His case was taken up in Monthly Inter-Ministrial Review Meeting (January, 2024), held under the chairmanship of Secretary (Pension), as it was pending for more than 90 days on CPENGRAMS Portal.

The discussion in the meeting expedite the redressal process and finally, the payment of arrears of disability element **Rs.2,46,521/-** was made on 15<sup>th</sup> February, 2024.



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

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	203
2	Ministry of Home Affairs	Department of Home	137
3	Ministry of Information & Broadcasting	-	95
4	Ministry of Finance	Department of Revenue	89
5	Union territories of India	UT of Andaman and Nicobar	58
6	Ministry of Housing and Urban Affairs	-	50
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	36
8	Union territories of India	UT of Delhi	36
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	19
10	Ministry of Home Affairs	Department of Justice	17
11	Comptroller and Auditor General	-	12
12	Ministry of Culture	-	12
13	Union territories of India	UT of Lakshadweep	11
14	Ministry of External Affairs	-	10
15	Ministry of Mines	-	10
16	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	7
17	Ministry of Science & Technology	Department of Science and Technology	5
18	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	5
19	Ministry of Statistics & Programme Implementation	-	5
20	Ministry of Labour & Employment	-	4
21	Ministry of Law & Justice	Department of Legal Affairs	4
22	Ministry of Earth Sciences	-	3
23	Ministry of Environment, Forest and Climate Change	-	3
24	Ministry of Corporate Affairs	-	2
25	Department of Space	-	2
26	Lok Sabha Secretariat	-	2
27	Ministry of Textiles	-	<b>2</b>
28	Ministry of Finance	Department of Financial Services	2
29	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	2
30	Ministry of Commerce and Industry	Department of Commerce	<b>2</b>
31	Ministry of Home Affairs	Central Police Organisation	2
32	Ministry of Commerce and	Department for Promotion of Industry	1

S.No.	Ministry	Department	No. of PPOs Pending
	Industry	and Internal Trade	
33	Ministry of Skill Development and Entrepreneurship	-	1
34	Ministry of Finance	Department of Economic Affairs	1
35	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
36	Ministry of Education	Department of Higher Education	1
37	Ministry of Home Affairs	Department of Official Language	1
38	Ministry of Youth Affairs & Sports	-	1
39	Rajya Sabha Secretariat	-	1
40	Ministry of Civil Aviation	-	1
41	Ministry of Electronics & Information Technology	-	1
42	Ministry of Social Justice & Empowerment	Department of Social Justice and Empowerment	1
43	Ministry of Education	Department of School Education and Literacy	<b>1</b>
<b>Total</b>			<b>859</b>



**Government of India**

**Department of Pension & Pensioners' Welfare**

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