



पेंशन एवं पेंशनभोगी कल्याण विभाग
Department of
Pension and Pensioners' Welfare



FEBRUARY-2025



BHAVISHYA & CPENGRAMS



Monthly Report - Central Ministries/ Departments

Department of Pension & Pensioners' Welfare

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1.KEY HIGHLIGHTS

Bhavishya

Impact

- **Timely issue of PPO**
83% PPOs in superannuation cases are issued on time during 01.04.2024 to 28.02.2025. 69% Family Pension PPOs are issued within 6 months (processed through Bhavishya for in-service death cases) from the date of death. Average time taken to issue a PPO is 68 days from 01.04.2024 to 28.02.2025.
- Through Bhavishya, more than 3000 e-PPOs are being issued every month.
- Online filing of pension Forms and Status Tracking of pension case at the retiree level.
- Availability of PPO in digital format
- Online availability of Pension Slip, Form 16, Life Certificate Status

Pending PPOs

- A total of 25,112 government employees retired on superannuation from 01.04.2024 to 28.02.2025, out of which, 23,461 PPOs were issued and only 1651 PPOs got delayed. Out of 23,461 issued PPOs, 20,833 PPOs were issued on time. The details of delayed PPOs in different Ministries/Departments/Organizations related to superannuation are annexed as Annexure-A.
- A total of 7,412 government employees retired on Voluntary basis from 01.04.2024 to 28.02.2024, out of which 6,847 PPOs were issued and only 565 PPOs are pending. The details of delayed PPOs in different Ministries/Departments/Organizations related to Voluntary retirement are annexed as Annexure-B.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

Pension Adalat

- The 12th Pension Adalat was organized at Indian Institute of Public Administration (IIPA), New Delhi, on 13.02.2025, under auspicious presence of Dr. Jitendra Singh, Hon'ble MoS (PP). For the Adalat, 531 cases were taken up and on the date of Pension Adalat, 439 cases were redressed and remaining 192 cases were taken up in the Adalat.
- Various family pensioners along with representatives from 21 Ministries/Departments/Organisations attended the Adalat. Out of the 192 cases taken up by the DoPPW in the Adalat, 151 cases were resolved on the spot, underscoring the efficiency of this initiative in delivering timely justice to pensioners. 16 cases redressed in the month of February, 2025 have been featured under the head- 'Success stories' in this report.
- Since the introduction of Pension Adalats in 2017, total 25,416 cases have been taken up across 12 sessions, with 18,157 cases successfully resolved by concerned Ministries/Departments.

CPENGRAMS

- In February, 2025, **9,002 pension grievance cases were received** on the CPENGRAMS portal, **9,763 pension grievance cases were redressed** and there exists a **pendency of 12,553 pension grievance cases**, as on 28th February, 2025.
- PCDA(P) Prayagraj [4,268 grievances], Department of Ex-Serviceman Welfare [2,350 grievances], Department of Financial Services (BD) [829 grievances] and Employees' Provident Fund Organisation [495 grievances] have received the maximum number of grievances in February, 2025.

Status of disposal and pendency of Pension Grievance Cases

- In February, 2025 the receipt of grievances is 9002 which has decreased by about 25% as compared to January, 2025. This month again, the redressal has exceeded the receipt of the grievances and hence the pendency has decreased from 13,385 as on 31.01.2025 to 12,553 as on 28.02.2025.
- Out of 9,763 redressed grievance cases, PCDA (P) Prayagraj [4,425 grievances], Department of Ex-Servicemen Welfare [3,097 grievances], Department of Financial Services (Banking Division) [842 grievances], Ministry of Railways (Railway Board) [643 grievances] and Employee Provident Fund Organization (Head Office) [499 grievances] have the highest number of redressal.

- Out of the pendency of 12,553 pension grievance cases, PCDA(P) Prayagraj [8,491 grievances], Department of Ex-Servicemen Welfare [1,470 grievances], Ministry of Home Affairs [390 grievances], Department of Financial Services (Banking Division) [361 grievances] Employees' Provident Fund Organisation (Head Office) [232 grievances] have the highest number of pending grievances.
- PCDA(P) Prayagraj [4,982 grievances], Department of Ex-Servicemen Welfare [311 grievances] and Ministry of Home Affairs [235 grievances] have the highest number of grievances pending for more than 30 days.

Appeals

- In February, 2025, 949 appeals were received and 1,225 appeals were disposed. There is a pendency of 1,298 appeals at the end of February, 2025.
- Department of Ex-Servicemen Welfare [468], Department of Defence Finance [312], Ministry of Railways (Railway Board) [90] and Department of Financial Services (Banking Division) [80] have maximum disposal of appeals as on 28th February, 2025.

Integrated Grievance Cell and Call Centre

- During the month, 4,382 calls have been received and 574 grievances have been registered on the basis of information provided by the calling complainants. Further, 371 grievances have been filed based on the postal receipts. Also, 2,732 reminders have been issued in the cases pending for more than 50 days through CPENGRAMS Portal.

2. BHAVISHYA

2.1 Introduction of New Pension Application Form 6-A and integration of Bhavishya with e-HRMS

- DoPPW vide its notification dated 16th July, 2024 released New Single Simplified Pension Application Form 6-A in which total 9 Forms/Formats had been merged.
- This New form and its integration with Bhavishya/e-HRMS was launched by Dr Jitendra Singh, Hon'ble MoS (PP) on 30.08.2024.
- As on 28.02.2025, a total of 13,496 retiring officials have submitted new Form 6-A in Bhavishya Portal.
- Form 6-A is shown below:

14		THE GAZETTE OF INDIA : EXTRAORDINARY		[PART II—SEC. 3(i)]	
Form 6-A [See rules 50, 53, 57, 58, 59, 60, 62, 63 and 80]					
A. Particulars to be obtained by the Head of Office from the retiring/retired Government Servant					
				Photograph(s) 2.5cm x 3.5cm	
1. Detail of Government servant:					
Name		Designation/ Rank			
Date of birth		Date of retirement			
Ministry/Department/Office		PAN No.			
Aadhaar No		Nationality			
2. Address after retirement for future correspondence:					
Flat/House No./Bldg. Name		Street/Locality			
Village & Post Office/Block		City & District			
State		Pin Code			
Mobile No		Telephone No.(If any)			
E-mail ID		Alternate E-mail ID			
3. Details of Bank through which Pension is to be drawn:					
Type of A/c	Single/ Joint with Spouse	A/c No.			
Bank's Name		Branch Address			
IFSC					
<small>Note 1: Please attach a copy of the first page of passbook/cancelled cheque/document showing the name of Account Holder. (The name should be the same in the bank account, this form and the office records.) Note 2: Please ensure that the Government servant is the Primary Account holder in the Joint Account Note 3: In case Head of Office is satisfied that it is not possible for the retiring Government servant to open a joint account for reasons beyond his / her control, this requirement may be relaxed.</small>					

2.2 Integration of new Form 6-A in PFMS

Currently integration work is in progress. Once completed, it will be end-to-end digitization of pension process starting from submission of pension application form (Form 6A) with eSign, processing of case by HOO with eSign/DSC, issue of ePPO, eSSA and finally disbursement of pension to the bank account of the pensioner.

2.3 Integration of CGHS with Bhavishya

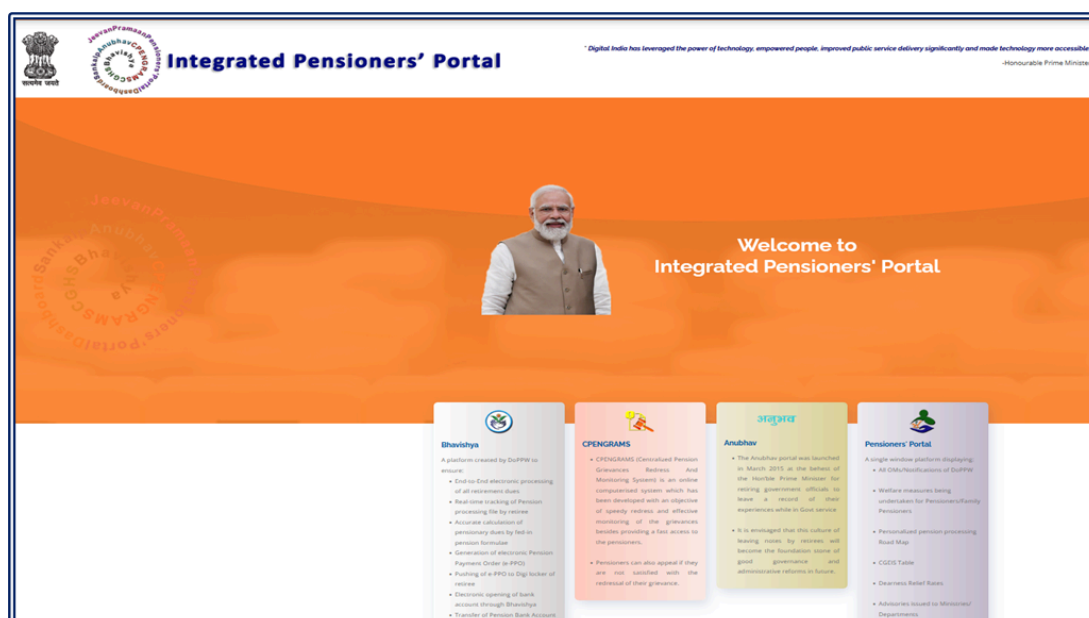
The process of integration of CGHS with Bhavishya is currently under progress and is expected to be completed by 31st March, 2025.

The integration of CGHS with Bhavishya would enable ensured medical cover to all retiring government employees (those seeking to avail CGHS facility) from the very first day of retirement.

With this integration retiring employee will be able to submit the CGHS application form online, can make the payment on Bharatkosh portal. CGHS Card will be generated immediately and an intimation will be sent to Bhavishya Portal. Subsequently, the card will be printed & delivered at the pensioners address by CGHS, M/o Health and Family welfare.

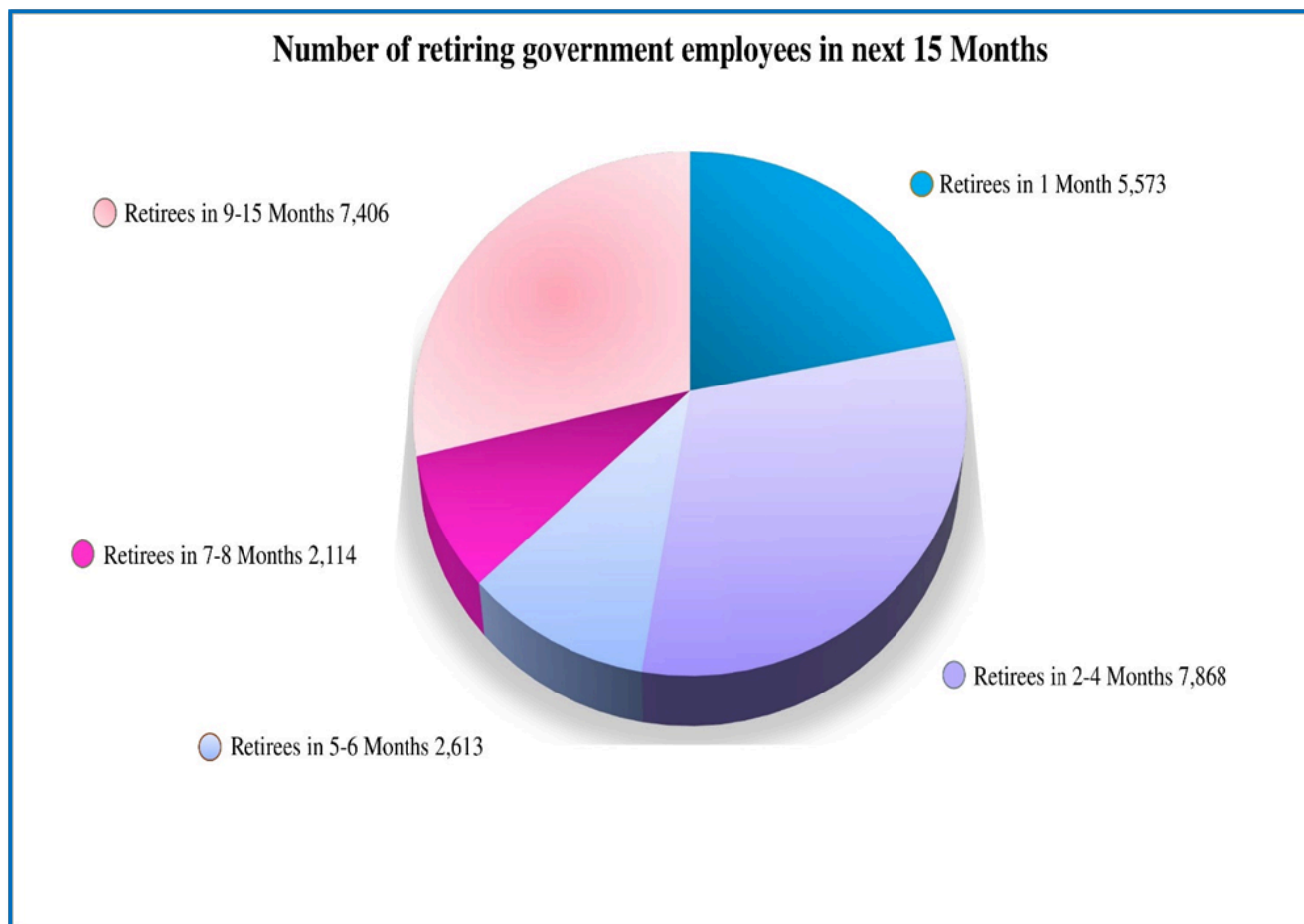
2.4 Integration with Banks

2 new banks been integrated with Bhavishya viz Central Bank of India and Union Bank of India in 2024. Total 7 banks have been integrated with Bhavishya. This integration has covered 92% of the pensioners and family pensioners. It serves as a single stop for all facilitation of documentation like Income Tax certificate, Pension Slip, Due and drawn statements, DLC status for the pensioner.

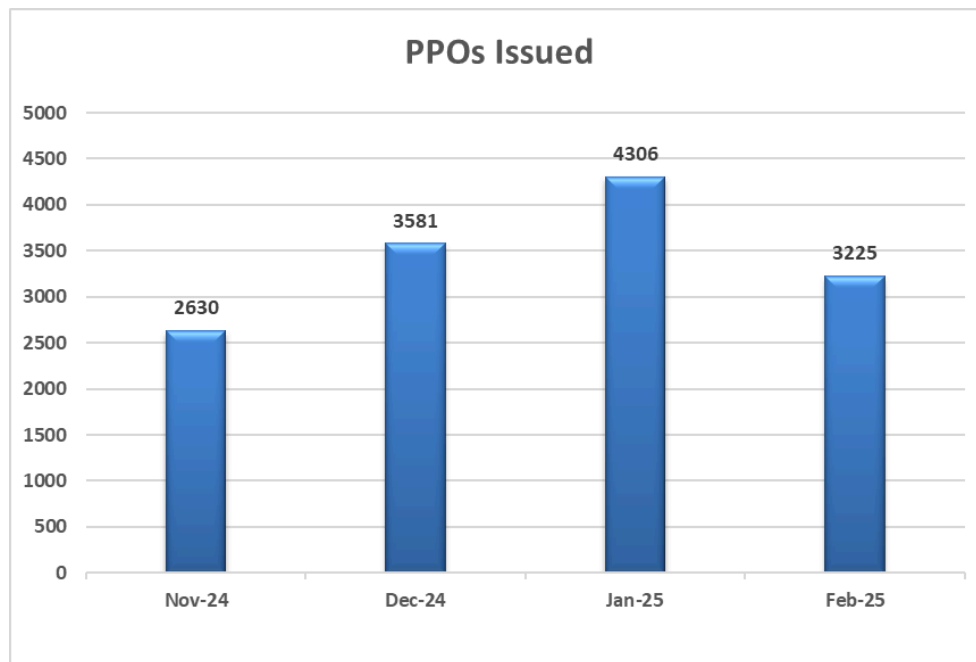


2.5 Digitization of Pension Sanction and Payment Tracking System: Bhavishya

- As on 28.02.2025, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 1032 attached offices through 9279 DDOs. A mobile app has also been launched on the Umang platform through which 'Bhavishya' can be accessed by various stake-holders.
- Further, this application has so far cumulatively processed and issued 2,74,094 PPOs in respect of pensioners. 3,225 PPOs were issued through Bhavishya System in the month February, 2025. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.
- A total number of 24,985 employees are going to retire in the next 15 months with further details shown in the pie-chart as under:



2.6 Month-wise status of PPOs Issued



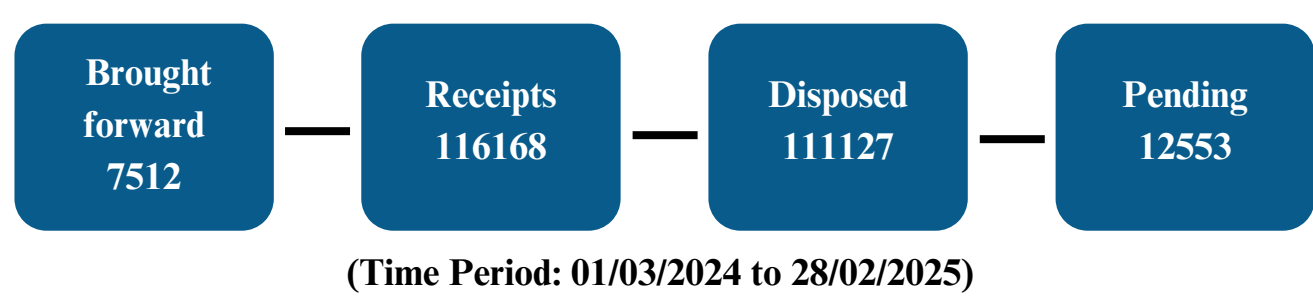
- Total 3,225 PPOs were issued in the month of February, 2025.
- Average time taken to issue a PPO stood at 60 days in the Month of February, 2025.
- Bhavishya system has been issuing more than 3000 e-PPOs each month.

2.7 Integration of Bhavishya with Digi Locker

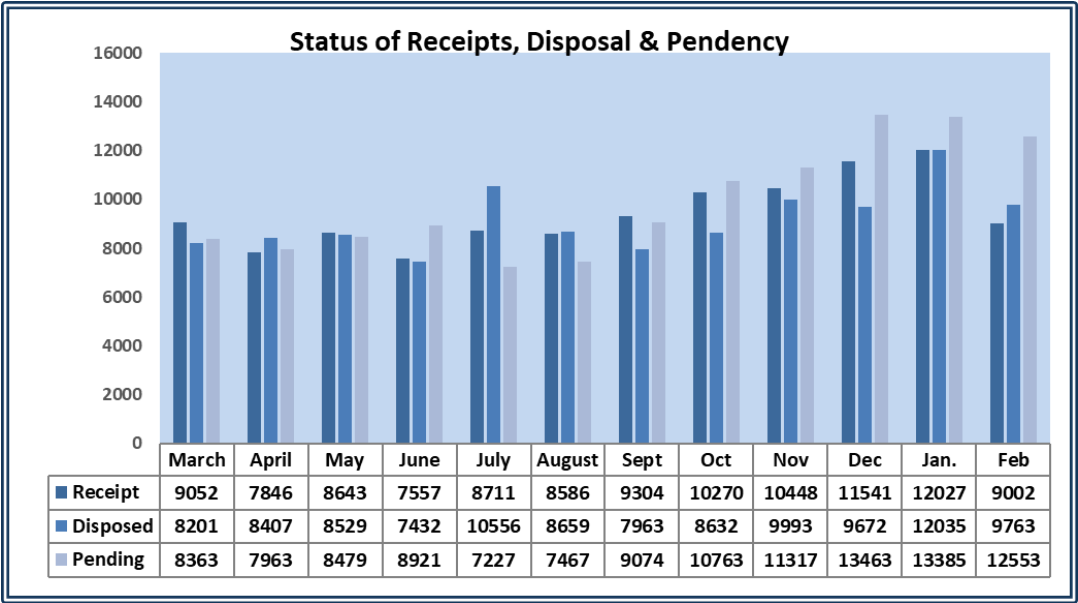
- As a technological leap, Bhavishya was upgraded to create a permanent record of e-PPO in Digi Locker of pensioners to promote 'Ease of Living' for the pensioners.
- As on 31.01.2025, 7296 retirees have pushed their E-PPOs in Digi Locker.

3. STATUS OF GRIEVANCES

3.1 Overview



3.2 Month-wise status of Grievances

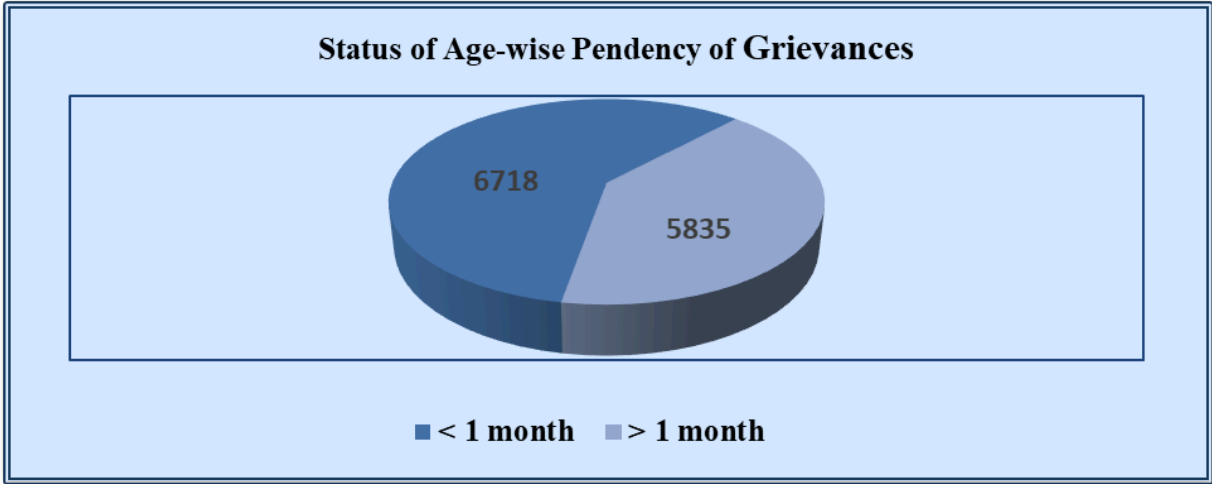


(Time Period: 01/03/2024 to 28/02/2025)

- 9002 grievances were received in February, 2025 with maximum grievances from PCDA (P) Prayagraj.
- For the 15th month in a row, the number of pension grievances redressed per month has crossed the mark of 7,000.

4. AGE-WISE STATUS OF GRIEVANCES ON CPENGRAMS PORTAL

4.1 Pendency

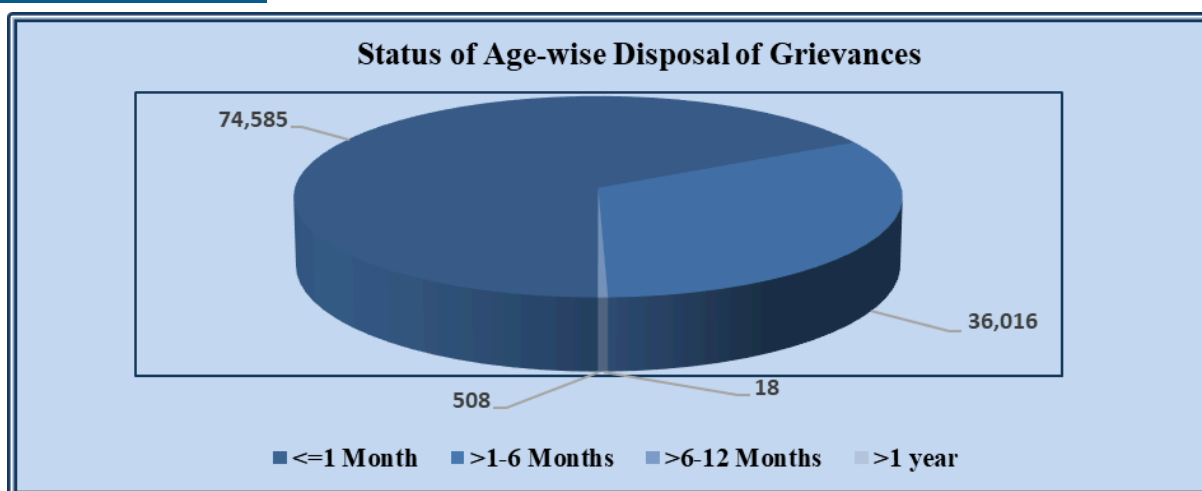


(Time Period: 01/03/2024 to 28/02/2025)

- Total pending cases are 12,553 with 5,835 cases pending for more than 30 days.
- 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) <u>Pravagraj</u>	4982
2.	Department of Ex Servicemen Welfare	311
3.	Ministry of Home Affairs	235
4.	Department of <u>Defence Finance</u>	71
5.	Ministry of Railways (Railway Board	38
6.	Employee Provident Fund Organization (Head office)	24
7.	Central Board of Direct Taxes (Income Tax)	23
8.	O/o Controller General of Accounts	19

4.2 Disposal



(Time Period: 01/03/2024 to 28/02/2025)

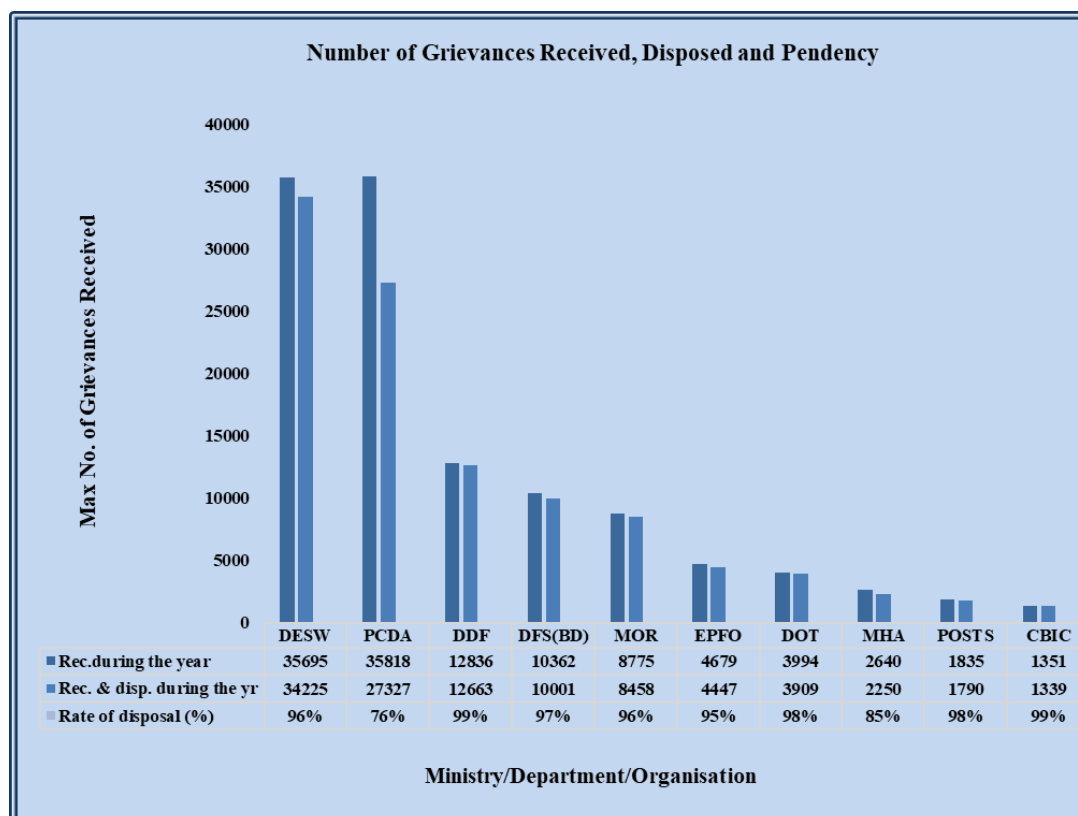
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From **01.03.2023 to 28.02.2024**, **81,730** cases were redressed through the portal while this figure has reached **1,11,127** in the period from **01.03.2024 to 28.02.2025**. The active interaction and monitoring by DOPPW has strengthened the capacity of redressal of the grievances filed on CPENGRAMS Portal.
- Performance of top 08 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	100 %
2.	Department of Financial Services (BD)	97.86 %
3.	Department of Posts	95.78%
4.	Ministry of Railways (Railway Board)	94.71%
		89.98%
5.	Employees Provident Fund Organization (Head Office)	83.76%
6.	Department of Ex Servicemen Welfare	
7.	Ministry of Labour & Employment	65.08%
8.	Ministry of Home Affairs	58.26 %

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

5. PERFORMANCE OF MINISTRIES/DEPARTMENTS/ORGANISATIONS

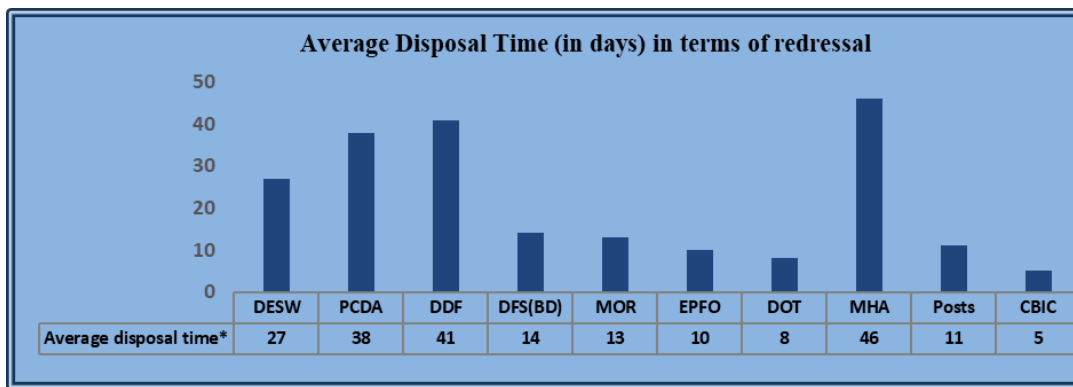
5.1 Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/03/2024 to 28/02/2025)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 20,697 cases whereas remaining 5 are having average of 2,900 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 (85%) 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 82.19%. It is primarily due to marked increase in the number of grievances due to OROP-3 since September, 2024.

5.2 Average Disposal Time in terms of redressal

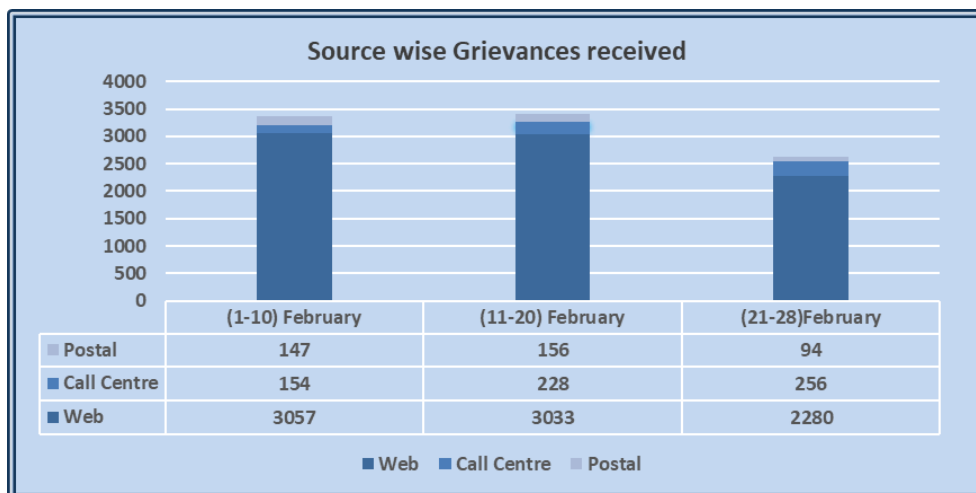


(Time Period: 01/03/2024 to 28/02/2025)

* Excluding pending days with DoPPW

- The average disposal time is 33 days (excluding pending with DoPPW) January, 2025.
- 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.

5.3. Source-wise grievances received



(Time Period: 01/02/2025 to 28/02/2025)

- 93 % grievances are received are registered directly through the website while remaining 07 % 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.

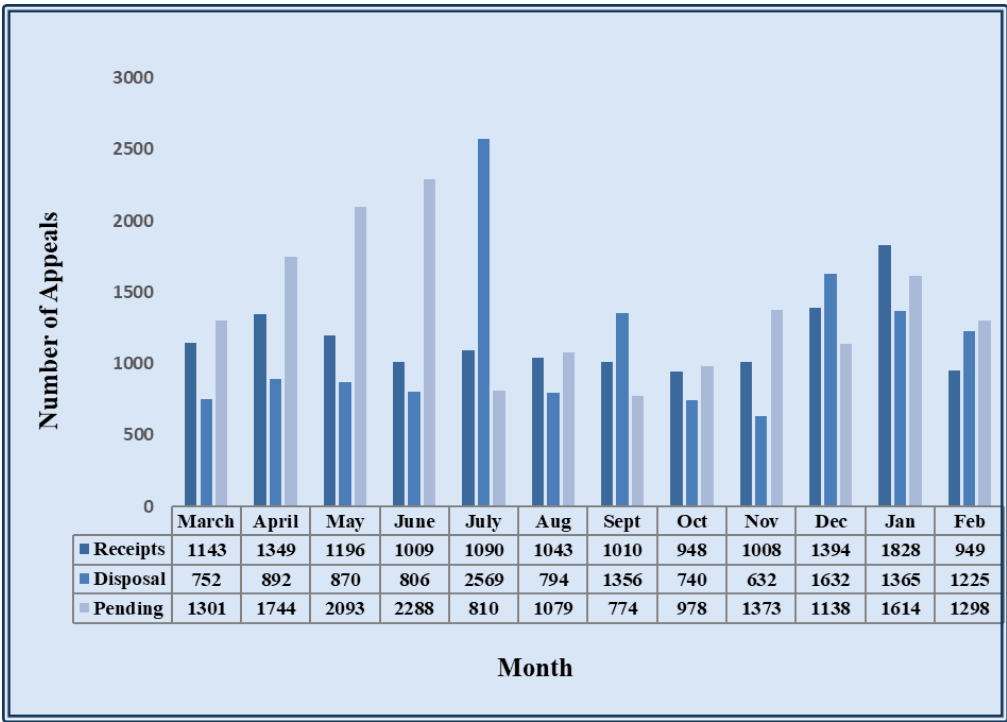
6. APPEAL DASHBOARD

6.1 Overview



(Time Period: 01/03/2024 to 28/02/2025)

6.2 Month-wise status of Appeals



(Time Period: 01/03/2024 to 28/02/2025)

- In the last one year, 13,967 appeals have been filed against total disposal of 1,11,127 grievances in the same time. The rate of appeal is 12.56 % of the total disposed grievances.
- The number of pending Appeals is 1,298 at the end of February, 2025.

7. SUCCESS STORIES – 12TH PENSION ADALAT

7.1 Name: Ms Suman Lata

Gist of the Story: -“Got Gallantry Award (Shaurya Chakara) Allowance arrear of Rs. 7.99 lakh pending since 2008”

Late Martyr Shri Sultan Singh, Ex Sepoy from Indian Army was awarded Shaurya Chakra, posthumously on 15th August, 2007. The allowance was subsequently sanctioned in 2008 w.e.f. 15.08.2007. His spouse, Ms. Suman Lata approached bank and the concerned department several times. However, she could not succeed.

Ms. Suman Lata then registered a grievance (**DOPPW/E/2024/0063230**) on CPENGRAMS portal and her case was taken up during Pension Adalat.

It helped her cause and during Pension Adalat, it was informed by PCDA that her case was in advanced stage of processing. Thereafter, she has been paid arrears of Rs.7.99 lakh on account of Gallantry Award pension. Hence, Pension Adalat has become medium of relief for Veer Nari.

7.2 Name : Smt. Sukhwinder Kaur

Gist of the Story: -“Got Rs. 5.31 lakh family pension and Ex-gratia pending since January, 2022”

Smt. Sukhwinder Kaur is the mother of Late Sh. Navraj Singh, Sepoy from Indian Army who succumbed to injury inflicted due to gunshot wound on 13.01.2022. As a dependent mother, she applied for Special Family pension and Ex-gratia. It was informed by Record office that her claim had already been uploaded on SPARSH on 28th Aug, 2023 and re updated on 25th Feb 2024 after attending the observations raised by the competent authority. However, she was not seeing the light at the end of tunnel which aggravated her financial condition.

Then, she filed grievance (**DOPPW/E/2024/0056986**) on the CPENGRAMS portal and the redressal process gained pace after picking her case for Pension Adalat. Regular follow up was done and during proceedings of Pension Adalat, PCDA informed that Special family pension had been commenced with the payment of arrear of Rs. 5.13 lakh. Hence, Pension Adalat has brought much desired financial support to the old mother of a brave soldier.

7.3 Name: Dr. Vishal Chawla

Gist of the Story:- “Got arrear of more than Rs. 12 lakh as per revised pension, pending since 2008”

Dr. Vishal Chawla who superannuated from CGHS on 31.08.2014 was trying to get his pension revised as per the rank of SAG w.e.f October, 2008.

After approaching various forums, he got ray of hope when his case gathered pace after his grievance (**DOPPW/P/2024/0009365**) on CPENGRAMS portal was picked up for Pension Adalat.

In this regard, a DO was also issued by DOPPW showing the seriousness of his case. During discussion in the Pension Adalat, it was informed by PAO, Ministry of Health and Welfare that he had been paid arrears of more than Rs.12 lakh on account of revised pension as per the rank of SAG.

7.4 Name : Lt Col Rajesh Kumar Sharma

Gist of the Story:-“Got OROP arrear of Rs. 6.40 lakh, pending since July, 2019”

Lt Col Rajesh Kumar Sharma (retd) belonged to Armed Medical Corps who retired in 2003. His basic pension was to be increased on implementation of OROP II in June-July 23 w.e.f. 01.07.2019. But the same did not happen due to migration from bank to SPARSH. He was asked to get Non-Payment Certificate from the bank, which was duly submitted by him on the Portal. But he did not receive the arrears from 01.07.2019 to 30.11.2023.

It prompted him to file the grievance (**DOPPW/E/2024/0059476**) on the portal which was more rigorously followed up after inclusion of his case in the Pension Adalat.

His perseverance and efforts from DOPPW resulted in revision of pension in accordance with OROP-2 and OROP-3 with the payment of arrears amounting to Rs.6.40 Lakh; as informed by PCDA in the Pension Adalat.

7.5 Name :Dr. Lt. Col. Pendkur Ganesh

Gist of the Story:-“ Got pay & allowance for AL (Annual Leave encashment) and Terminal Leave of Rs. 4.84 lakh”

Dr. Lt. Col. Pendkur Ganesh was not getting his pay & allowance pertaining to 30 days' AL and 28 days' Terminal Leave. He approached various forums for the redressal of his grievance. After not finding any respite, he registered a grievance (**DOPPW/E/2024/0062972**) on CPENGRAMS portal.

His case was taken up for discussion during Pension Adalat and during the proceedings of the Adalat, it was informed by DESW, that he had been paid arrears of Rs.4.84 lakh on account of pay & allowance of 30 days AL and 28 days Terminal Leave.

7.6 Name : Ms. Ramawati Sharma

Gist of the Story:- “Got Enhanced Family Pension arrear of Rs. 4.80 lakh pending since October, 2019”

Ms. Ramawati Sharma, spouse of Late Sh. Radha Krishna Sharma, Ex-Sep. was not getting Enhanced Family Pension despite submission of documents. She was following her case with authorities and bank. Meanwhile, migration of pension account to SPARSH Portal delayed the processing of her case.

However, when her registered case (**DOPPW/E/2024/0057663**) was picked up for Pension Adalat, momentum in the redressal was noticed in his case.

During Adalat, it was informed that her pension had been updated correctly to Rs.16,000/- (enhanced rate of family pension) w.e.f. 01.10.2019 vide SPARSH PPO dated 04.02.2025. She had been paid arrears of Rs.4.80 lakh on account of enhanced family pension, bringing much needed financial relief to her.

7.7 Name : Shri Harkesh

Gist of the Story:- “Got Service Pension, difference of Gratuity & CVP arrear of Rs. 4.65 Lakh, pending since February, 2021”

Shri Harkesh, Ex Havildar was trying to get his retirement benefits- arrears of difference of Commuted Value of Pension and gratuity, as sanctioned by revised PPO issued in February, 2021. In the meantime, his pension account was migrated from Bank to SPARSH in September, 2023. He made several representations but could not succeed.

For this, he registered a grievance (**DOPPW/E/2024/0060545**) on CPENGRAMS and the same was picked up for discussion for the Pension Adalat.

It facilitated the redressal process and better coordination between bank and PCDA for done. During Adalat, it was informed by PCDA (P) Prayagraj that he had been paid arrears of Rs.4.65 lakh.

7.8 Name : Ms. Balvir Kaur

Gist of the Story:- “Got Long Term Arrears of Rs.4.43 Lakh, pending since 2008

Ms. Balvir Kaur was getting family pension after the unfortunate death of her husband in 2008. Sh. Baldev Singh had from Indian Army. Subsequently, she was granted Life time Arrears (service element of disability pension) for the period 11.02.1977 to 27.02.2008 in February, 2023. In the meantime, her pension account was migrated to SPARSH portal. Subsequent to this, she was not paid LTA. She made earnest effort for getting the same, however, it was taking time as her case was very old.

Registration of the grievance (**DOPPW/E/2024/0044660**) on the portal coupled with inclusion in Pension Adalat provided due impetus to her case.

Hence, LTA amounting to Rs.4.43 Lakh on account of Service element of disability pension for the period 11.02.1977 to 27.02.2008 was paid to her as informed by PCDA in the Pension Adalat.

7.9 Name: Shri Dalbir Singh

Gist of the Story: -“Got OROP-II and OROP-III Pension arrears of Rs. 3.66 Lakh”

Shri Dalbir Singh, Ex Sepoy was not getting his revised basic pension as per Circular No. 666. He made effort for getting the same, however, it was taking time during to administrative and other reasons.

Determined to get his dues, Sh. Singh registered a grievance **(DOPPW/P/2024/0008796)** on CPENGRAMS portal on 06/09/2024. The case was kept under constant watch of the DOPPW.

Further, his case gathered momentum when it was taken up for deliberation upon during Pension Adalat and it was informed by DESW that he had been paid arrears of Rs.3.66 lakh on account of revised basic pension as per circular No. 666.

7.10 Name: Shri Dinker Kumar

Gist of the Story: -“Got remaining OROP-2 Arrear of Rs. 2.38 Lakh”

Shri Dinker Kumar was not getting his remaining OROP-2 arrear despite making best efforts for the same due to administrative and other reasons.

For this, Shri Kumar registered a grievance **(DOPPW/E/2024/0056962)** on CPENGRAMS portal. However, the process was taking time inspite of regular monitoring by the DoPPW.

It prompted to pick his case for Pension Adalat. Due monitoring was done in his case. During Adalat, it was informed by CGDA that he had been paid Rs. 2.38 lakh on account of remaining OROP-2 arrears.

7.11 Name: Shri Surendra Prasad Pandey

Gist of the Story: -“Got Service Pension arrear of Rs. 2.20 lakh, pending since March, 2020”

Shri Surendra Prasad Pandey was not getting his revised service pension as per Circular No. 631 which mandated revision of pension of pre-01.01.2006 retirees who had retired as Havildar. Hence, he was to be paid pension as per the Hony Rank of Nb Subedar.

After representing his case on various forums, Shri Pandey registered a grievance **(DOPPW/E/2024/0057067)** on CPENGRAMS portal, which was taken up for discussion during Pension Adalat.

During the Pension Adalat, PCDA (P) Prayagraj intimated that payment of arrears of service pension under circular 631 dated 05.03.2020 from 01.01.2006 to 30.06.2014 of Rs.2.20 lakh had been processed for payment. Subsequently, arrears were paid, bringing relief to him after a period of more than 4 years.

7.12 Name:Ms. Karuna Rani

Gist of the Story: -“Got sanction of family pension with arrears of Rs.1.7 lakh/-, pending since February, 2024”

Ms. Karuna Rani is the family pensioner who was finding difficulty in starting of family pension after the death of her husband in February, 2024. She submitted the relevant documents but the process was taking time.

Registration of her case **(DOPPW/E/2024/0057447)** on the CPENGRAMS portal followed by inclusion of her case for Pension Adalat provided due emphasis to her case.

DOPPW constantly followed up her case. During the Pension Adalat, it was informed that her case was in advanced stage. Later on, arrears from February, 2024 to January, 2025 amounting to Rs. 1.7 lakh were paid to her and monthly family pension was also started.

7.13 Name:Ms. Santoshi Devi

Gist of the Story: -“Got arrears on account of Enhanced family pension of Rs.1.20 Lakh pending since 2005”

Ms. Santoshi Devi was eligible for enhance rate of family pension from 08.09.2005 to 07.09.2012 after the death of her husband on 07.09.2005. However, she was being paid Ordinary family pension. The migration of pension account from Bank to SPARSH portal.

The redressal process was taking time, therefore, she opted CPENGRAMS portal Reg. No. **(DOPPW/E/2024/0063286)**.

Her case was included for consideration in Pension Adalat. DOPPW regularly followed her case. Prior to Pension Adalat, her grievance was successfully redressed and due arrears (against non-payment of enhanced rate of pension w.e.f. 08.09.2005 to 07.09.2012) amounting to Rs.1.20 Lakh (as per non-payment certificate issued by bank) was processed by PCDA. These facts were intimated in the Pension Adalat.

8. TESTIMONIALS

1. **Shri Krishna Kumar Singh (DOPPW/E/2024/0077116)**, a pensioner from Indian Air Force, graded his experience after getting revised rate of OROP arrear and updation of PPO.

"I am highly grateful to the CPENGRAMS team for their best efforts to get my OROP.3 rate pension started. A lot of thanks for kind help."

2. **Shri Mihir Kumar Seal (DOPPW/E/2024/0079013)**, a pensioner from Indian Navy, expressed his gratitude after getting excess recovered Commutation.

"I'm extremely happy and thankful to DOPPW to resolved my case on time with complete satisfactions. Thank you so much with full of gratitude"

3. **Shri Pala Tatabbaie (DOPPW/E/2024/0082581)**, a pensioner from Ministry of Defence, expressed his gratitude after getting revised pension and OROP arrear.

"Respected Sir, your support is excellent and helpfull to me. Thanking you please"

4. **Shri Ashok Kumar Dubey (DOPPW/E/2024/0086350)**, a pensioner from Indian Air Force, conveyed his gratitude after revision of his pension and payment of arrears.

"I Sincerely extend my gratitude to you for resolving my issue. Thank you so much"

Ministries/Departments–PPOs not issued for Superannuation cases

S.NO.	MINISTRIES	TOTAL
1	Ministry of Home Affairs	658
2	Union territories of India	376
3	Ministry of Finance	157
4	Ministry of Information & Broadcasting	122
5	Ministry of Housing and Urban Affairs	81
6	Ministry of Health & Family Welfare	41
7	Ministry of Culture	26
8	Comptroller and Auditor General	23
9	Department of Atomic Energy	23
10	Ministry of Jal Shakti	18
11	Ministry of Personnel, Public Grievances & Pensions	12
12	Ministry of Commerce and Industry	11
13	Ministry of Agriculture and Farmers Welfare	7
14	Ministry of Environment, Forest and Climate Change	7
15	Ministry of Mines	6
16	Department of Space	6
17	Ministry of External Affairs	5
18	Ministry of Labour & Employment	5
19	Ministry of Earth Sciences	5
20	Ministry of Statistics & Programme Implementation	4
21	Ministry of Fisheries, Animal Husbandry and Dairying	4
22	Ministry of Micro, Small and Medium Enterprises	3
23	Ministry of Skill Development and Entrepreneurship	3
24	Ministry of Textiles	2
25	Ministry of Science & Technology	2
26	Ministry of Tourism	2
27	Ministry of Electronics & Information Technology	2
28	Ministry of Ports, Shipping and Waterways	2
29	Ministry of Corporate Affairs	2
30	Ministry of Civil Aviation	2
31	Ministry of Law & Justice	2
32	NITI Aayog	1
33	Ministry of Rural Development	1
34	Ministry of Communications	1
Grand Total		1,651

**Ministries/Departments–PPOs not issued
for Voluntary Retirement cases**

S.NO.	MINISTRIES	TOTAL
1	Ministry of Home Affairs	460
2	Ministry of Finance	37
3	Union territories of India	29
4	Ministry of Personnel, Public Grievances & Pensions	7
5	Ministry of Information & Broadcasting	6
6	Ministry of Housing and Urban Affairs	4
7	Ministry of Science & Technology	3
8	Ministry of Health & Family Welfare	3
9	Department of Atomic Energy	3
10	Ministry of Culture	2
11	Comptroller and Auditor General	2
12	Ministry of Mines	1
13	Ministry of Corporate Affairs	1
14	Ministry of Fisheries, Animal Husbandry and Dairying	1
15	Ministry of Ports, Shipping and Waterways	1
16	Ministry of Earth Sciences	1
17	NITI Aayog	1
18	Ministry of Jal Shakti	1
19	Ministry of Agriculture and Farmers Welfare	1
20	Ministry of Labour & Employment	1
	Grand Total	565



भारत सरकार

GOVERNMENT OF INDIA

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS

पेंशन एवं पेंशनभोगी कल्याण विभाग

DEPARTMENT OF PENSION & PENSIONERS' WELFARE

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