

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: 9th February, 2024

Dear Secretary,

I am enclosing the Monthly Progress Report for January, 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. An annual high of 8997 Pensioner grievances and 1603 appeals were redressed on CPENGRAMS portal in January, 2024. This was possible because, the PCDA launched a campaign in January, 2024 and disposed 6137 CPENGRAMS cases. The report presents two high quality PCDA disposed cases (a) Shri Surjit Singh who was given a pension settlement of Rs. 15.77 lac and (b) Smt. Naraini Devi given a pension settlement of Rs. 1.63 lac. As of the end of January, 2024, CPENGRAMS portal shows 8484 Pension related Grievance cases and Bhavishya portal shows 831 PPOs 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,

Encl: As above

Yours sincerely,

(V. Srinivas)

All Secretaries to Government of India





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

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CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments
January 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. 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

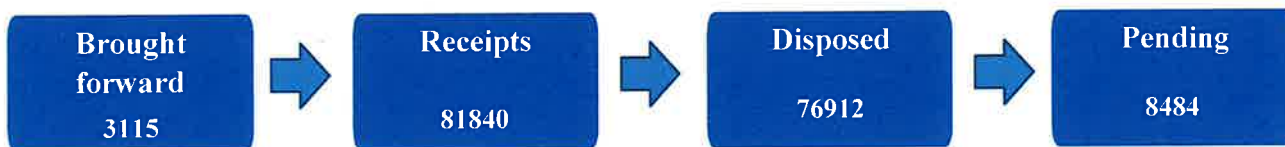
The Monthly progress report contains various information related to Pensioners' grievances as available on the portal. Also, analysis of the information is also done to provide overall comparison amongst Ministries/Departments. The report seeks to sensitize with respect to the Family Pension/Pension 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)

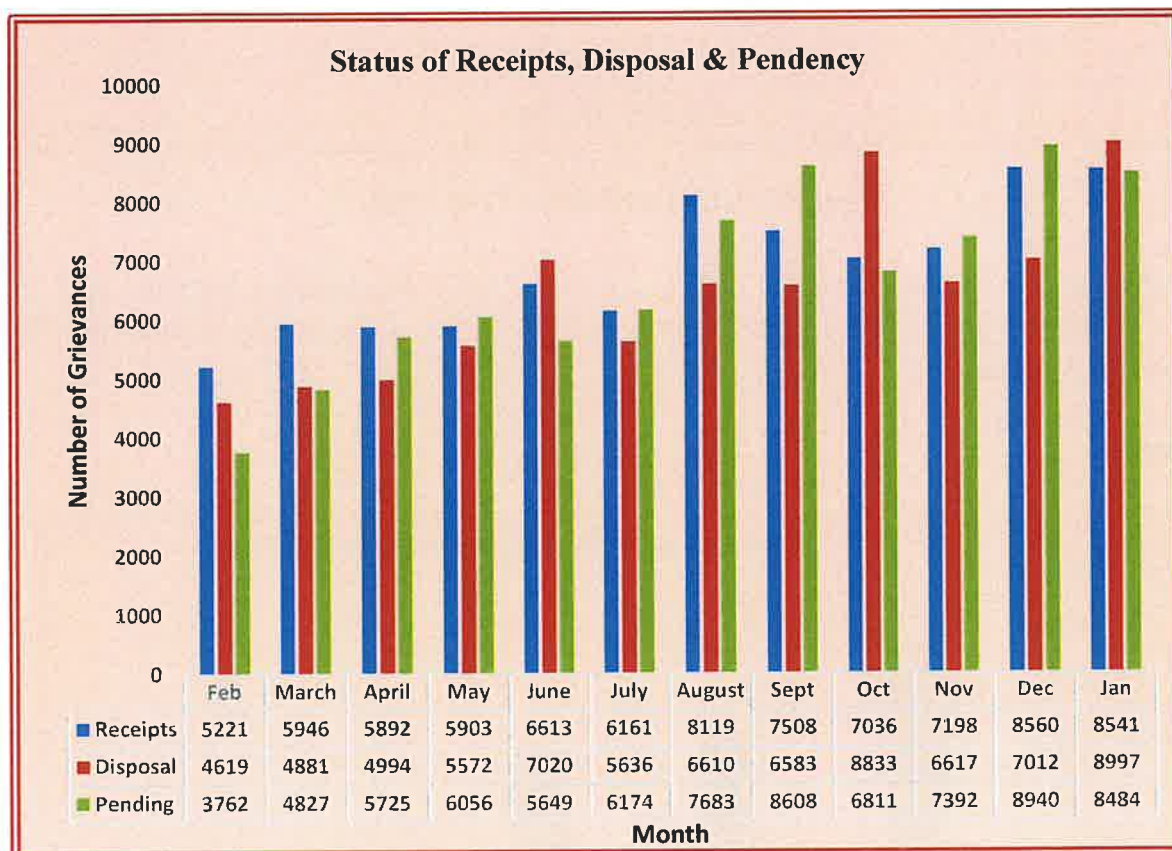
2. Review of Status of Grievances

2.1 Overview



(01/02/2023 to 31/01/2024)

2.2 Month-wise status of Grievances

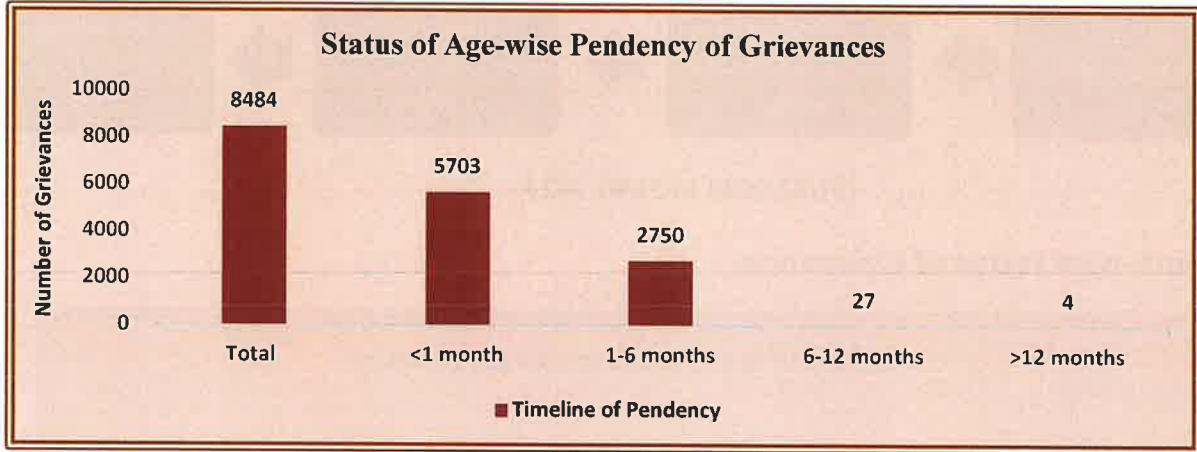


Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

- 8541 grievances were received in January, 2024. The major departments receiving grievances are PCDA and Department of Ex Servicemen Welfare.
- 8997 pension grievances were redressed in January, 2024, as compare to 7012 pension grievances were redressed in December, 2023.
- For the 9th month in a row, pension grievances redressed per month has crossed 5000 cases with all time high redressal in December, 2024 .

3. Age-wise Status of Grievances on CPENGRAMS

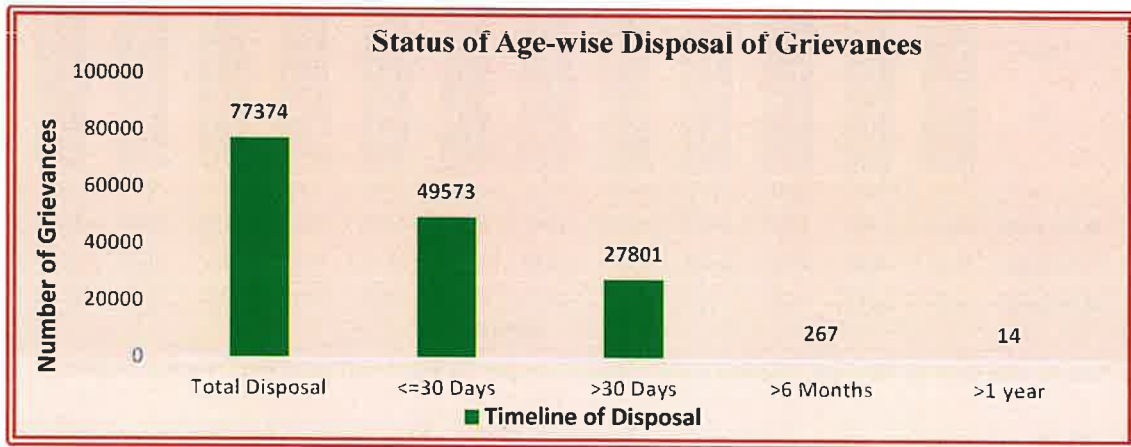
3.1 Pendency



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

PCDA Pension, Allahabad has the highest number of grievances pending for more than 30 days [1470 grievances], which contributes to ~52.27% of the total pendency of more than 30 days [2812 grievances].

3.2 Disposal

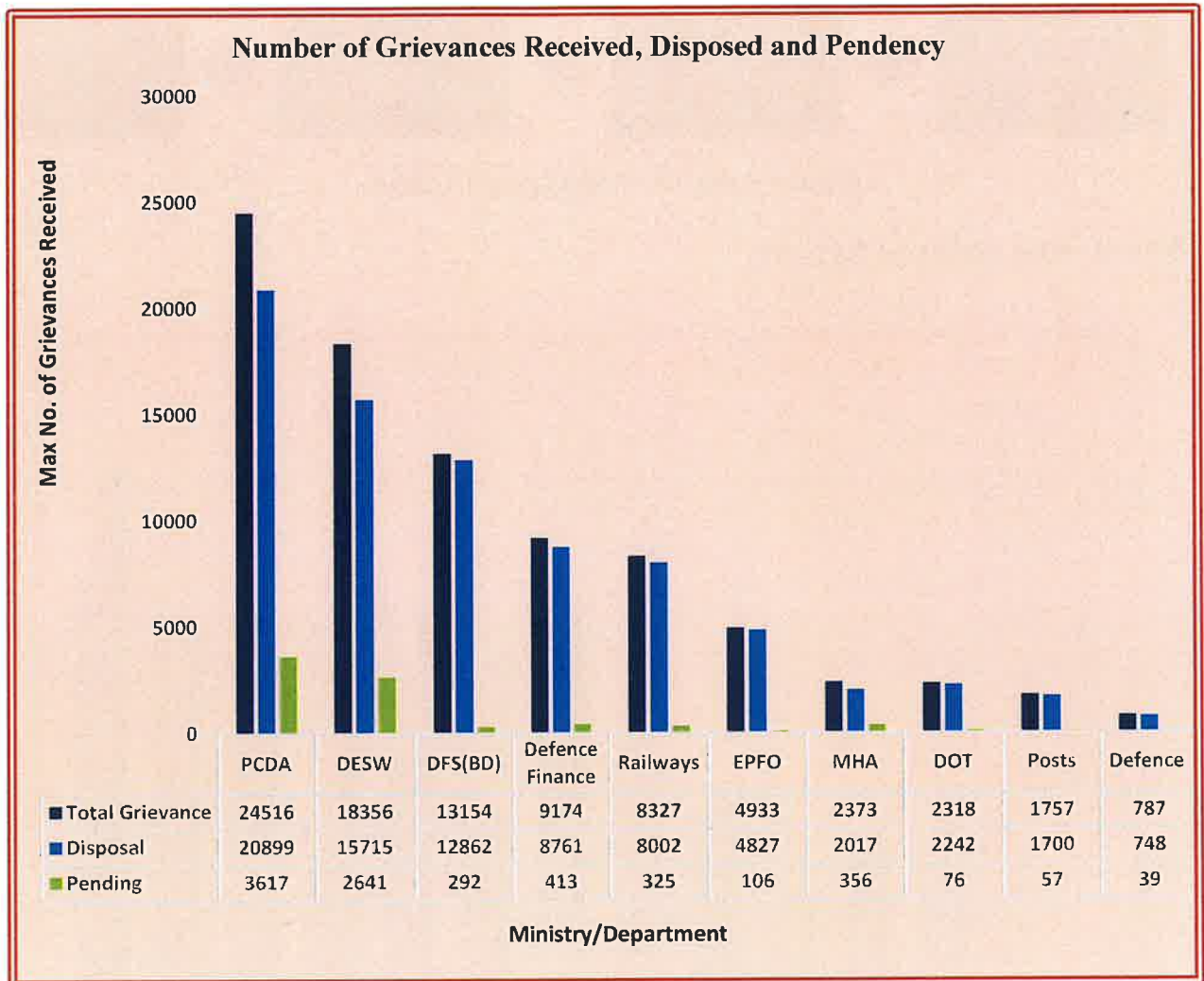


(Time Period: 01/02/2023 to 31/01/2024)

- Out of total disposal, about 64.09 % 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 [11045 grievances] which is 85.88% of its total disposal [12861 grievances].

4. Performance of Ministries/Departments/Organisations

4.1. Top 10 Ministries/Departments/Organisations analysed

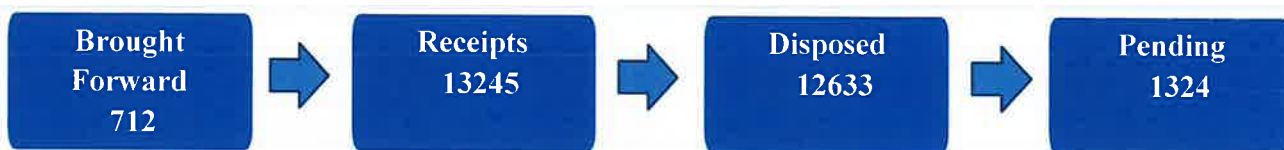


(Time Period: 01/02/2023 to 31/01/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases is received in top 5 with an average of 14,705 cases whereas other remaining 5 are having average of 2433 cases.
- Among top 5 Ministries/Departments/Organisations, EPFO has the highest rate of disposal (97.85%) followed by Department of Financial Service (Banking Division) which is 97.78 %.
- There is a marked improvement in the redressal of Defence pensioners' grievances in January, 2024. In PCDA, 2989 disposals were done in January, 2024 as compared to 2290 disposals in December, 2023. The figures in DESW are also encouraging wherein there is around 90% increase in the redressal (from 1537 in December, 2023 to 2913 in January, 2024).

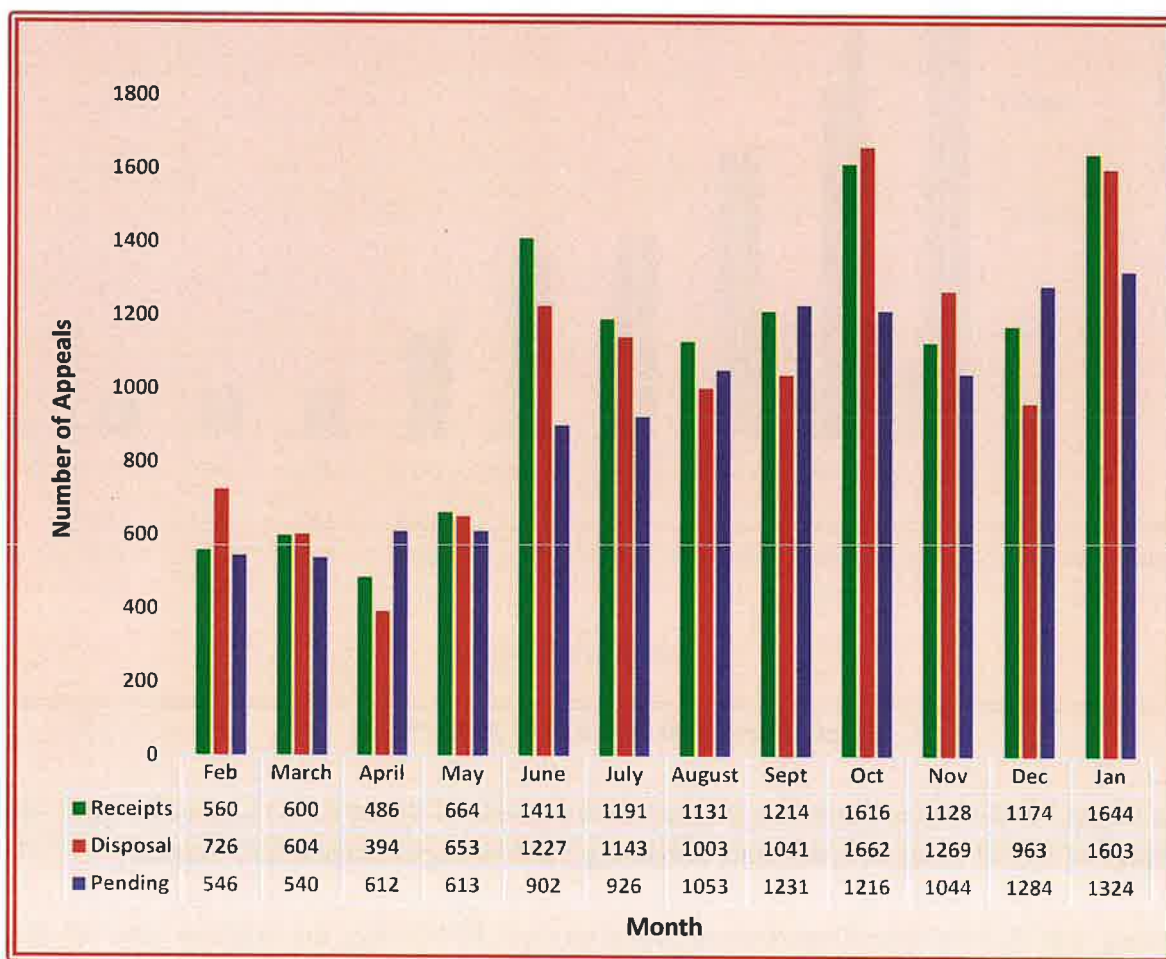
5. Appeal Dashboard

5.1 Overview



(Time Period: 01/02/2023 to 31/01/2024)

5.2 Month-wise status of Appeals

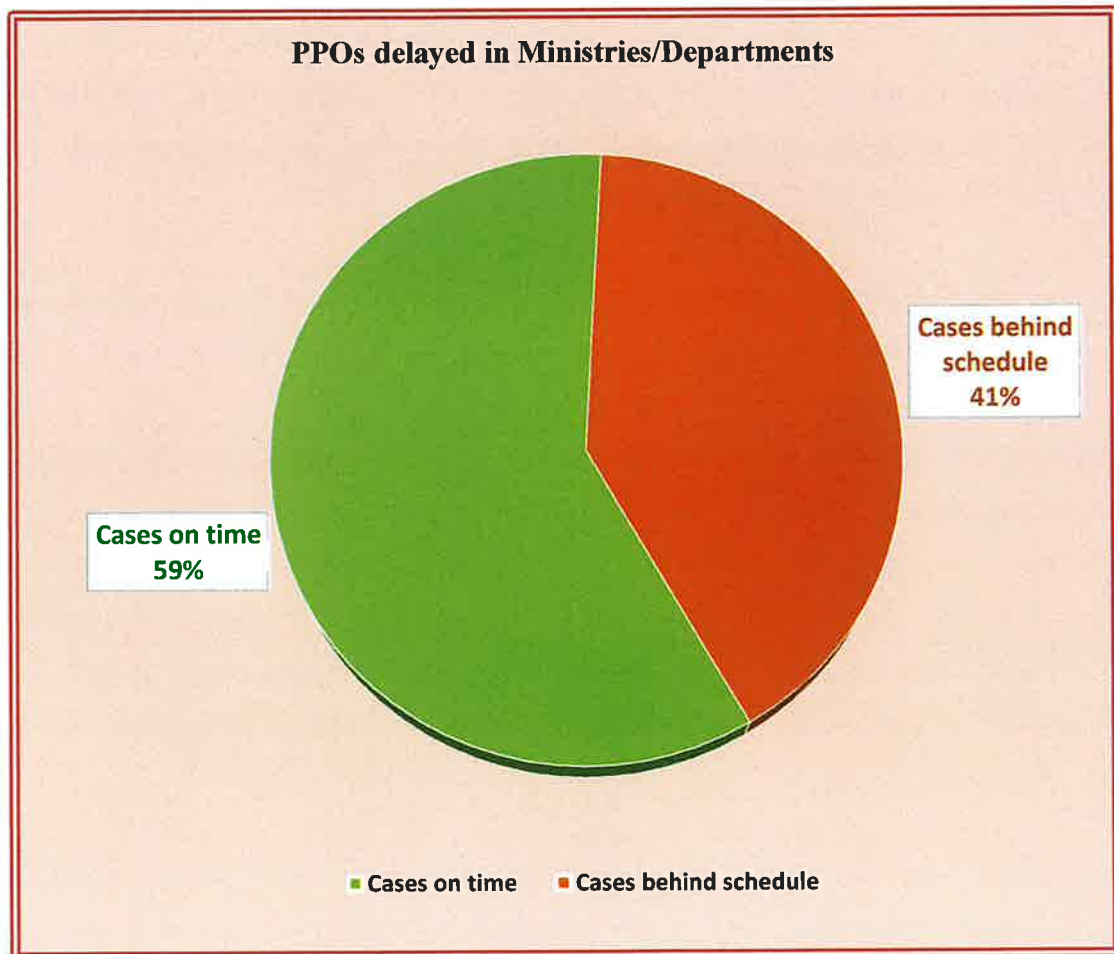


Status of Appeals-Receipts, Disposal & Pendency

- During the time period from 01.02.2023 to 31.01.2024, 12819 appeals have been filed against total disposal of 72903 grievances in the same time period.
- Hence, rate of appeal is 17.58% of the total disposed grievances.

6. Bhavishya

- As on 31.01.2024, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 868 attached offices through 8155 DDOs.
- Further, this application has so far cumulatively processed and issued 2,27,212 PPOs in respect of pensioners. 3945 PPOs were issued through Bhavishya System in the month of January, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period: 01/07/2023 to 31/12/2023)

- A total number of 22,498 employees are going to retire in the next 15 months. Out of which, 13,317 cases are on time while remaining 9,181 are running behind the schedule.
- The details of delayed PPOs in different Ministries/Departments/Organizations are annexed as Annexure-A.

7. SUCCESS STORIES: PORTAL

7.1 Name: Shri. Surjit Singh

Gist of Success Story: Payment of pension arrears of Rs. 15,77,749/- after 04 years

Shri Surjit Singh is a pensioner from Indian Army and currently resides in Guntur, Andhra Pradesh. He had not received pension arrears from February, 2016 to January, 2020. For this, he filed representations with the concerned office. In response to this, PCDA, vide letter dated 28.11.2022, informed CPPC, Canara Bank that the sanction for waiving the delay in claiming time barred arrear had been granted and, therefore, the payment should be released to him.

Thereafter, he pursued the matter with the Canara Bank which in turn, did not act upon in this case, as the pension account had been migrated to SPARSH Portal.

In the meantime, he got to know about CPENGRAMS Portal and he filed the grievance on the portal on 29th March, 2023 (**DOPPW/E/2023/0012616**). The grievance was forwarded to PCDA and a letter dated 24th April, 2023 was issued to CPPC Canara Bank, requesting to issue non-payment certificate alongwith due drawn statement to enable the processing of arrears through SPARSH portal. Thereafter, his grievance was closed on 28th April, 2023. However, he didn't succeed in receiving the pending arrears.

Determined to get his dues, he again filed the grievance on 1st August, 2023 (**DOPPW/E/20230032694**). The claim was examined and the same was sanctioned by the Competent Authority. Finally, a letter dated 29th December, 2023 was issued, intimating that arrears for the period February, 2016 to January, 2020 had been processed and the payment would be made shortly.

Subsequently, he received payment of Rs. 15,77,749, which was confirmed by the pensioner also.

7.2 Name: Ms. Naraini Devi

Gist of Success Story: Receipt of Pension Arrears of Rs. 1,63,017/- by widow after 1 year.

Ms. Naraini Devi is the widow of Late Sepoy Ram Mehar Singh who hails from a small village in Rohtak, Haryana. Her husband had retired from Indian Army and then re-employed in the Civil Department of Ministry of Defence. Hence, he was receiving dual pension, one from Civil Side and another from Army Side. Subsequent to his death, his widow Smt. Naraini Devi continued to receive dual pension till January, 2023 from Punjab National Bank.

In the month of February, 2023 Civil side pension was migrated to SPARSH Portal while the Bank stopped the pension from Army side. She approached District Sainik Welfare Board for restoring the pension from Army side but to no avail. Due to the stoppage of pension, she was in financial distress.

In the meantime, her son got to know about CPENGRAMS portal and he filed grievance on 3rd September, 2023 (**DOPPW/E/2023/0039068**). The grievance was forwarded to PCDA.

After careful examination of her case, PCDA issued letter to CPPC, Punjab National Bank on 28.12.2023 informing that pension from Civil side was transferred to the SPARSH Portal while the pension from Army side was yet to be transferred. Therefore, suitable action for the payment of the arrears from Army side pension should be taken. The case was closed on the Portal.

Thereafter, arrears amounting to Rs. 1,63,017 were paid to the family pensioner.

7.3 Name: Ms. Samtha Kumari R

Gist of Success Story: Payment of revised pension with arrears of Rs. 11.25 lakh after 07 years

Ms. Samtha Kumari R is the widow of Shri T G Vikraman Nair, a BSF pensioner, residing in a small town in district Pathanamthitta, Kerala. Her husband had applied for Financial upgradation under ACP/MACP scheme so that the difference of Gratuity, leave encashment and arrears of Pay and Allowances from the date of grant of financial upgradation might be paid.

Unfortunately, her husband expired on 3rd February, 2020.

Thereafter, with great determination to get the pending dues, she applied in October 2020. Her claim was forwarded to PAD, BSF, New Delhi vide letter dated 19th December, 2022. Meanwhile, her son got to know about CPENGRAMS portal and he filed the grievance on 22nd June, 2023 (**DOPPW/E/2023/0026358**). Her case was forwarded to MHA which in turn, sent it to BSF. Her claim was examined by PAD, BSF and returned back to BSF with the certain observations. These observations were responded to by BSF and the claim was re-submitted to PAD. Thereafter, revised PPO was issued and sent to CPAO. In the last, her case was closed on 18.01.2024.

On receiving dues of Rs. 14.25 lakh, she thanked the portal by saying, “ *Procedure adopted by the CPENGRAMS for closing the grievance till its finality is superb. Now, I can repay the pension and gold loan taken for treatment of late husband. No words to express my gratitude.*”

7.4 Name: Shri Khangara Ram

Gist of Success Story: Payment of Arrears of Rs. 11,13,816 under OROP-2 after 01 year.

Shri Khangara Ram is the retired Colonel from Indian Army who is currently residing in Jodhpur, Rajasthan. He was the recipient of disability element of 50% in his pension at the time of his retirement.

His grievance was that his service element and disability element of the pension were not revised under OROP-2 as per the provisions of Circular no. 666 dated 20th January, 2023. As per this Circular, payment of arrears w.e.f. 1st July 2019 occurred on account of revision of pension, was to be made in 4 half-yearly installments. He had filed his claim for arrears in the OROP-2, but could not succeed.

Thereafter, he filed complaint on portal on 31st August, 2023 (**DOPPW/E/2023/0038518**). His case was forwarded to PCDA which in turn, closed the case on 3rd November, 2023 noting that his matter was being examined by the technical team and appropriate action would be taken.

However, on the same day, he re-registered the grievance as he did not receive the dues (**DOPPW/E/2023/0051042**). His claim was examined and approved by the Competent Authority.

The grievance was closed 16th January, 2024, intimating that the service element and disability element had been revised under OROP-2 vide amended PPO generated on 2nd January 2014.

An arrear of Rs. 11,13,816/- was credited to his account. Thereafter, he has filed his feedback by noting- “ *Excellent job done after 04 months....Thank you.* ”

7.5 Name: Shri. Joginder Singh

Gist of Success Story: Payment of arrears of disability element amounting to Rs.3,53,018/- after 05 years.

Shri. Joginder Singh is the pensioner from Indian Air Force, currently residing in Kanpur. He retired on 31st December 2019 with disability. However, the disability element was not included in the pension at the time of retirement. After several representations, disability element was included in the pension w.e.f. November 2022 only.

He filed claim for arrear of disability element of pension from January, 2020 to October, 2022. However, the processing of his claim was taking time.

In the meantime, he got to know about the CPENGRAMS Portal and filed complaint on 22nd September, 2023 (**DOPPW/E/2023/0042919**). Thereafter, his case was forwarded to PCDA.

His case was being processed by the Competent Authority. In the meantime, this case was picked up for discussion in the Senior Officers' Meeting (SOM) of DOPPW and it was directed by Secretary (Pension) to take up the case with PCDA.

PCDA promptly acted upon this case and sanctioned the arrears of Rs.3,53,018/- on account of disability element on 29th January 2024. The case was closed on 30th January, 2024.

7.6 Name: Shri D. Ramanaiah

Gist of Success Story: Starting of regular Pension and Payment of post retirement benefits of Rs. 51,87,051/- after 06 months

Shri D. Ramanaiah had retired from the Department of Posts on Superannuation on 31st May, 2023 and currently resides at Ongole, Andhra Pradesh.

At the time of retirement, he did not receive his post retirement benefits viz. Commuted pension and death-cum-retirement Gratuity. Also, the regular pension was not started. He filed his representation with his Department but to no avail even after completion of 6 months.

Thereafter, he filed his grievance on CPENGRAMS on 2nd December, 2023 (**DOPPW/E/2023/0056959**). His case was forwarded to concerned department. As per the case history, it has been noticed that vigilance certificate was not received from the Circle Office till 11th December, 2023 which was subsequently issued. Also, No Dues Certificate was submitted to the Competent Authority for authorization of Pension/DCRG/Commutation.

Thereafter, the Competent Authority issued Sanction Order on 08th January, 2024 authorizing payment of Rs. 51,87,051/-. Also, regular pension pension has also been started.

The Pensioner has expressed his gratitude towards the portal by noting, ***“Very good service to the retired employees. Thanks a lot to DOPPW.”***

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

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	194
2	Ministry of Home Affairs	Department of Home	127
3	Ministry of Information & Broadcasting	-	85
4	Ministry of Finance	Department of Revenue	84
5	Union territories of India	UT of Andaman and Nicobar	67
6	Union territories of India	UT of Delhi	51
7	Ministry of Housing and Urban Affairs	-	49
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	30
9	Ministry of Culture	-	19
10	Ministry of Home Affairs	Department of Justice	14
11	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	14
12	Ministry of External Affairs	-	10
13	Comptroller and Auditor General	-	9
14	Union territories of India	UT of Lakshadweep	8
15	Ministry of Labour & Employment	-	6
16	Ministry of Mines	-	6
17	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	5
18	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	4
19	Ministry of Science & Technology	Department of Science and Technology	4
20	Ministry of Earth Sciences	-	4
21	Ministry of Environment, Forest and Climate Change	-	4
22	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	4
23	Department of Space	-	3
24	Ministry of Skill Development and Entrepreneurship	-	3
25	Ministry of Statistics & Programme Implementation	-	3
26	Ministry of Textiles	-	2
27	Lok Sabha Secretariat	-	2
28	Ministry of Corporate Affairs	-	2
29	Ministry of Law & Justice	Department of Legal Affairs	2
30	Ministry of Home Affairs	Department of Official Language	2

S.No.	Ministry	Department	No. of PPOs Pending
31	Ministry of Home Affairs	Central Police Organisation	2
32	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	1
33	Ministry of Commerce and Industry	Department of Commerce	1
34	Ministry of Finance	Department of Economic Affairs	1
35	Ministry of Finance	Department of Financial Services	1
36	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
37	Ministry of Communications	Department of Telecommunications	1
38	Ministry of Education	Department of Higher Education	1
39	Ministry of Electronics & Information Technology	-	1
40	Ministry of Civil Aviation	-	1
41	Ministry of Youth Affairs & Sports	-	1
42	Rajya Sabha Secretariat	-	1
43	Ministry of Ports, Shipping and Waterways	-	1
Total			831



Government of India

Department of Pension & Pensioners' Welfare

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