



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



JANUARY-2025



BHAVISHYA & CPENGRAMS



Monthly Report - Central Ministries/ Departments

Department of Pension & Pensioners' Welfare

CONTENTS

1	Key Highlights	1-3
2	Bhavishya	4-7
	2.1. Introduction of New Pension Application Form 6-A and integration of Bhavishya with e-HRMS.....	4
	2.2.Integration of new Form 6-A in PFMS.....	5
	2.3.Integration of CGHS with Bhavishya.....	5
	2.4.Integration with Banks.....	5
	2.5.Digitization of Pension Sanction and Payment Tracking System: Bhavishya.....	6
	2.6. Month wise status of PPOs Issued.....	7
	2.7. Integration of Bhavishya with Digi Locker.....	7
3	Review of Status of Grievances.....	8
	3.1. Overview.....	8
	3.2. Month-wise Status of Grievances.....	8
4.	Age-wise Status of Grievances on CPENGRAMS Portal.....	9-10
	4.1 Pendency.....	9
	4.2 Disposal.....	10
5.	Performance of Ministries/Departments/Organisations.....	11-12
	5.1. Top 10 Ministries/Departments/OrganisationsAnalysed.....	11
	5.2. Average Disposal Time in terms of redressal.....	12
	5.3. Source-wise grievance received.....	12
6.	Appeal Dashboard	13
	6.1.Overview.....	13
	6.2. Month-wise status of Appeal.....	13
7.	Success stories.	14-21
8.	Testimonials.....	22
Annexures:	Ministries/Departments- PPOs not issued.....	23-24

1.KEY HIGHLIGHTS

Bhavishya

Impact

- **Timely issue of PPO**
84% PPOs in superannuation cases are issued on time during 01.04.2024 to 31.01.2025. 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 69 days from 01.04.2024 to 31.01.2025.
- Through Bhavishya, more than 3000 e-PPOs are being issued every month.
- Online filing of pension forms and Status Tracking of pension case at retiree level.
- Availability of PPO in digital format
- Online availability of Pension Slip, Form 16, Life Certificate Status

Pending PPOs

- A total of 22,862 government employees retired on superannuation from 01/04/2024 to 31/01/2025 out of which, 21,667 PPOs were issued and only 1195 PPOs are pending. Out of 21,667 issued PPOs, 19,240 PPOs were issued on time. The details of pending PPOs in different Ministries/Departments/Organizations related to superannuation are annexed as Annexure-A
- A total of 6925 government employees retired on Voluntary basis from 01/04/2024 to 31/01/2025 out of which 6515 PPOs were issued on time and only 410 PPOs got delayed. 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

- Pension Adalats are an alternative dispute resolution method to alleviate pension-related grievances, reducing the need for legal recourse like Courts/CATs.
- The first Pension Adalat was held by the DOPPW in September, 2017.
- Accordingly, it was decided to organize 12th Pension Adalat on 13.02.2025. A total of 531 grievance cases, pending for more than 120 days on CPENGRAMS Portal, were identified and necessary coordination was started with the concerned 24 Ministries/Departments including Pr. CCA and Ministry of Defence.
- By the end of January, 2025 more than 300 grievances had been redressed. Some of the logically redressed cases have been taken up under the head- 'Success stories' in this report.

CPENGRAMS

- In January, 2025, **12,027 pension grievance cases were received** on the CPENGRAMS portal, **12,035 pension grievance cases were redressed** and there exists a **pendency of 13,385 pension grievance cases**, as on 31st January, 2025.
- PCDA(P) Prayagraj [6,216 grievances], Department of Ex-Serviceman Welfare [2,895 grievances], Department of Financial Services (BD) [1449 grievances] and Ministry of Railways [709 grievances] have received the maximum number of grievances in January, 2025.

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 concerning implementation of OROP-III. However, the redressal has exceeded the receipt of the grievances and hence the pendency has decreased from 13,463 as on 31.12.2024 to 13,385 as on 31.01.2025.
- Out of 12,035 redressed grievance cases, PCDA (P) Prayagraj [6,204 grievances], Department of Ex-Servicemen Welfare [2,400 grievances], Department of Financial Services (Banking Division) [1,475 grievances], Ministry of Railways (Railway Board) [697 grievances] and Employee Provident Fund Organization (Head Office) [545 grievances] have the highest number of redressal.

- Out of the pendency of 13,385 pension grievance cases, PCDA(P) Prayagraj [8,626 grievances], Department of Ex-Servicemen Welfare [2,206 grievances], Ministry of Home Affairs [366 grievances], Department of Financial Services (Banking Division) [359 grievances] and Ministry of Railways (Railway Board) [316 grievances] have the highest number of pending grievances.
- PCDA(P) Prayagraj [4,300 grievances], Department of Ex-Servicemen Welfare [484 grievances] and Ministry of Home Affairs [221 grievances] have the highest number of grievances pending for more than 30 days.

Appeals

- In January, 2025, 1,828 appeals were received and 1,365 appeals were disposed. There is a pendency of 1,614 appeals at the end of January, 2025.
- Department of Ex-Servicemen Welfare [428], Department of Defence Finance [357], Department of Financial Services (Banking Division) [167] and Ministry of Railways (Railway Board) [147] have maximum disposal of appeals as on 31st January, 2025.

Integrated Grievance Cell and Call Centre

- During the month, 4,849 calls have been received and 911 grievances have been registered on the basis of information provided by the calling complainants. Further, 436 grievances have been filed based on the postal receipts. Also, 2,561 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 31.01.2025, a total of 8071 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

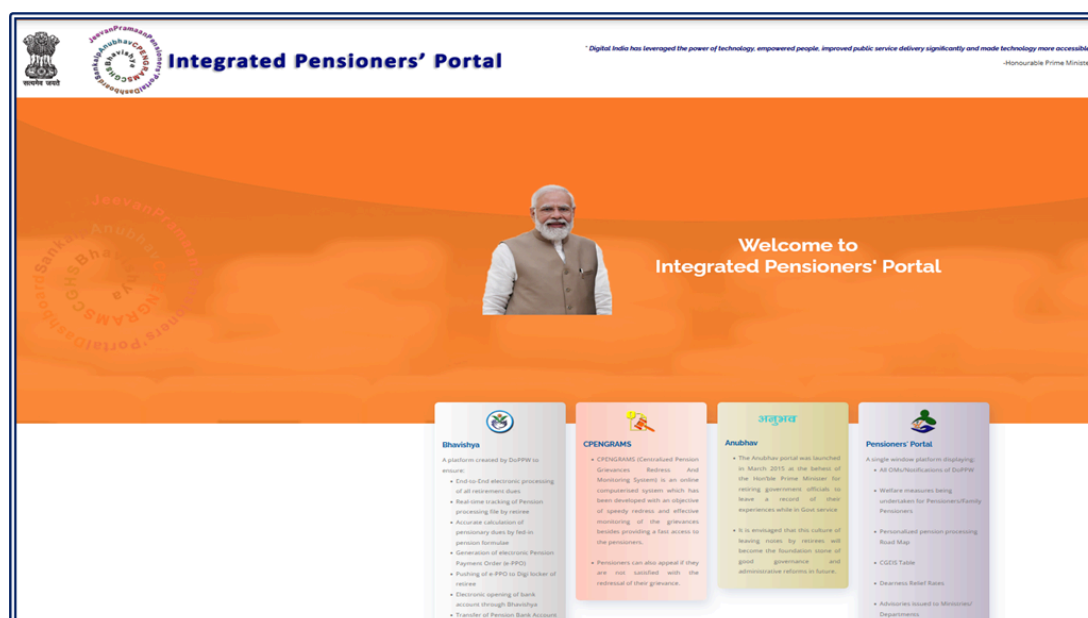
The process of integration of CGHS with Bhavishya is currently under progress and is expected to be completed by 31st March, 2025.

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.

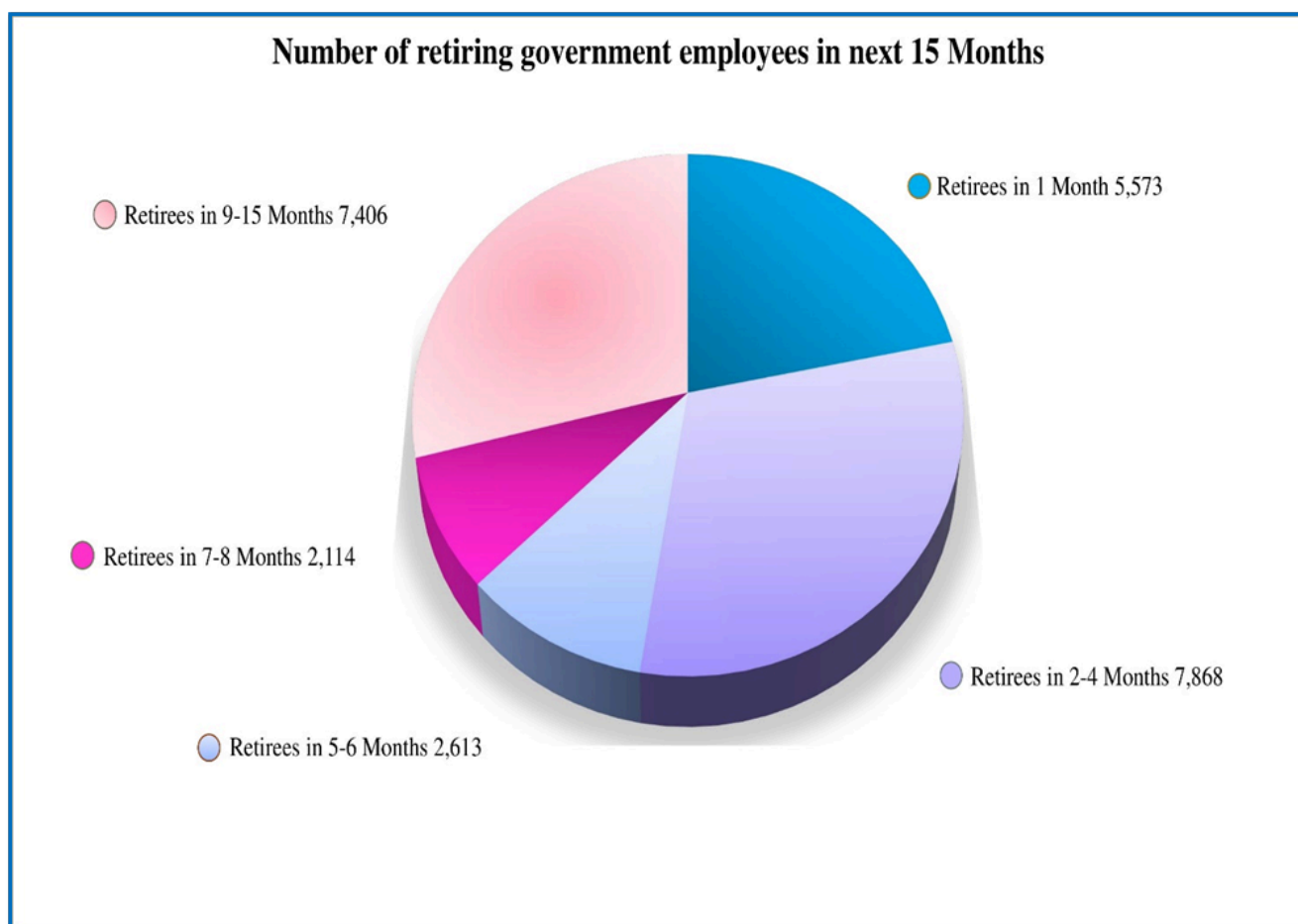
2.4 Integration with Banks

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.

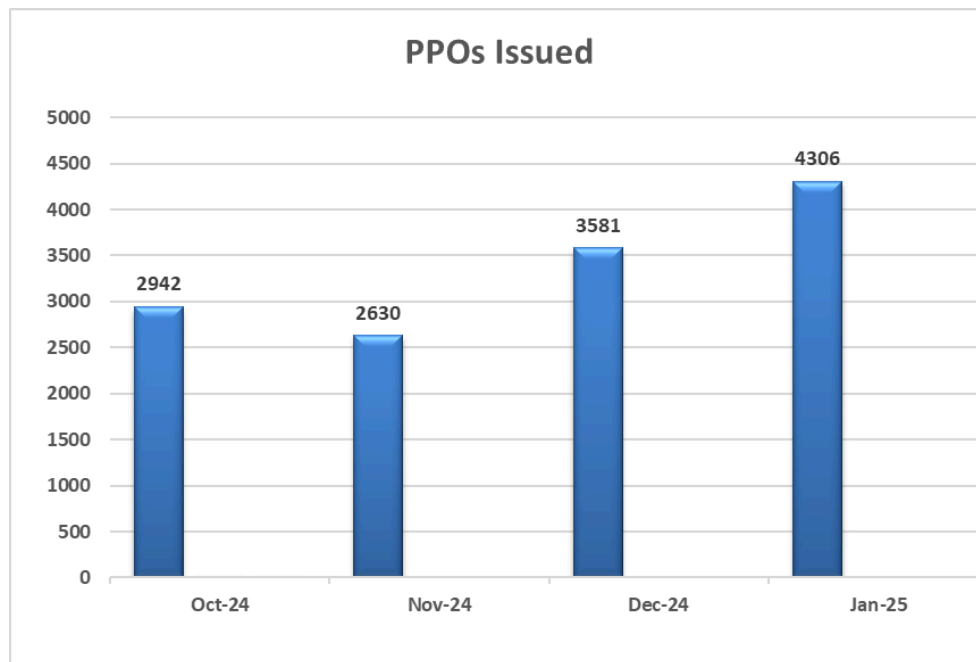


2.5 Digitization of Pension Sanction and Payment Tracking System: Bhavishya

- As on 31.01.2025, 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 2,70,869 PPOs in respect of pensioners. 4,306 PPOs were issued through Bhavishya System in the month January, 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.



2.6 Month-wise status of PPOs Issued



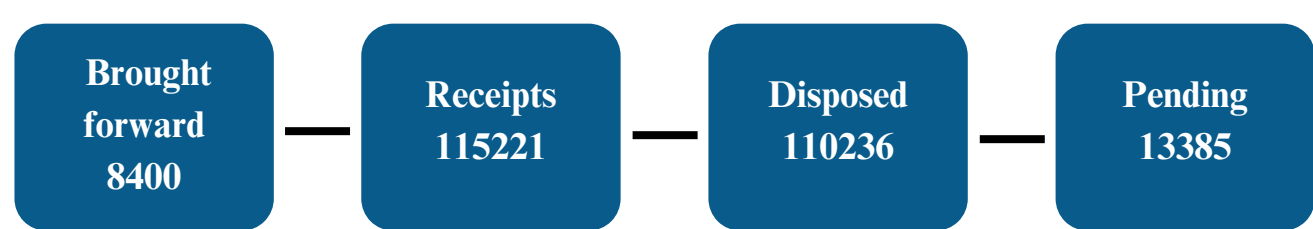
- Total 4306 PPOs were issued in the Month of January, 2025.
- Average time taken to issue a PPO stood at 65 days in the Month of January, 2025.
- Bhavishya system has been issuing more than 3000 ePPOs each month.

2.7 Integration of Bhavishya with Digi Locker

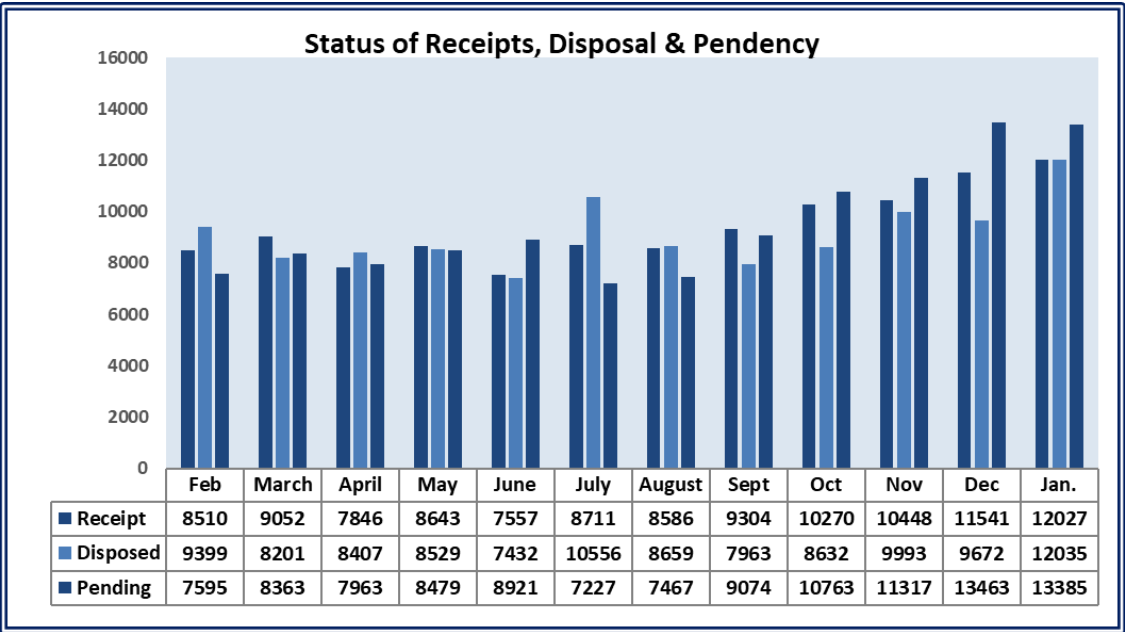
- As a technological leap, Bhavishya was upgraded to create a permanent record of PPO in Digi Locker of pensioners to promote 'Ease of Living' for the pensioners.
- As on 31.01.2025, 7296 retirees have pushed their E-PPOs in Digi Locker.

3. REVIEW OF STATUS OF GRIEVANCES

3.1 Overview



3.2 Month-wise status of Grievances

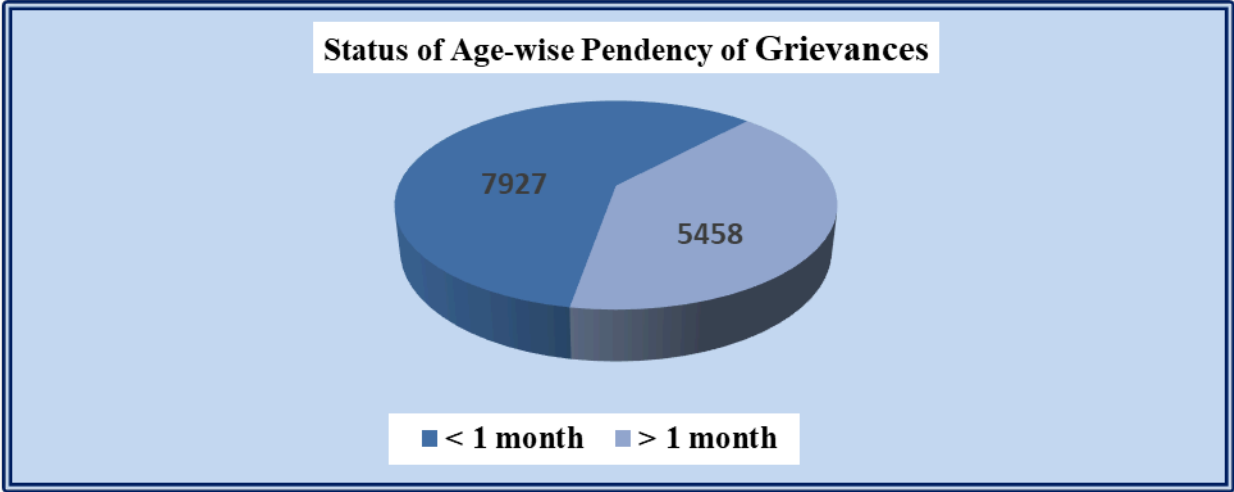


(Time Period: 01/02/2024 to 31/01/2025)

- An all time high of 12,027 grievances were received in January, 2025 with maximum grievances from PCDA (P) Prayagraj.
- For the 14th 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

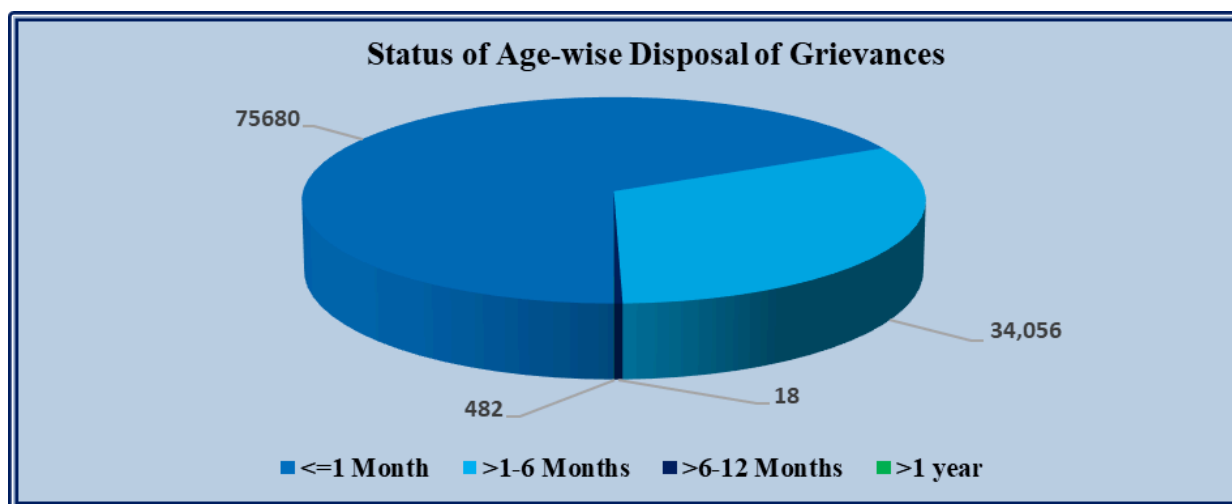


(Time Period: 01/02/2024 to 31/01/2025)

- Total pending cases are 13,385 with 5,458 cases pending for more than 30 days.
- Top 08 Ministries/Departments in terms of grievances pending for more than 30 days are as under:

S.No	Name of Ministry/Department	Pending for > 30 days
1.	PCDA(P) Prayagraj	4300
2.	Department of Ex Servicemen Welfare	484
3.	Ministry of Home Affairs	221
4.	Central Board of Direct Taxes (Income Tax)	117
5.	Department of Defence Finance	104
6.	O/o Controller General of Accounts	34
7.	Ministry of Railways (Railway Board	32
8.	Employee Provident Fund Organization (Head office)	26

4.2 Disposal



(Time Period: 01/02/2024 to 31/01/2025)

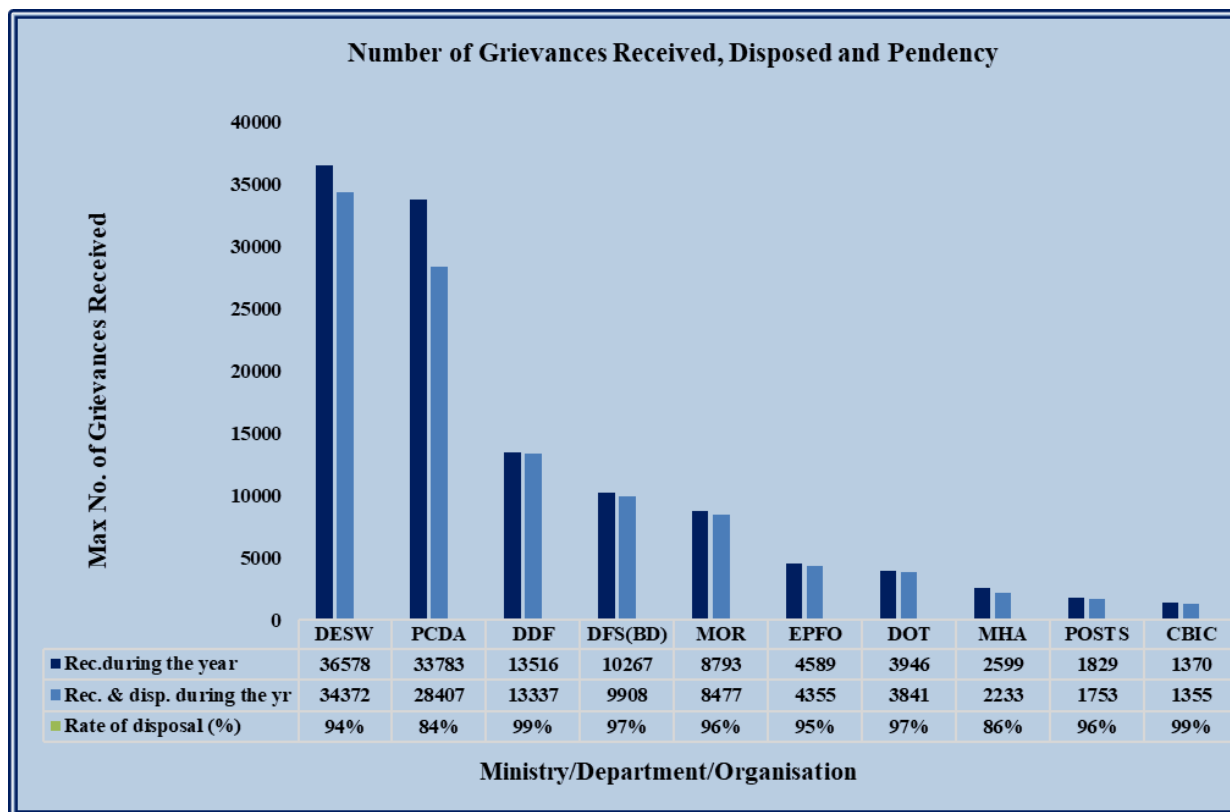
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. **From 01.02.2023 to 31.01.2024, 77,365** cases were redressed through the portal while this figure has reached 1,10,236 in the period from 01.02.2024 to 31.01.2025. The active interaction and monitoring by DOPPW has strengthened the capacity of redressal of the grievances filed on 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	100 %
2.	Central Pension Accounts Office	100%
3.	Department of Revenue	99.19%
4.	Department of Financial Services (Banking Division)	98.10%
5.	Department of Post	94.97%
6.	Employees Provident Fund Organization (Head Office)	94.13%
7.	Ministry of Railways (Railway Board)	92.54%
8.	Department of Ex Servicemen Welfare	79.12%
9.	Ministry of Home Affairs	60.36%
10.	PCDA(P) Prayagraj	47.65%

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

5. PERFORMANCE OF MINISTRIES/DEPARTMENTS/ORGANISATIONS

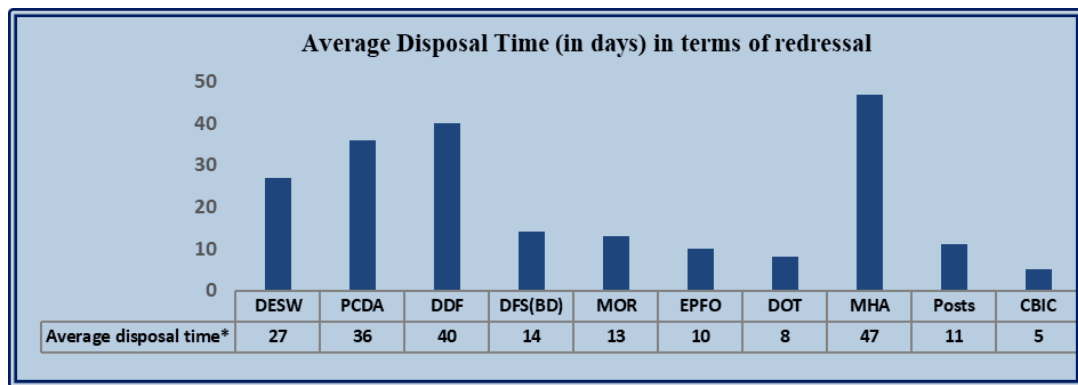
5.1 Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/02/2024 to 31/01/2025)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 20,587 cases whereas remaining 5 are having average of 2,866 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 (86%) 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 88.25%. 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

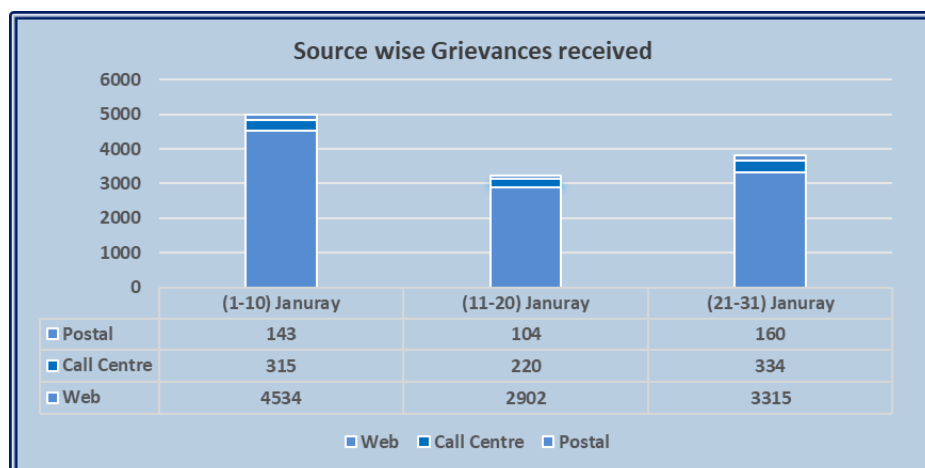


(Time Period: 01/02/2024 to 31/01/2025)

* Excluding pending days with DoPPW

- The average disposal time is 27 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: 01/01/2025 to 31/01/2025)

- 89.39 % grievances are received are registered directly through the website while remaining 10.61 % 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.

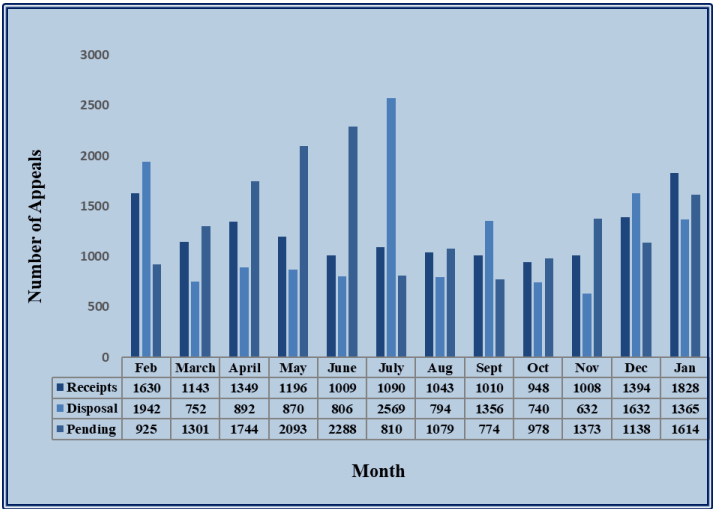
6. APPEAL DASHBOARD

6.1 Overview



(Time Period: 01/01/2025 to 31/01/2025)

6.2 Month-wise status of Appeals



(Time Period: 01/02/2024 to 31/01/2025)

- In the last one year, 15,005 appeals have been filed against total disposal of 1,10,236 grievances in the same time. The rate of appeal is 13.61 % of the total disposed grievances.
- The number of pending Appeals is 1,614 at the end of January, 2025.

7. SUCCESS STORIES – 12TH PENSION ADALAT

7.1 Name: Dr. Ashutosh Bajpai

Gist of the Story:- “Got Retirement Benefit of more than Rs. 1.10crores, pending since June, 2024.”

Dr. Ashutosh Bajpai, Retd. DIG Med from BSF retired on 30th June, 2024. However, due to administrative reasons, he was not issued PPO and did not get other post-retirement benefits. He was facing financial hardship due to medical conditions of his wife and son.

Dr. Bajpai registered a grievance (**DOPPW/E/2024/0054209**) on CPENGRAMS Portal.

His case was picked up for discussion during Pension Adalat. It assisted his case and the process of payments of the post-retirement benefits accelerated. The status of his case was furnished by BSF during the Pension Adalat, informing that DCRG of Rs. 20,00,000/-; Commuted value of Pension of Rs. 43,26,870/-; Leave encashment of Rs. 31,17,188/- and GPF of Rs. 8,61,495/- and other payments had been paid to him. A total payment of more than Rs.1.10 crore was made to him bringing both emotional and financial support to him.

7.2 Name : Ms. Surjit Kaur

Gist of the Story:-“Got sanction of Liberalized family pension with arrears of Rs. 22.34 Lakh, pending since 2016”

Ms. Surjit Kaur, a family pensioner was sanctioned Liberalized Family Pension in 2016. However, the same was not paid to her. Her pension account was transferred to SPARSH. Thereafter, she kept approaching SPARSH, Artillery Records, DPDO Jammu and PNB Bank but to no avail.

Fortunately, she came to know about the portal and she registered her case on CPENGRAMS portal (**DOPPW/E/2024/0049468**) which was subsequently picked up for the Pension Adalat. These events expedited the redressal process of her grievance.

Fortunately, she came to know about the portal and she registered her case on CPENGRAMS portal (**DOPPW/E/2024/0049468**) which was subsequently picked up for the Pension Adalat. These events expedited the redressal process of her grievance.

7.3 Name: Shri Vikram Singh

Gist of the Story:- “Got Commuted Value of Pension Rs. 16.77 Lakh, awaiting decision since 2020”

Shri Vikram Singh superannuated as Havildar from Indian Army on 31.07.2020. At the time of retirement, he opted for commutation of his pension. However, the process got delayed and the migration of pension account to SPARSH portal prolonged the disbursal of commuted pension.

After exhausting available avenues, he registered the grievance **(DOPPW/E/2024/0042412)**.

His case was picked for taking up during the Pension Adalat. Constant follow up ensued thereafter and during Pension Adalat, it was informed that his case had been successfully redressed with the payment of Rs.16.77 Lakh on account of commuted value of pension. The grievance redressed through intervention brought in through by Pension Adalat brought both financial and emotional relief to him and his family.

7.4 Name : Sh. Karthick Chandra Roy

Gist of the Story:-“Got gratuity of Rs. 14.95 Lakh, pending since January, 2024”

Sh. Kartick Chandra Roy, an Ex-BSF employee, retired on 31.01.2024 on superannuation after rendering service of 39 years. However, gratuity amount to Rs 14.55 Lakh was still due to be paid to him. For this, he toiled hard but could not succeed. The delay was attributed to administrative and technical reason.

Fortunately, on line filing of grievance **(DOPPW/E/2024/0064338)** on portal and picking up of his long pending case for Pension Adalat proved boon for him.

During proceedings of Pension Adalat, it was intimated that he had been paid the gratuity in the month of January, 2025. Hence, he finally got his dues with the special efforts of DOPPW through the follow up done for the Pension Adalat.

7.5 Name :Ms. Paramjit Kaur

Gist of the Story:-“Got arrear of Rs.9.28 Lakh, pending since 2010”

Ms. Paramjit Kaur was getting Liberalized Family Pension after the death of her husband Late Sh. Ranjeet Singh who had retired from Indian Army. Her pension account was migrated from PNB to SPARSH portal. She was entitled for arrears at the time of migration. For this, correspondences between PCDA and PNB were done for Non-payment certificate to avoid double payment of arrears in her case. However, the process was taking time

Non-resolution of her grievance led her to file grievance (DOPPW/E/2024/0064338) on the portal and the same was considered for Pension Adalat as it was remained unresolved for months.

Constant follow up done during the preparation of Pension Adalat finally led to the payment of arrear from 09.02.2010 to 31.10.2024 amounting to Rs.9.28 Lakh. Hence, the resolution of her grievance was achieved through the Pension Adalat, which was pending for years.

7.6 Name :Shri Ganga Singh

Gist of the Story:-“Got Disability Pension arrear of Rs. 5.31 Lakh, unresolved since 2014”

Shri Ganga Singh, Ex NK (DSC) had not getting Disability Pension since July 2014. He was moving from pillar to post to get the same sanctioned. However, he could not succeed over the period.

His grievance registered (DOPPW/E/2024/0064089) on CPENGRAMS portal was shortlisted for Pension Adalat. Thereafter, momentum was gathered in his case.

On the date of Pension Adalat, he interacted through VC and representatives from PCDA informed that disability element had been notified vide SPARSH Corr no.05 PPO dated 05.02.2025. Also, due arrear of Rs.5,31,686/- (Rs.3,53,300/- plus Rs.1,78,386/-) against non-payment of disability element w.e.f. 01.07.2014 to 31.01.2025 (along with revision of service element under OROP-III) had been processed. In this case, Pension Adalat aided in resolution of long pending grievance of a brave soldier of this country.

7.7 Name :Ms. Jyotsana Kumari

Gist of the Story:-“ Got NPS Contribution of Rs. 5.00 Lakh”

Ms. Jyotsana Kumari is the spouse of Late Sh. Vivek Kumar, Executive Assistant, CGST Meerut. He was covered under National Pension System (NPS). Unfortunately, he expired in May, 2021. All financial benefits were paid to his wife except contribution made by him to the NPS corpus. Despite submission of relevant forms / documents to the Accounts Branch, CGST Commissionerate Meerut in October 2023, the process was taking time.

Meanwhile, she registered a grievance (**DOPPW/E/2024/0056277**) on CPENGRAMS portal and her case was taken up for discussion during Pension Adalat.

It helped her case and she and her mother-in-law were paid Rs. 5.00 lakh in January, 2025 itself; as per the nomination filed by her husband on account of NPS Contribution. These facts were duly informed by CBIC in the Pension Adalat.

7.8 Name :Shri Saleem Khan

Gist of the Story:- “Got NPS Contribution of Rs. 2.40 Lakh, pending since April, 2022”

Shri Saleem Khan, Ex Constable, BSF was not getting his NPS contribution amount even after more than two years of the retirement. Representations by him were not yielding favorable results.

Fortunately, Shri Saleem registered a grievance (**DOPPW/E/2024/0057006**) on CPENGRAMS portal.

His case was taken up for discussion during Pension Adalat and it was informed by PAD, BSF that he had been paid Rs. 2.40 lakh on account of NPS contribution.

7.9 Name : Ms. Kamla Devi

Gist of the Story:- “Got sanction of family pension with arrears of Rs.1.97 Lakh, pending since March, 2024”

Ms. Kamla Devi is the spouse of NK Late Sh. Jagmindra who expired on 13.09.2011. Her family pension was started and later on migrated to SPARSH. However, her bank account number, Aadhaar number and PAN card were not mapped in her SPARSH account. Due to this, she could not submit Jeevan Pramaan/Life certificate on the SPARSH portal leading to stoppage of family pension since March, 2024. It left her with financial crisis in her old age.

The resolution of the grievance was taking time and meanwhile, she filed grievance **(DOPPW/E/2024/0057903)** on the CPENGRAMS portal.

A notice for inclusion of her case in the Pension Adalat was sent to PCDA. Promptness was noticed and the monthly pension arrear, due from March, 2024 to December, 2024 amounting to Rs. 1.97 Lakh was paid to her in January, 2025. This fact was duly apprised in the Pension Adalat by PCDA.

7.10 Name :Ms. Ram Kaur

Gist of the Story:- “Got erroneously recovered excess amount of Rs. 1.93 lakh”

Ms. Ram Kaur is the spouse late Sh. Laxman Singh from Indian Army. Unfortunately, he expired on 20th December, 2021. However, she could not inform about his death to the bank leading to excess payment of pension. Subsequently, excess recovery was made erroneously, for which she represented on various forums but of no avail.

Then, Ms. Ram Kaur registered a grievance **(DOPPW/E/2024/0058862)** on CPENGRAMS portal. Her case was selected for discussion during Pension Adalat sensing the non-resolution of her grievance even after registering of the grievance on the portal.

During proceedings of Pension Adalat, DESW informed that she had already been paid Rs. 1.93 lakh on account of erroneously recovered excess amount in January, 2025. Hence, Pension Adalat brought smile on the face of a family pensioner who was facing financial hardship

7.11 Name :Ms. Hansa Devi

Gist of the Story:- “Got Additional Pension arrears of Rs.1.41 Lakh, pending since 2021”

Ms. Hansa Devi, a family pension attained the age of 80 years on 07.02.2021 and accordingly she was entitled to receive 20 percent extra pension. But the same was not released. Meanwhile, her pension account was migrated to SPARSH portal.

Required action was taking time and for this, she filed grievance **(DOPPW/E/2024/0058526)** on portal.

Inclusion in Pension Adalat of her case acted as catalyst and all the available requisite data was updated and the PPO was generated and uploaded on the portal. Thereafter, additional pension arrear w.e.f. 07.02.2021 amounting to Rs.1.41 Lakh was paid and the monthly pension was also increased, thereby bringing comfort to a super-senior family pensioner.

7.12 Name: Ms. Snehlata Srivastava

Gist of the Story: -“Sanction of family pension to an unmarried dependent daughter and payment of arrears of Rs. 4 lakhs after 2 years.”

Ms Snehlata Srivastava is the dependent unmarried daughter of Late Sh. Rajnath Srivastava, who retired from Income Tax Department as Supervisor on 30.09.1988. After unfortunate death of her father on 03.12.2022, she requested the department to sanction her family pension along with arrears.

However, the process was taking time, causing significant emotional and financial distress to her. For this, she had lodged several complaints on various platforms but to no avail.

Meanwhile she got to know about CPENGRAMS Portal and filed her grievance (**DOPPW/P/2024/0004458**) there.

The case was actively followed up by the DoPPW for expeditious resolution. Due to intense focus on her case, Ms. Snehlata's family pension was finally sanctioned along with arrears amounting to Rs. 4 lakh, after 2 years of her father's death.

7.13 Name:- Ms Parmila Devi

Gist of the Story: -“Revision of family pension as per OROP and payment of arrear, amounting to Rs. 4.96 lakhs, to spouse after 4 years of husband's death.”

Ms. Parmila Devi is the spouse of Late Sh. Binod Kumar, Ex Havildar, Indian Army who passed away on 29.04.2021.

The family pension of Ms Parmila was started on 01.08.2023, but she was not receiving the correct pension. For this, she represented on many forums but to no avail.

Ultimately, she filed a grievance on the CPENGRAMS Portal (**DOPPW/E/2024/0065483**). Her grievance was actively pursued with regular reminders to PCDA for early resolution.

Her perseverance, coupled with the efforts by the DOPPW led to resolution of her grievance with revision of her family pension as per OROP and arrear amounting to Rs. 4.96 lakh was credited to her bank account. This financial assistance has ensured that she can live with dignity in the society.

7.14 Name :- Sh. Narsi Ram Verma

Gist of the Story:-“Payment of Disability Element of pension arrears amounting to Rs. 13 lakhs”.

Sh. Narsi Ram Verma, Ex Havildar, Indian Army, after his retirement in 1984, was granted service pension. Later on, disability pension was granted to him w.e.f. 10.05.1996 but the arrears were not paid.

Sh. Verma requested the department to release his disability element arrears. But, due to technical issues involved in the case, the arrears could not be sanctioned. After not getting favorable response, he lodged multiple complaints across various platforms but to no avail.

At last, he filed a grievance (**DOPPW/E/2024/0021651**) on CPENGRAMS Portal. Consistent efforts were made by DOPPW for ensuring logical and proper redressal of his grievance which eventually culminated in the payment of disability element arrears, of around Rs. 13 lakhs, to Sh. Narsi Ram Verma in November, 2024.

8. TESTIMONIALS

1. Shri Kamleshwar Singh (**DOPPW/E/2024/0060374**), a pensioner from Indian Air Force, graded his experience after stoppage of recovery and payment of excess recovered amount.

"I am very much thankful to CPENGRAMS portal and its team from my heart .I am really very happy. It has given a new life, I was having so much stress, which is now relieved. Once again I thank you."

2. Shri Nar Kumar (**DOPPW/E/2024/0061276**), a pensioner from Indian Army, expressed his gratitude after getting OROP arrears.

"Respected Sir/Madam, I extend my heartfelt gratitude to PCDA Prayagraj for ensuring the timely processing and disbursement of arrears under OROP-2 and OROP-3. This initiative reflects your dedication to the welfare of ex-servicemen and their families, acknowledging the sacrifices and service rendered by defense personnel."

3. Shri Santokh Singh (**DOPPW/E/2024/0069037**), a pensioner from Ministry of Defence, expressed his gratitude after updation of his personal details in PPO

"Very Very excellent performance , very quick resolution to my issue this time and earlier also, my length of service issue was resolved within a month. Bravo."

4. Shri Arabinda Giri (**DOPPW/E/2024/0074612**), a pensioner from Indian Air Force, conveyed his gratitude after revision of his pension and payment of arrears.

"Sir, Thank you very much for looking into my case and solving it within very short time. Your help will ever be in my fond remembrance till I breath my last days."

Ministries/Departments–PPOs not issued for Superannuation cases

S.NO.	MINISTRIES	TOTAL
1	Ministry of Home Affairs	426
2	Union territories of India	300
3	Ministry of Finance	128
4	Ministry of Information & Broadcasting	81
5	Ministry of Housing and Urban Affairs	62
6	Ministry of Health & Family Welfare	33
7	Ministry of Culture	24
8	Comptroller and Auditor General	23
9	Ministry of Personnel, Public Grievances & Pensions	11
10	Department of Atomic Energy	10
11	Ministry of Commerce and Industry	9
12	Ministry of Jal Shakti	8
13	Ministry of Agriculture and Farmers Welfare	6
14	Ministry of Earth Sciences	5
15	Ministry of Mines	5
16	Department of Space	5
17	Ministry of Labour & Employment	4
18	Ministry of Fisheries, Animal Husbandry and Dairying	4
19	Ministry of Statistics & Programme Implementation	4
20	Ministry of Environment, Forest and Climate Change	3
21	Ministry of Skill Development and Entrepreneurship	3
22	Ministry of Micro, Small and Medium Enterprises	3
23	Ministry of Textiles	2
24	Ministry of Ports, Shipping and Waterways	2
25	Ministry of Law & Justice	2
26	Ministry of Civil Aviation	2
27	Ministry of External Affairs	2
28	Ministry of Electronics & Information Technology	2
29	Ministry of Tourism	2
30	Ministry of Communications	1
31	Ministry of Science & Technology	1
32	NITI Aayog	1
33	Ministry of Corporate Affairs	1
34	Ministry of Rural Development	1
Grand Total		1195

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

S.NO.	MINISTRIES	TOTAL
1	Ministry of Home Affairs	367
2	Ministry of Finance	16
3	Union territories of India	12
4	Ministry of Personnel, Public Grievances & Pensions	7
5	Ministry of Housing and Urban Affairs	4
6	Ministry of Information & Broadcasting	4
7	Ministry of Health & Family Welfare	3
8	Ministry of Culture	3
9	Comptroller and Auditor General	3
10	Department of Atomic Energy	2
11	Ministry of Science & Technology	1
12	Ministry of Mines	1
13	Ministry of Jal Shakti	1
14	Ministry of Agriculture and Farmers Welfare	1
15	Ministry of Labour & Employment	1
16	Ministry of Earth Sciences	1
17	Ministry of Fisheries, Animal Husbandry and Dairying	1
	Grand Total	410



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

पता - तीसरा तल, लोक नायक भवन, खान मार्केट, नई दिल्ली - 110003

Address - 3rd Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110003

www.pensionersportal.gov.in