



सत्यमेव जयते

Government of India
Ministry of Personnel, PG & Pensions
Department of Pension and Pensioners' Welfare

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

JULY 2022

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1. INTRODUCTION

The Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) is an online web-enabled grievance redressal module of the Department of Pension & Pensioners' Welfare on which Central Government Pensioner can file their grievances. In addition, grievances are also received in this Department through post, through a dedicated (toll free) Call Centre (1800-11-1960), PMO, DARPG & CPENGRAMS. Monitoring of Pension related grievances is done by the Department as part of its mandate for promoting Pensioners' Welfare.

The Pension processing and sanction of employees is done by line Ministries and therefore all grievances pertaining to a Pensioner are to be addressed by the concerned Ministries themselves. Grievances received by the Department are all electronically processed on CPENGRAMS and forwarded to the Ministries with an outer timeline of 30 days vide DARPG OM No.S-15/21/2021-O/o DS(PG)-DARPG (7085) Dated- 27.07.2022

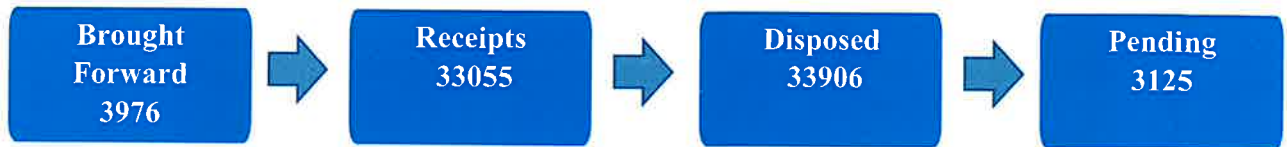
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension sanctions are issued timely.



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

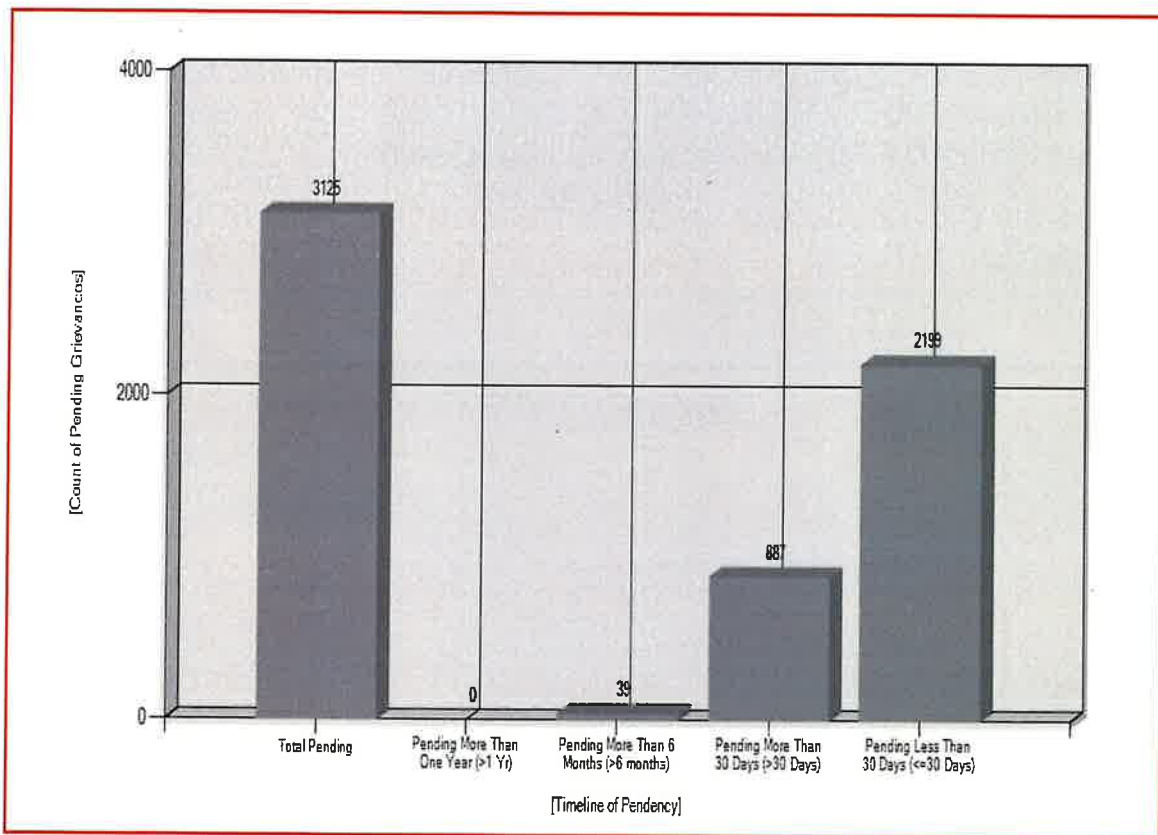
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/01/2022 to 31/07/2022)

b. Status of Age-wise Pendency of Grievances



3. PERFORMANCE OF MINISTRIES/DEPARTMENTS

3.1 Top 10 Ministries Analyzed

3.1.1 Maximum Number of Grievances Received

(Time Period: 01/01/2022 to 31/07/2022)

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|---------|
| 1. | Department of Defence Finance | 1316 | 8596 | 9912 | 9027 | 885 |
| 2. | Department of Financial Services (Banking Division) | 652 | 7291 | 7943 | 7590 | 353 |
| 3. | Ministry of Railways (Railway Board) | 323 | 5720 | 6043 | 5749 | 294 |
| 4. | PR. CDA PENSION ALLAHABAD | 11 | 3311 | 3322 | 3100 | 222 |
| 5. | Employees Provident Fund Organisation (Head Office) | 334 | 2075 | 2409 | 2327 | 82 |
| 6. | Ministry of Home Affairs | 177 | 1192 | 1369 | 1081 | 288 |
| 7. | Department of Posts | 143 | 907 | 1050 | 969 | 81 |
| 8. | Department of Ex Servicemen Welfare | 107 | 787 | 894 | 770 | 124 |
| 9. | Department of Telecommunications | 116 | 693 | 809 | 748 | 61 |
| 10. | Central Board of Indirect Taxes and Customs | 61 | 499 | 560 | 486 | 74 |

3.1.2. Maximum Number of Disposals

| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|-------------|---------|
| 1. | Department of Defence Finance | 1316 | 8596 | 9912 | 9027 | 885 |
| 2. | Department of Financial Services (Banking Division) | 652 | 7291 | 7943 | 7590 | 353 |
| 3. | Ministry of Railways (Railway Board) | 323 | 5720 | 6043 | 5749 | 294 |
| 4. | PR. CDA PENSION ALLAHABAD | 11 | 3311 | 3322 | 3100 | 222 |
| 5. | Employees Provident Fund Organisation (Head Office) | 334 | 2075 | 2409 | 2327 | 82 |
| 6. | Ministry of Home Affairs | 177 | 1192 | 1369 | 1081 | 288 |
| 7. | Department of Posts | 143 | 907 | 1050 | 969 | 81 |
| 8. | Department of Ex Servicemen Welfare | 107 | 787 | 894 | 770 | 124 |
| 9. | Department of Telecommunications | 116 | 693 | 809 | 748 | 61 |
| 10. | Central Board of Indirect Taxes and Customs | 61 | 499 | 560 | 486 | 74 |

3.1.3. Maximum Number of Pendency

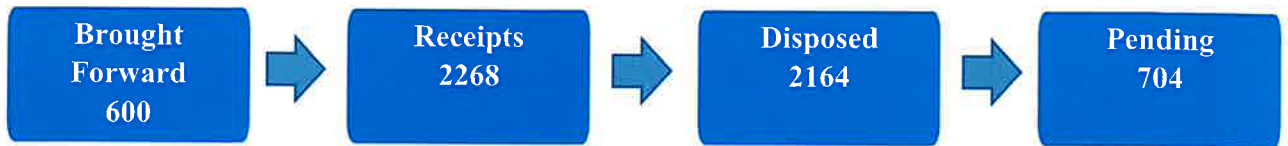
| S. No. | Name of Ministry/Department | Brought Forward | Receipts | Total Grievances | Disposal | Pending |
|--------|---|-----------------|----------|------------------|----------|------------|
| 1. | Department of Defence Finance | 1316 | 8596 | 9912 | 9027 | 885 |
| 2. | Department of Financial Services (Banking Division) | 652 | 7291 | 7943 | 7590 | 353 |
| 3. | Ministry of Railways (Railway Board) | 323 | 5720 | 6043 | 5749 | 294 |
| 4. | Ministry of Home Affairs | 177 | 1192 | 1369 | 1081 | 288 |
| 5. | PR. CDA PENSION ALLAHABAD | 11 | 3311 | 3322 | 3100 | 222 |
| 6. | Department of Ex Servicemen Welfare | 107 | 787 | 894 | 770 | 124 |
| 7. | Employees Provident Fund Organisation (Head Office) | 334 | 2075 | 2409 | 2327 | 82 |
| 8. | Department of Posts | 143 | 907 | 1050 | 969 | 81 |
| 9. | Central Board of Indirect Taxes and Customs | 61 | 499 | 560 | 486 | 74 |
| 10. | O/o the Comptroller & Auditor General of India | 75 | 273 | 348 | 285 | 63 |

3.2. Top 10 Ministries/Departments with Pending Grievances for more than 30 Days

| S. No. | Name of Ministry/Department | Brought Forward | Received During | Total Receipts | Disposal | Pending | >30 Days |
|--------|---|-----------------|-----------------|----------------|----------|---------|----------|
| 1. | Department of Defence Finance | 1316 | 8596 | 9912 | 9027 | 885 | 193 |
| 2. | Ministry of Home Affairs | 177 | 1192 | 1369 | 1081 | 288 | 172 |
| 3. | Ministry of Railways (Railway Board) | 323 | 5720 | 6043 | 5749 | 294 | 50 |
| 4. | Ministry of Information and Broadcasting | 67 | 217 | 284 | 227 | 57 | 41 |
| 5. | Department of Financial Services (Banking Division) | 652 | 7291 | 7943 | 7590 | 353 | 33 |
| 6. | Department of Health & Family Welfare | 24 | 156 | 180 | 142 | 38 | 25 |
| 7. | O/o the Comptroller & Auditor General of India | 75 | 273 | 348 | 285 | 63 | 19 |
| 8. | Department of Defence | 16 | 145 | 161 | 127 | 34 | 19 |
| 9. | Ministry of Civil Aviation | 32 | 157 | 189 | 154 | 35 | 17 |
| 10. | Central Board of Indirect Taxes and Customs | 61 | 499 | 560 | 486 | 74 | 16 |

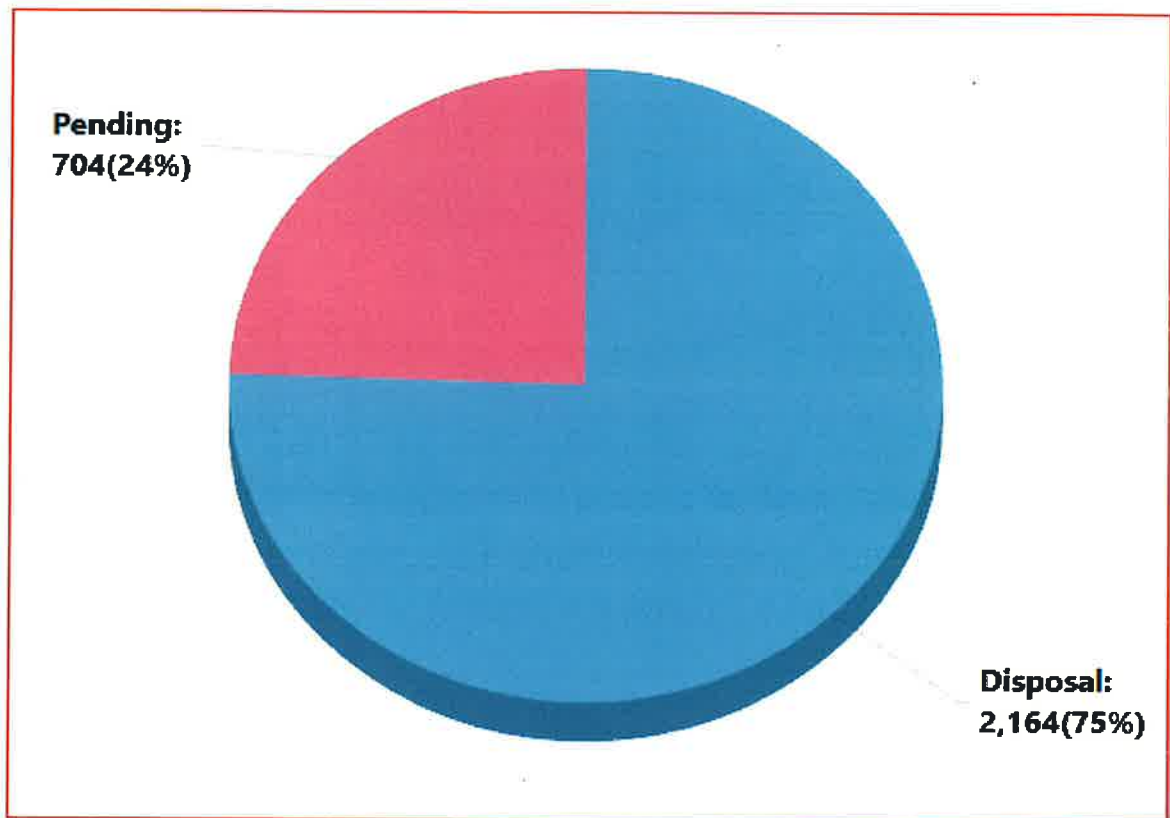
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/01/2022 to 31/07/2022)

Status of Total Appeals



5.2. Top 10 Ministries/Departments with Maximum Number of Appeals

| S. No. | Name of Ministry/Department | Brought Forward | Received During | Total Receipts | Disposal | Pending |
|--------|---|-----------------|-----------------|----------------|----------|---------|
| 1. | Department of Defence Finance | 365 | 535 | 900 | 723 | 177 |
| 2. | Ministry of Railways (Railway Board) | 6 | 433 | 439 | 355 | 84 |
| 3. | Department of Financial Services (Banking Division) | 17 | 368 | 385 | 347 | 38 |
| 4. | Central Board of Indirect Taxes and Customs | 2 | 182 | 184 | 68 | 116 |
| 5. | Department of Ex Servicemen Welfare | 49 | 129 | 178 | 95 | 83 |
| 6. | Department of Posts | 2 | 110 | 112 | 106 | 6 |
| 7. | Department of Telecommunications | 11 | 91 | 102 | 97 | 5 |
| 8. | Ministry of Labour and Employment | 7 | 94 | 101 | 90 | 11 |
| 9. | Department of Pension and Pensioners Welfare | 48 | 46 | 94 | 93 | 1 |
| 10. | Ministry of Home Affairs | 11 | 51 | 62 | 42 | 20 |

6. PENSION PAYMENT ORDERS DELAYED BY MINISTRIES/DEPARTMENTS

No. of Employees going to retire (in next 15 Months)

| No. of Employees to be Retired | Cases on time | Cases Behind Schedule |
|--------------------------------|---------------|-----------------------|
| 17660 | 11522 | 6138 |

Top Ten Ministries/Departments Cases Behind Schedule

| S.No. | Ministry | Department | No. of Cases |
|--------------|---|---|--------------|
| 1 | Ministry of Finance | Department of Revenue | 1024 |
| 2 | Ministry of Home Affairs | Central Armed Police Forces | 980 |
| 3 | Ministry of Housing and Urban Affairs | | 696 |
| 4 | Comptroller and Auditor General | | 472 |
| 5 | Ministry of Information & Broadcasting | | 421 |
| 6 | Ministry of Home Affairs | Department of Home | 362 |
| 7 | Union territories of India | UT of Andaman and Nicobar | 261 |
| 8 | Ministry of Health & Family Welfare | Department of Health and Family Welfare | 253 |
| 9 | Ministry of Jal Shakti | Department of Water Resources, River Development and Ganga Rejuvenation | 158 |
| 10 | Ministry of Personnel, Public Grievances & Pensions | Department of Personnel & Training | 121 |
| Total | | | 4748 |

PPOs Pending

| S.No. | Month/Year | No. of PPOs Pending |
|-------|------------|---------------------|
| 1 | Jan 2022 | 119 |
| 2 | Feb 2022 | 85 |
| 3 | Mar 2022 | 106 |
| 4 | Apr 2022 | 155 |
| 5 | May 2022 | 266 |
| 6 | June-2022 | 393 |
| Total | | 1124 |

Ministries/Departments – PPOs not issued

| S.No. | Ministry | Department | No. of PPOs Pending |
|-------|--|---|---------------------|
| 1 | Ministry of Home Affairs | Central Armed Police Forces | 241 |
| 2 | Ministry of Information & Broadcasting | | 185 |
| 3 | Union territories of India | UT of Andaman and Nicobar | 163 |
| 4 | Ministry of Finance | Department of Revenue | 124 |
| 5 | Ministry of Housing and Urban Affairs | | 75 |
| 6 | Ministry of Home Affairs | Department of Home | 56 |
| 7 | Ministry of Health & Family Welfare | Department of Health and Family Welfare | 34 |
| 8 | Ministry of Culture | | 33 |
| 9 | Ministry of Jal Shakti | Department of Water Resources, River Development and Ganga Rejuvenation | 30 |
| 10 | Union territories of India | UT of Lakshadweep | 22 |
| 11 | Comptroller and Auditor General | | 20 |
| 12 | Ministry of Fisheries, Animal Husbandry and Dairying | Department of Animal Husbandry and Dairying | 19 |
| 13 | Ministry of Commerce and Industry | Department of Commerce | 12 |
| 14 | Ministry of Earth Sciences | | 11 |
| 15 | Ministry of Textiles | | 10 |
| 16 | Ministry of Communications | Department of Telecommunications | 10 |
| 17 | Ministry of Home Affairs | Department of Justice | 9 |
| 18 | Ministry of Environment, Forest and Climate Change | | 8 |
| 19 | Ministry of Agriculture and Farmers Welfare | Department of Agriculture and Farmers Welfare | 7 |
| 20 | Ministry of Labour & Employment | | 6 |
| 21 | Ministry of Mines | | 4 |
| 22 | Ministry of Power | | 4 |
| 23 | Ministry of Home Affairs | Department of Official Language | 4 |
| 24 | Ministry of Science & Technology | Department of Science and Technology | 4 |
| 25 | Ministry of Personnel, Public Grievances & Pensions | Department of Personnel & Training | 3 |
| 26 | NITI Aayog | | 3 |

| S.No. | Ministry | Department | No. of PPOs Pending |
|-------|---|---|---------------------|
| 27 | Ministry of External Affairs | | 3 |
| 28 | Ministry of Ports, Shipping and Waterways | | 2 |
| 29 | Ministry of Civil Aviation | | 2 |
| 30 | Ministry of Road Transport & Highways | | 2 |
| 31 | Ministry of Statistics & Programme Implementation | | 2 |
| 32 | Ministry of Tourism | | 2 |
| 33 | Ministry of Women and Child Development | | 1 |
| 34 | RAJYA SABHA SECRETARIAT | | 1 |
| 35 | Ministry of Commerce and Industry | Department for Promotion of Industry and Internal Trade | 1 |
| 36 | Ministry of Science & Technology | Department of Bio-Technology | 1 |
| 37 | Ministry of Consumer Affairs, Food, and Public Distribution | Department of Consumer Affairs | 1 |
| 38 | Ministry of Fisheries, Animal Husbandry and Dairying | Department of Fisheries | 1 |
| 39 | Ministry of Consumer Affairs, Food, and Public Distribution | Department of Food & Public Distribution | 1 |
| 40 | Cabinet Secretariat | | 1 |
| 41 | Department of Space | | 1 |
| 42 | Ministry of Electronics & Information Technology | | 1 |
| 43 | Ministry of Development of North Eastern Region | | 1 |
| 44 | Ministry of Panchayati Raj | | 1 |
| 45 | Ministry of Law & Justice | Department of Legal Affairs | 1 |
| 46 | Ministry of Social Justice & Empowerment | Department of Social Justice and Empowerment | 1 |
| Total | | | 1124 |

7. List of Department of Pension & Pensioners' Welfare issued OM/ Orders and Circulars from 01.01.2022 to 31.07.2022

| S. No. | O.M. No. | O.M. Date | Subject |
|--------|------------------------------|-----------|--|
| i. | 38/46/2017-P&PW(A)(4879) | 14 Jun 22 | Revision of Pension / family pension in respect of the pensioners drawing compulsory retirement pension or compassionate allowance after compulsorily retirement/dismissal/removal from service - reg |
| ii. | 11(45)2022-P&PW (E) | 23 May 22 | Eligibility for two family pensions- clarification regarding |
| iii. | 42/07/2022-P&PW(D) | 11 May 22 | Grant of Dearness Relief in the 5th CPC series effective from 01.01.2022 to CPF beneficiaries in receipt of basic ex-gratia payment-reg |
| iv. | 57/03/2020-P&PW (B) | 28 Apr 22 | Provision for extending benefits under CCS (Pension) Rules or CCS (EOP) Rules to family of missing Central Government employees covered under National Pension System (NPS)-reg. |
| v. | 1/2(40)/2022-P&PW (E) | 06 Apr 22 | Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears. |
| vi. | 42/07/2022-P&PW(D) | 05 Apr 22 | Grant of Dearness Relief to Central Government pensioners / family pensioners - Revised rate effective from 01.01.2022 |
| vii. | 17/4/2021-P&PW(Coord)-E.7648 | 04 Apr 22 | 110th & 113th Report of DRPSC Recommendations : Compliance regarding |
| viii. | 1/2(40)/2022-PandPW (E) | 31 Mar 22 | Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears |
| ix. | 2021-22/6476/2/2 | 25 Mar 22 | Authorization of Kotak Mahindra Bank for disbursement of Pensions. |
| x. | No. 4/05/2019-P&PW(D) | 23 Mar 22 | Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS(OPD) facility and vice-versa - reg |
| xi. | 12(9)/2020-P&PW(C)-6450 | 23 Feb 22 | Payment of Provisional Pension and gratuity under Rule 62 of the Central Civil Services (Pension) Rules, 2021 in case of delay in issue of PPO authorizing regular pension |
| xii. | 1/4/2021 P&PW(E) Part I | 19 Jan 22 | Payment of family pension in respect of a child suffering from a disorder or disability of mind through the person nominated by the Government servant/pensioner/family pensioner |
| xiii. | 57/04/2019-P&PW(B) | 04 Jan 22 | Coverage under Central Civil Services (Pension) Rules, 1972 in place of National Pension System of those Central Government employees whose selection for appointment were finalized before 01.01.2004 but joined Government service on or after 01.01.2004. |

<https://pensionersportal.gov.in/CircularReportForPensionForm1.aspx>

For any queries or any suggestions, contact details as under:

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