

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



सत्यमेव जयते

75
आज़ादी का
अमृत महोत्सव

भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
पेंशन एवं पेंशनभोगी कल्याण विभाग,
लोक नायक भवन, खान मार्केट
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: 03 August, 2023

Dear Secretary,

I am enclosing the Monthly Progress Report for July, 2023 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. As of the end of July, 2023, 5816 Pensioners' related Grievance cases and 1343 PPO's 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 PPO's have not been issued.

With best regards,

Yours sincerely,

(V. Srinivas)

Encl: As above

To,

All Secretaries to Government of India



सूचना का
अधिकार



सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

Department of Pension and Pensioners' Welfare

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

JULY, 2023

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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

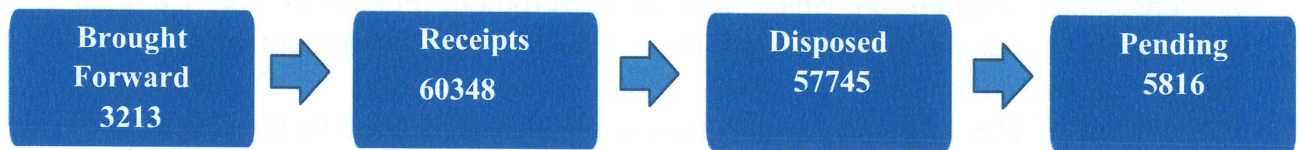
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

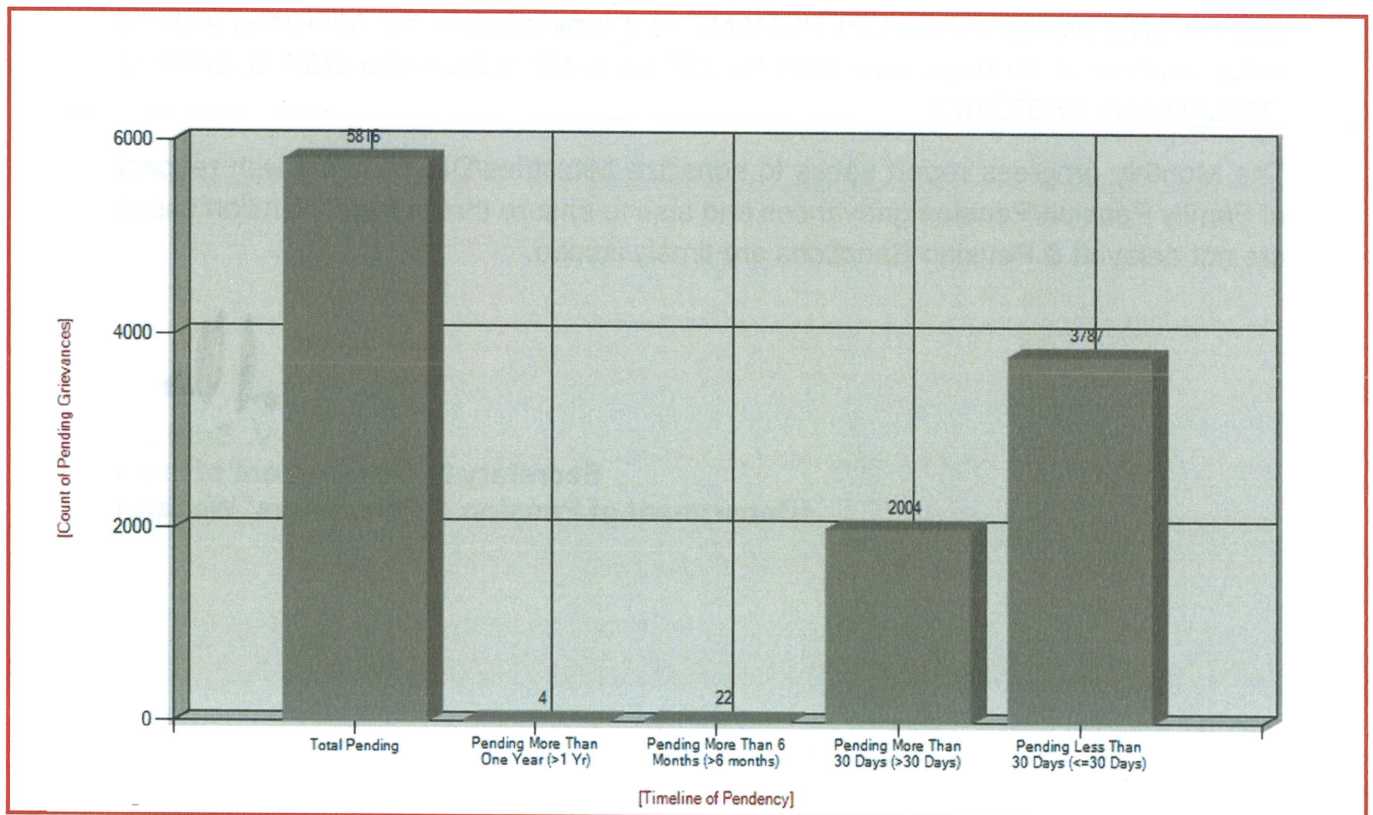
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/08/2022 to 31/07/2023)

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: 01/08/2022 to 31/07/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Pr. CDA Pension, Allahabad	222	12370	12592	11048	1544
2.	Department of Defence Finance	897	9886	10783	9183	1600
3.	Department of Financial Services (Banking Division)	359	10393	10752	10216	536
4.	Department of Ex Servicemen Welfare	126	9637	9763	8736	1027
5.	Ministry of Railways (Railway Board)	296	7997	8293	8023	270
6.	Employees Provident Fund Organisation (Head Office)	83	4086	4169	4048	121
7.	Ministry of Home Affairs	290	1818	2108	1750	358
8.	Department of Telecommunications	61	1712	1773	1721	52
9.	Department of Posts	81	1484	1565	1514	51
10.	Department of Defence	36	665	701	687	14

3.1.2. Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Pr. CDA Pension, Allahabad	222	12370	12592	11048	1544
2.	Department of Financial Services (Banking Division)	359	10393	10752	10216	536
3.	Department of Defence Finance	897	9886	10783	9183	1600
4.	Department of Ex Servicemen Welfare	126	9637	9763	8736	1027
5.	Ministry of Railways (Railway Board)	296	7997	8293	8023	270
6.	Employees Provident Fund Organisation (Head Office)	83	4086	4169	4048	121
7.	Ministry of Home Affairs	290	1818	2108	1750	358
8.	Department of Telecommunications	61	1712	1773	1721	52
9.	Department of Posts	81	1484	1565	1514	51
10.	Department of Defence	36	665	701	687	14

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	897	9886	10783	9183	1600
2.	Pr. CDA Pension, Allahabad	222	12370	12592	11048	1544
3.	Department of Ex Servicemen Welfare	126	9637	9763	8736	1027
4.	Department of Financial Services (Banking Division)	359	10393	10752	10216	536
5.	Ministry of Home Affairs	290	1818	2108	1750	358
6.	Ministry of Railways (Railway Board)	296	7997	8293	8023	270
7.	Employees Provident Fund Organisation (Head Office)	83	4086	4169	4048	121
8.	Department of Telecommunications	61	1712	1773	1721	52
9.	Department of Posts	81	1484	1565	1514	51
10.	Ministry of Information and Broadcasting	57	326	383	345	38

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.	Pr. CDA Pension, Allahabad	222	12370	12592	11048	1544	539
2.	Department of Defence Finance	897	9886	10783	9183	1600	395
3.	Department of Ex Servicemen Welfare	126	9637	9763	8736	1027	258
4.	Ministry of Home Affairs	290	1818	2108	1750	358	214
5.	Ministry of Railways (Railway Board)	296	7997	8293	8023	270	40
6.	Central Board of Direct Taxes (Income Tax)	35	287	322	288	34	21
7.	O/o the Comptroller & Auditor General of India	65	520	585	554	31	19
8.	Department of Financial Services (Banking Division)	359	10393	10752	10216	536	19
9.	Department of Commerce	6	96	102	84	18	14
10.	Department of Higher Education	15	180	195	171	24	13

3.3. Top 10 Ministries/Departments Feedback

S.No	Organisation.	Poor	Average	Good	Very Good	Excellent	Feedback Total
1.	Pr. CDA Pension, Allahabad	336 (50%)	55 (8%)	62 (9%)	76 (11%)	132 (19%)	661
2.	Department of Ex Servicemen Welfare	286 (44%)	69 (10%)	71 (11%)	60 (9%)	150 (23%)	636
3.	Department of Financial Services (Banking Division)	229 (37%)	37 (5%)	86 (13%)	103 (16%)	163 (26%)	618
4.	Department of Defence Finance	166 (45%)	19 (5%)	40 (10%)	46 (12%)	95 (25%)	366
5.	Ministry of Railways (Railway Board)	173 (49%)	29 (8%)	38 (10%)	45 (12%)	63 (18%)	348
6.	Employees Provident Fund Organisation (Head Office)	106 (48%)	22 (10%)	26 (11%)	28 (12%)	35 (16%)	217
7.	Department of Telecommunications	71 (58%)	6 (4%)	13 (10%)	12 (9%)	19 (15%)	121
8.	Department of Posts	57 (73%)	2 (2%)	5 (6%)	4 (5%)	10 (12%)	78
9.	Ministry of Home Affairs	38 (53%)	8 (11%)	8 (11%)	7 (9%)	10 (14%)	71
10.	Ministry of Labour and Employment	16 (69%)	3 (13%)	2 (8%)		2 (8%)	23

4. CATEGORY-WISE STATUS

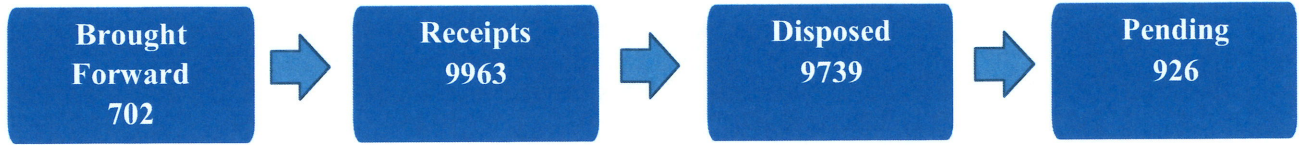
4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/08/2022 to 31/07/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1124	17695	18819	17318	1501
2.	Revision of pension/family pension/pension payment order	503	8907	9410	8743	667
3.	Non-payment of arrear of pension and other retirement benefits	362	7964	8326	7291	1035
4.	Other service related issues such as fixation of pay, MACP	298	3760	4058	3742	316
5.	Issues related to medical facilities	144	1967	2111	1908	203
6.	7th CPC Issues	84	1499	1583	1447	136
7.	Non-payment of DA/DR/merger of DA related issues	83	1416	1499	1356	143
8.	Extra ordinary Pension	29	578	607	577	30
9.	New pension scheme	15	250	265	237	28
10.	GPF/CPF	28	228	256	239	17
11.	Issues relating to qualifying service	8	247	255	241	14
12.	Extension of pension scheme to autonomous bodies/orgns	9	56	65	63	2
13.	Others	1006	22758	23764	21092	2672

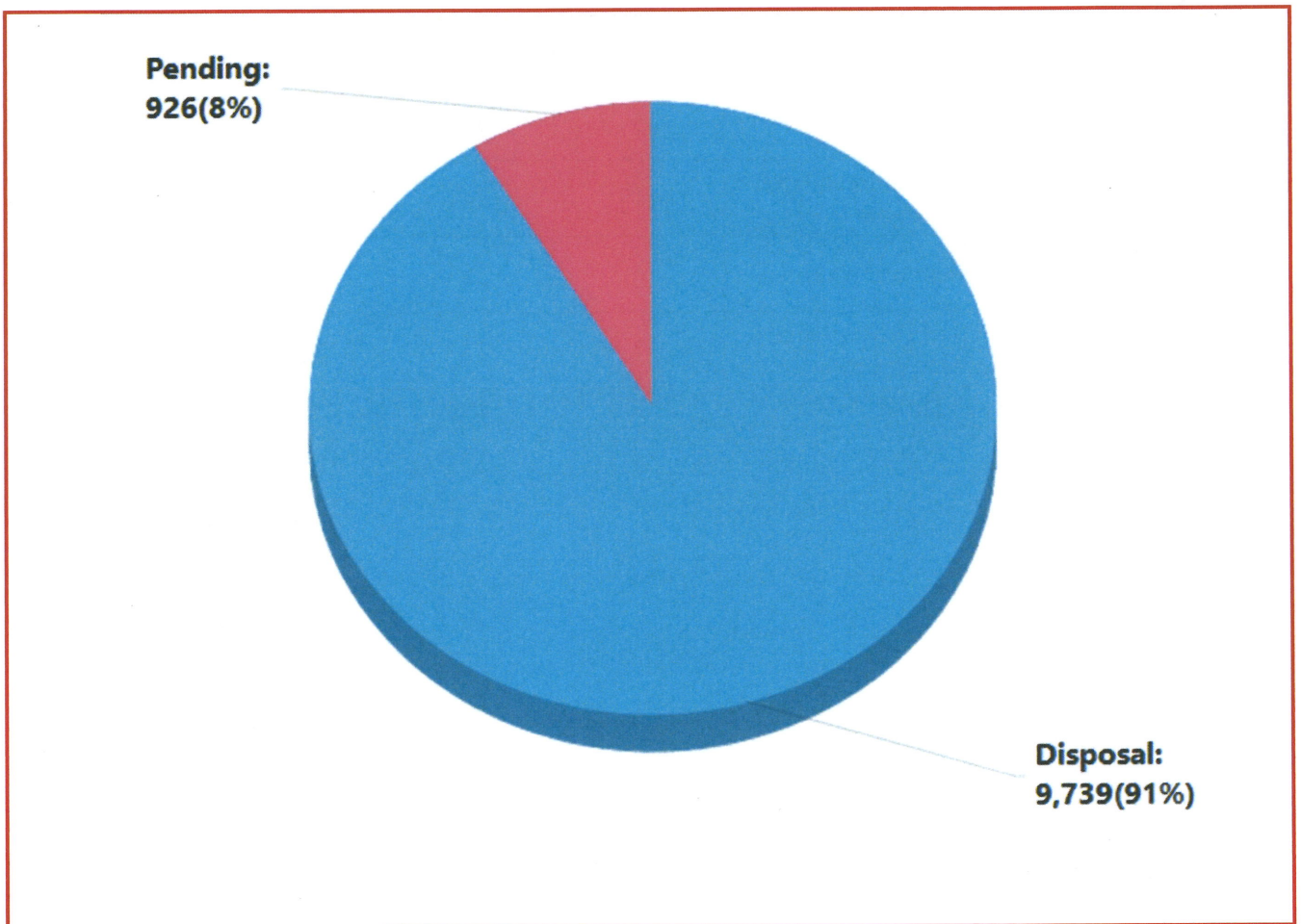
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/08/2022 to 31/07/2023)

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	177	1723	1900	1516	384
2.	Department of Ex Servicemen Welfare	83	1758	1841	1834	7
3.	Department of Financial Services (Banking Division)	39	1736	1775	1681	94
4.	Ministry of Railways (Railway Board)	85	1405	1490	1395	95
5.	Ministry of Labour and Employment	11	668	679	667	12
6.	Department of Telecommunications	5	566	571	564	7
7.	Central Board of Indirect Taxes and Customs	117	247	364	345	19
8.	Department of Posts	6	353	359	348	11
9.	Department of Pension and Pensioners Welfare	1	337	338	335	3
10.	Ministry of Home Affairs	20	291	311	254	57

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
21335	14722	6613

Top Ten Ministries/Departments Cases Behind Schedule

(Time Period: 01/01/2023 to 30/06/2023)

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1193
2	Ministry of Finance	Department of Revenue	1036
3	Ministry of Home Affairs	Department of Home	838
4	Ministry of Housing and Urban Affairs	-	593
5	Ministry of Information & Broadcasting	-	443
6	Comptroller and Auditor General	-	424
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	282
8	Union territories of India	UT of Andaman and Nicobar	250
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	167
10	Ministry of Mines	-	102
Total			5328

PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Jan 2023	76
2	Feb 2023	78
3	Mar 2023	123
4	Apr 2023	153
5	May 2023	330
6	June 2023	583
Total		1343

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Department of Home	347
2	Ministry of Home Affairs	Central Armed Police Forces	208
3	Ministry of Information & Broadcasting	-	156
4	Ministry of Finance	Department of Revenue	145
5	Union territories of India	UT of Andaman and Nicobar	98
6	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	88
7	Ministry of Housing and Urban Affairs	-	73
8	Union territories of India	UT of Lakshadweep	32
9	Ministry of Health & Family Welfare	Department of Health and Family Welfare	26
10	Comptroller and Auditor General	-	20
11	Ministry of Culture	-	19
12	Ministry of Labour & Employment	-	19
13	Ministry of External Affairs	-	14
14	Ministry of Home Affairs	Department of Justice	12
15	Ministry of Earth Sciences	-	8
16	Ministry of Mines	-	7
17	Ministry of Skill Development and Entrepreneurship	-	7
18	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	6
19	Ministry of Commerce and Industry	Department of Commerce	5
20	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	5
21	Ministry of Corporate Affairs	-	5
22	Ministry of Home Affairs	Central Police Organisation	4
23	Ministry of Textiles	-	4
24	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	3
25	Ministry of Ports, Shipping and Waterways	-	2
26	Ministry of Women and Child Development	-	2

S.No.	Ministry	Department	No. of PPOs Pending
27	Ministry of Youth Affairs & Sports	-	2
28	Ministry of Finance	Department of Financial Services	2
29	Ministry of Law & Justice	Department of Legal Affairs	2
30	Ministry of Home Affairs	Department of Official Language	2
31	Ministry of Environment, Forest and Climate Change	-	2
32	Department of Space	-	2
33	Ministry of Statistics & Programme Implementation	-	2
34	Union territories of India	UT of Delhi	2
35	Ministry of Rural Development	Department of Rural Development	1
36	Ministry of Science & Technology	Department of Science and Technology	1
37	Ministry of Steel	-	1
38	Ministry of Panchayati Raj	-	1
39	Ministry of Parliamentary Affairs	-	1
40	Ministry of Micro, Small and Medium Enterprises	-	1
41	Ministry of Civil Aviation	-	1
42	Ministry of Coal	-	1
43	Ministry of Electronics & Information Technology	-	1
44	Ministry of Education	Department of Higher Education	1
45	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	1
46	Ministry of Finance	Department of Economic Affairs	1
Total			1343

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

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