

फ़ाइल सं. 14/6/2022-P&PW (Coord.) E-8134

भारत सरकार/Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/ Ministry of Personnel, PG and Pensions
पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi-110003
दिनांक/Dated: 06.09.2024

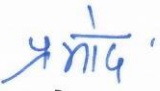
OFFICE MEMORANDUM

विषय: - जुलाई 2024 के लिए CPENGRAMS और भविष्य पोर्टल पर पेंशन और पेंशनभोगी कल्याण विभाग की मासिक रिपोर्ट।

The undersigned is directed to enclose the Monthly Progress Report for July, 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. As of the end of July, 2024, 7227 Pension related Grievance cases and 954 PPOs are pending in Ministries/Departments.

It is therefore requested to ensure timely redressal of pending pensioners' grievances and the cases where PPOs have not been issued.

Encl: As stated.


(प्रमोद कुमार)

निदेशक

To,

Public Grievance Nodal Officers
(As per the list attached)



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

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CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments

July 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)

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1.Key Highlights

1. General

- Hon'ble MOS (PP) had launched a month long Special Campaign for the redressal of Family Pensioners' grievances on 01.07.2024. 1891 grievance cases, pertaining to 46 Ministries/Departments/Organisations, were identified. The campaign has been a huge success with around 98 percent disposal of the identified cases till date.
- Through the coordinated efforts of stakeholders, several long pending and complicated cases including those of dependent minor children, divyang daughters, widow/divorced daughters, dependent mothers and widows of war veterans were taken up, actively pursued and resolved. The special campaign has benefited the family pensioners across the country from Manipur to Gujarat and from Kashmir to Tamil Nadu. Also, remote and rural areas have been covered in this campaign.



- In July, 2024, **8,711 pension grievance cases were received** on the CPENGRAMS portal, **10,556 pension grievance cases were redressed** and there exists a **pendency of 7,227 pension grievance cases**, as of 31st July, 2024.
- Department of Ex-Serviceman Welfare [3,729 grievances], Department of Defence Finance [1,654 grievances] and Department of Financial Services (Banking Division) [1,134 grievances] have received the maximum number of grievances in July, 2024.

2. Status of disposal and pendency of Pension Grievance Cases

- The pendency of the grievances has decreased from 8,921 to 7,227 grievances.
- Out of 10,556 redressed grievance cases, Department of Ex-Servicemen Welfare [4,638 grievances], Department of Defence Finance [2,337 grievances], Department of Financial Services (Banking Division) [1,076 grievances] and Ministry of Railways (Railway Board) [1018 grievances] have the highest number of redressal.
- Out of the pendency of 7,227 pension grievance cases, Department of Ex-Servicemen Welfare [3,021 grievances], Department of Defence Finance [1,719 grievances], PCDA, Pension Allahabad [872 grievances] and Department of Financial Services (Banking Division) [474 grievances] have the highest number of pending grievances.
- Department of Ex-Servicemen Welfare [773 grievances], Department of Defence Finance [738 grievances] and PCDA, Pension Allahabad [129 grievances], have the highest number of grievances pending for more than 30 days.

3. Appeals

- In July, 2024, 1,090 appeals were received and 2569 appeals were disposed. There is a pendency of 810 appeals at the end of July, 2024.
- Department of Ex-Servicemen Welfare [1,881], Department of Defence Finance [220] and Ministry of Railways (Railway Board) [124] have maximum disposal of appeals as on 31st July, 2024.

4. Integrated Grievance Cell and Call Centre

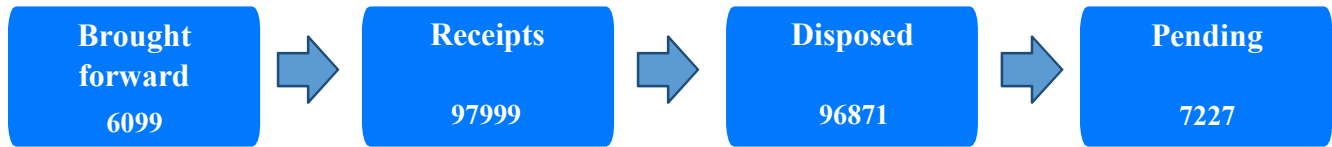
- During the month, 5,665 calls have been received and 762 grievances have been registered on the basis of information provided by the calling complainants. Further, 450 grievances have been filed based on the postal receipts. Also, 2,621 reminders have been issued in the cases pending for more than 60 days through CPENGRAMS Portal.

5. Pending PPOs

- The number of PPOs, not issued on time has decreased from 1,022, at the end of June, 2024 to 954 at the end of July, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

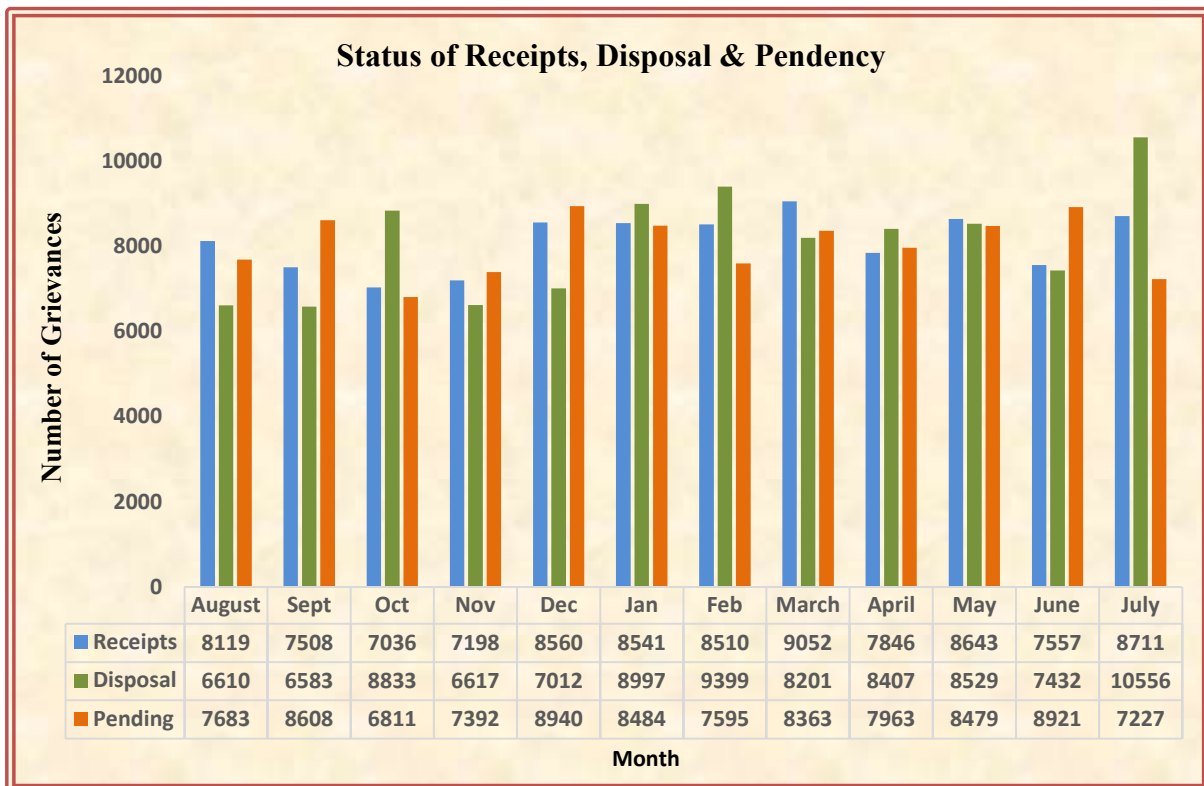
2. Review of Status of Grievances

2.1 Overview



(01/08/2023 to 31/07/2024)

2.2 Month-wise status of Grievances

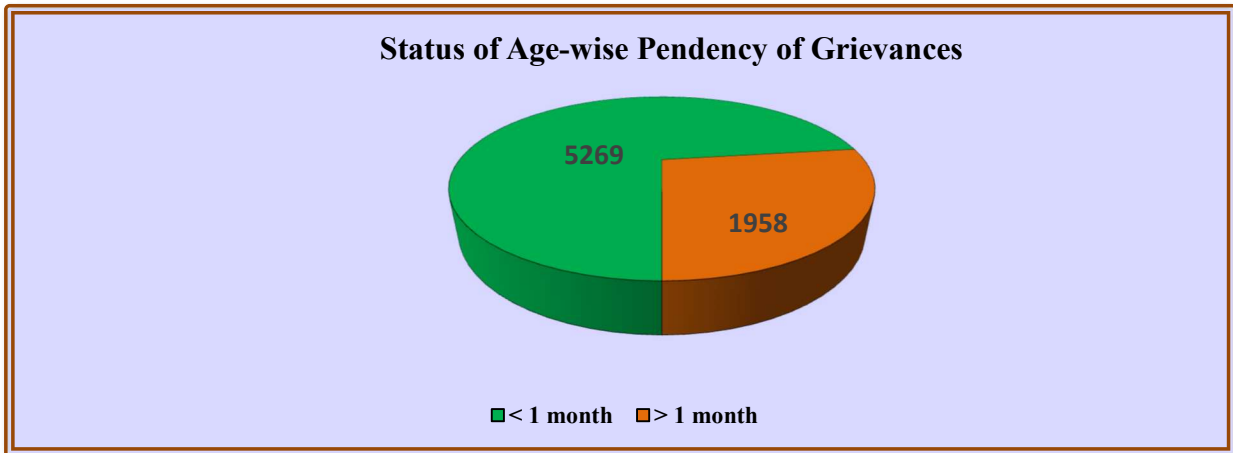


(Time Period: 01/08/2023 to 31/07/2024)

- 8711 grievances were received in July, 2024 with maximum grievances from Department of Ex-Servicemen Welfare.
- For the 8th month in a row, the number of pension grievances redressed per month has crossed the mark of 7,000 with all time high monthly redressals [10556] in July, 2024.
- The rate of redressal [10,556] has outpaced the receipts [8,711] with maximum share of receipts and redressal pertaining to Ministry of Defense.

3. Age-wise status of Grievances on CPENGRAMS Portal

3.1 Pendency

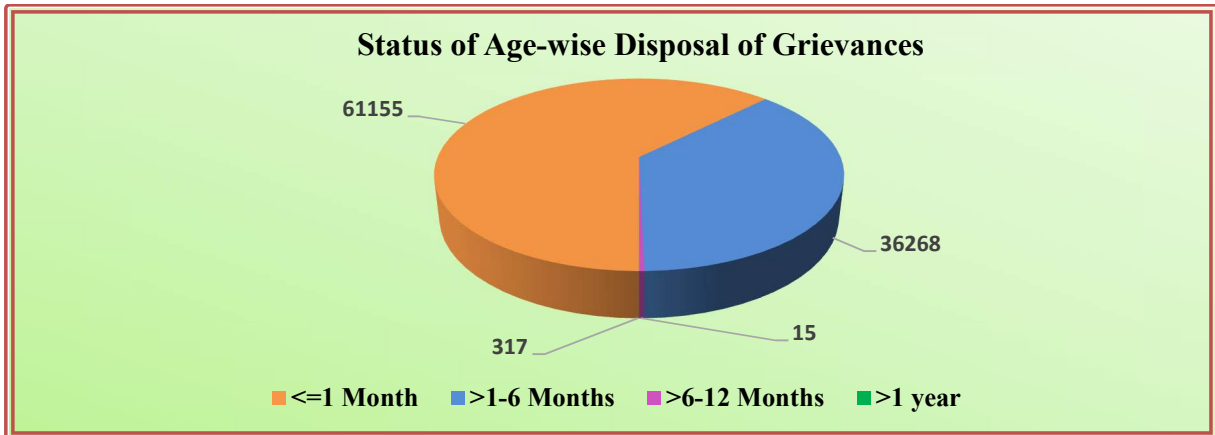


(Time Period: 01/07/2024 to 31/07/2024)

- Total pending cases are 7,227 with number of cases pending for more than 30 days is 1,958.
- **Top 10 Ministries/Departments in terms of grievances pending for more than 30 days is as under:**

<u>S.No</u>	<u>Name of Ministry/Department</u>	<u>Pending for > 30 days</u>
1.	Department of Ex Servicemen Welfare	773
2.	Department of Defence Finance	738
3.	PR. CDA Pension Allahabad	129
4.	Ministry of Home Affairs	119
5.	Ministry of Railways (Railway Board)	21
6.	Central Board of Direct Taxes (Income Tax)	11
7.	Department of Defence	10
8.	Department of Financial Services (Banking Division)	9
9.	Department of Defence Research and Development	8
10.	Department of Military Affairs	8

3.2 Disposal



(Time Period: 01/08/2023 to 31/07/2024)

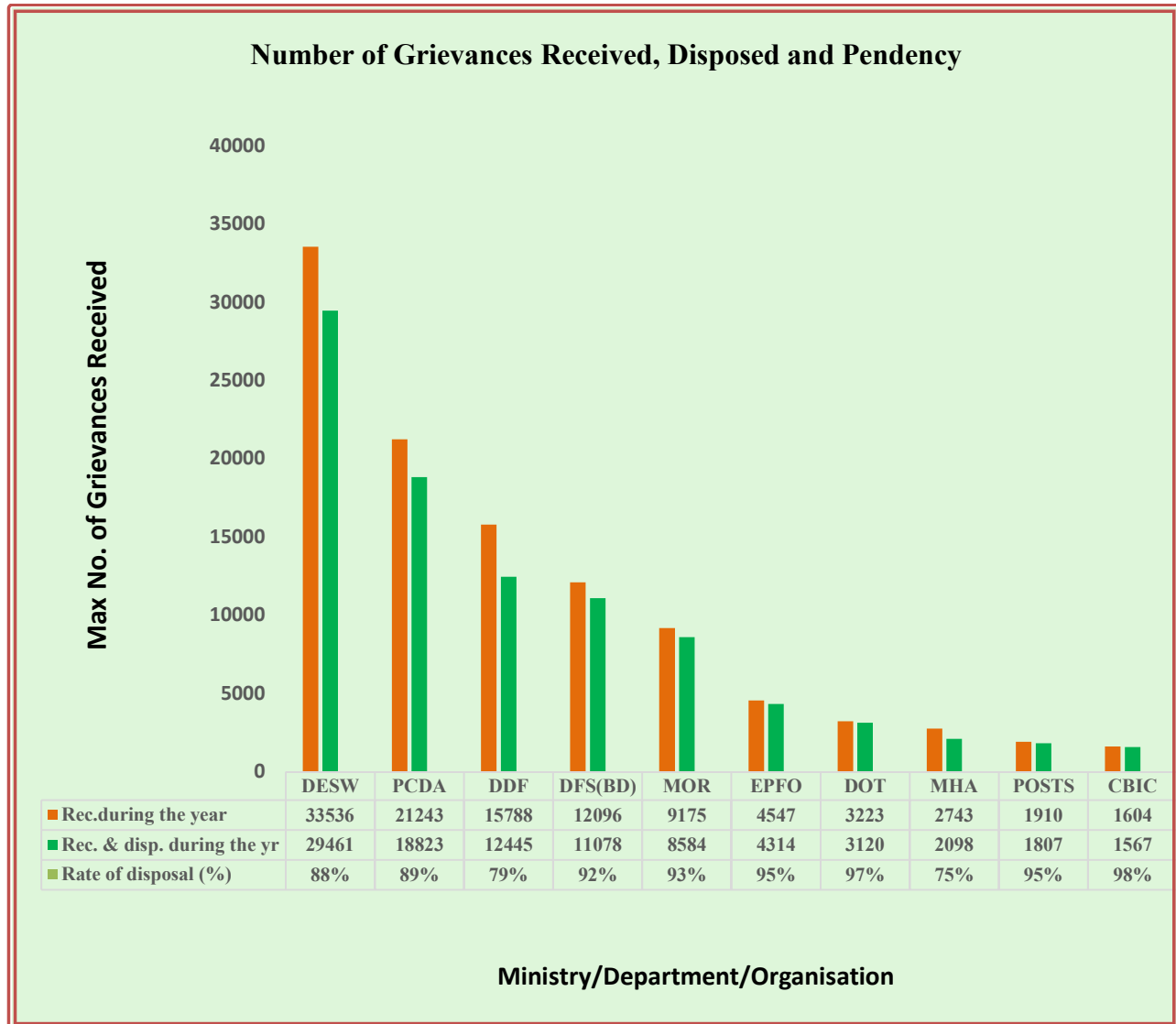
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.08.2022 to 31.07.2023, 58,185 cases were redressed through the portal while this figure has reached to 97,423 in the period from 01.08.2023 to 31.07.2024. The active interaction and monitoring by DOPPW has strengthened the capacity of redressals of the CPENGRAMS Portal.
- Performance of top 8 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	99.44%
2.	Ministry of Railways (Railway Board)	96.27%
3.	Employees Provident Fund Organisation	94.75%
4.	Department of Financial Services (Banking Division)	93.56%
5.	PR. CDA Pension Allahabad	77.96%
6.	Ministry of Home Affairs	63.32%
7.	Department of Defence Finance	47.33%
8.	Department of Ex Servicemen Welfare	38.24%

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

4. Performance of Ministries/Departments/Organisations

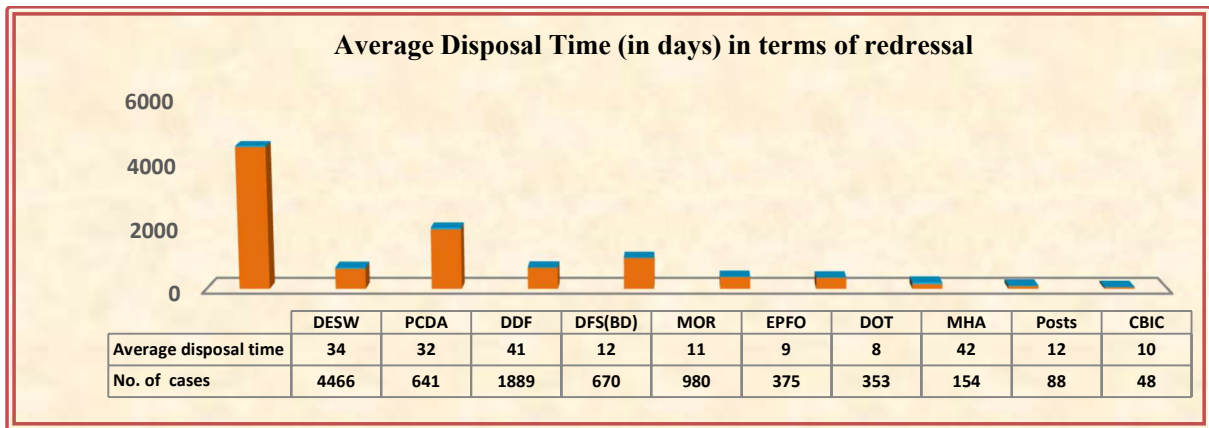
4.1 Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/08/2023 to 31/07/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 18,332 cases whereas, other remaining 5 are having average of 2,805 cases.
- Among top 5 Ministries/Departments/Organisations, Ministry of Railways (Railway Board) has the highest rate of disposal (93%) followed by Department of Financial Services (Banking Division) (92%) while other remaining 3 slots are occupied by the three departments of Ministry of Defence with rate of redressal in the range of 79-89%.

4.2 Average Disposal Time in terms of redressal

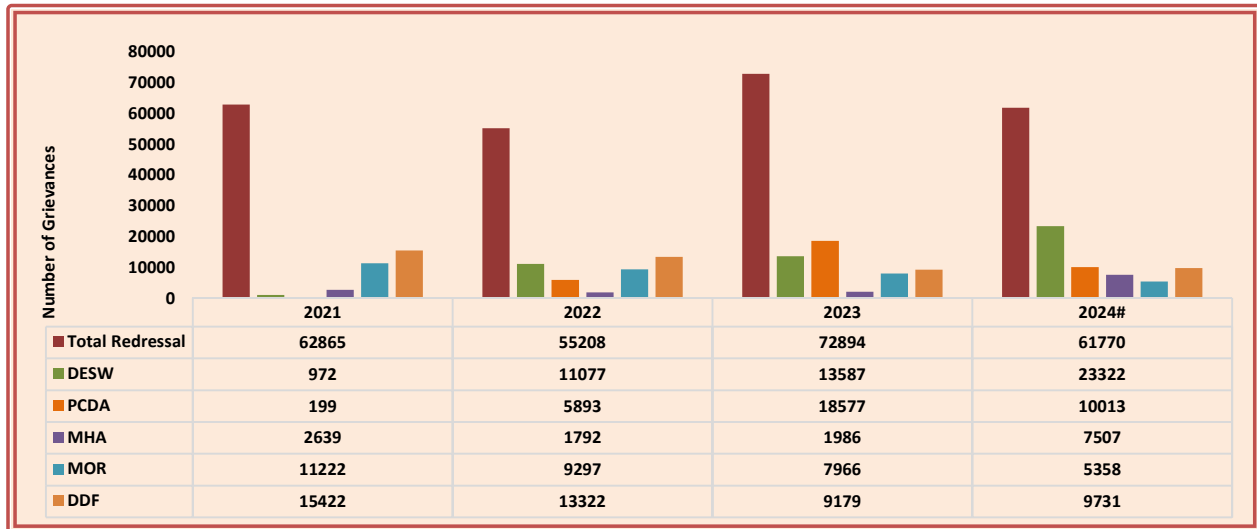


(Time Period: 01/07/2024 to 31/07/2024)

- The average disposal time is 17 days in July, 2024.
- Average disposal time is significantly higher in respect of the grievances pertaining to Ministry of Defence and Ministry of Home Affairs.

For the remaining Ministries/Departments, the average disposal time is below 15 days.

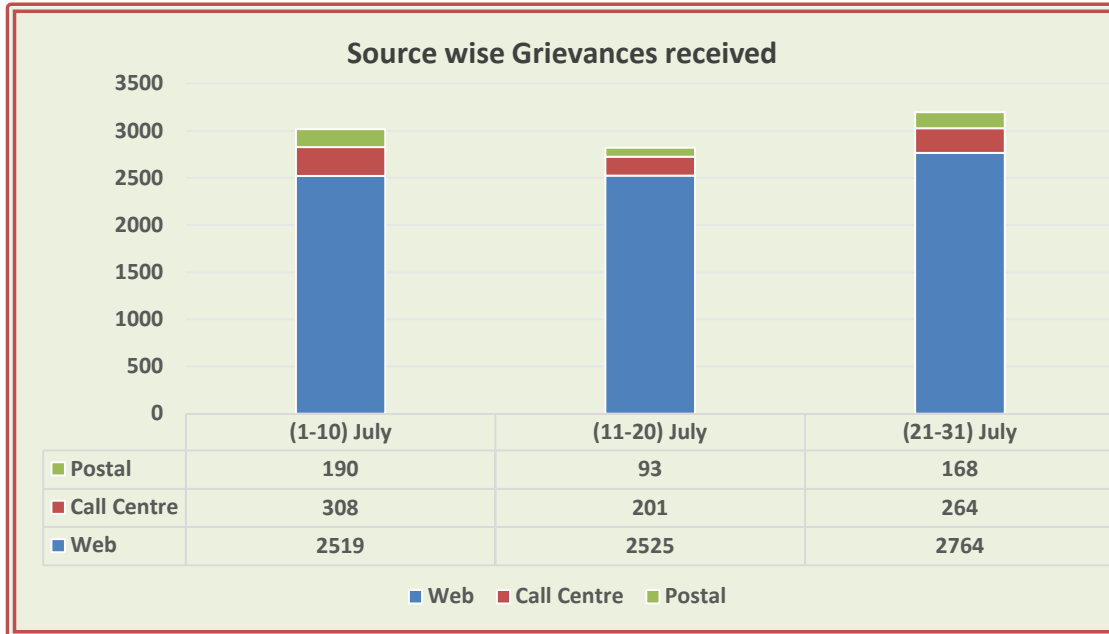
4.3 Year-on-Year analysis of grievance redressal



Till 31.07.2024

- It is seen that the rate of redressal of grievances is also increasing with the number of grievances registered on the CPENGRAMS Portal.
- The Departments/organizations concerning Ministry of Defence are top performers in redressal of the grievances with rate of redressal continuously increasing year on year basis. This year till 31.07.2024, Ministry of Defence contributes around 70 % of total redressal.

4.4. Source-wise grievance received

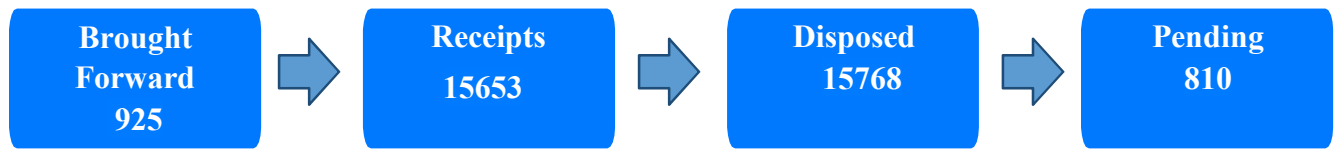


(Time Period: 01/07/2024 to 31/07/2024)

- 86% grievances are received are registered directly through the website while the remaining 14% 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.

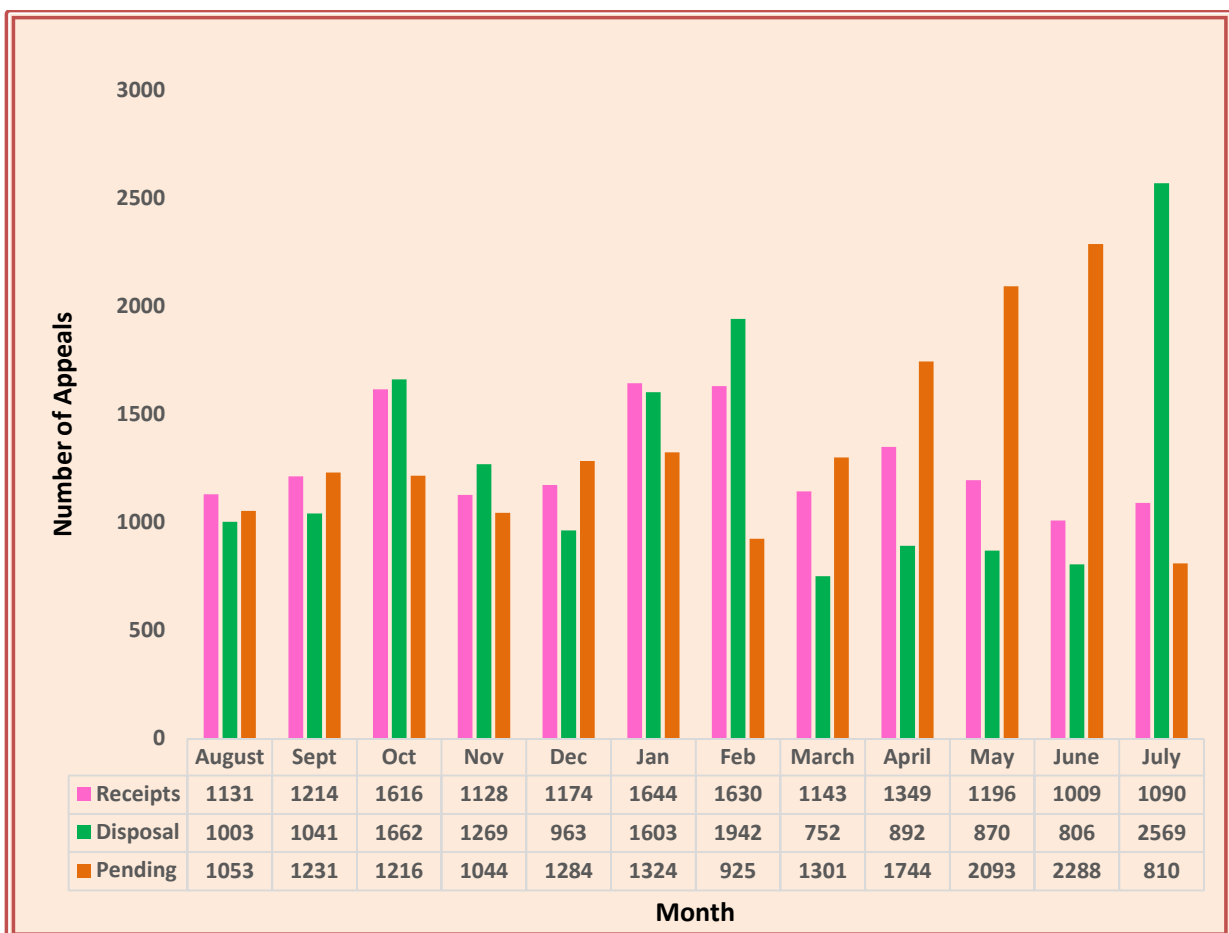
5. Appeal Dashboard

5.1 Overview



(Time Period:01/08/2023 to 31/07/2024)

5.2 Month-wise status of Appeals

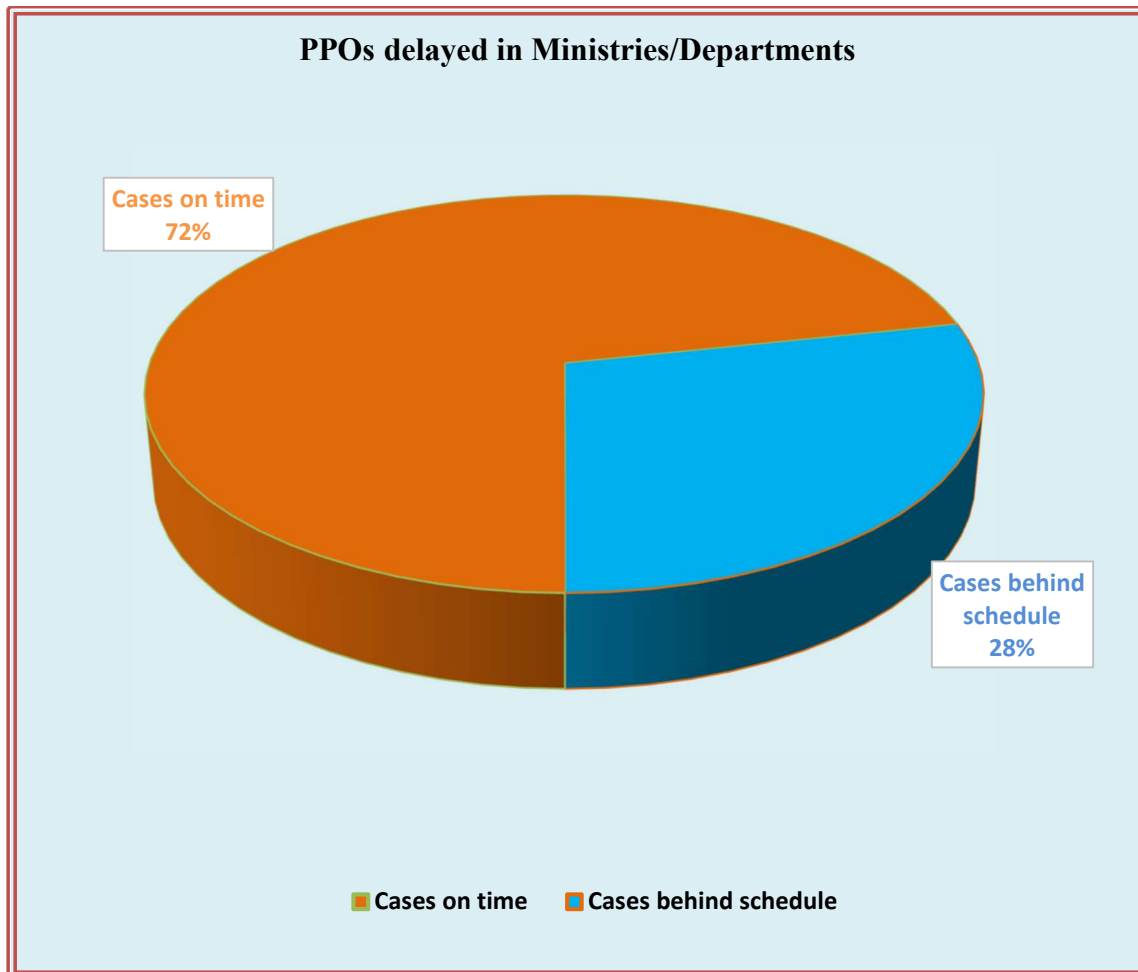


(Time Period: 01/08/2023 to 31/07/2024)

- In the last one year, 15,324 appeals have been filed against total disposal of 97,423 grievances in the same time period. The rate of appeal is 15.72 % of the total disposed grievances.
- The rate of disposal is almost 2.5 times of the receipts of the Appeals.

6. Bhavishya

- As on 31.07.2024, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 975 attached offices through 8305 DDOs.
- Further, this application has so far cumulatively processed and issued 2,49,647 PPOs in respect of pensioners. 4,216 PPOs were issued through Bhavishya System in the month of July, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period:01/01/2024 to 30/06/2024)

- A total number of 22,723 employees are going to retire in the next 15 months. Out of which, 16,287 cases are on time while remaining 6,436 are running behind the schedule.
- The details of delayed PPOs in different Ministries/Departments/Organizations are annexed as Annexure-A.

7. SUCCESS STORIES

7.1 Name: Ms. Himani Narzary (Guwahati, Assam)

Gist of the story: Sanction of EOP with the payment of arrears amounting to Rs. 24.92 lakh to the spouse after 34 years

Ms. Himani Narzary is the spouse of late Sh. Renjen Kumar Narzary from SSB. While deployment in Punjab, he attained martyrdom in a bomb blast in 1990 while performing duty. Thereafter, she was sanctioned Ordinary Family Pension and not Extra-Ordinary Pension for which she was entitled. It was due to certain administrative issue. She tried her best to get EOP, however, the process was getting prolonged.

Adding distress to her life, her only son Sh. Mithinga Kumar Narzary met with a severe accident in the year 2022. As a result, he is incapable of any daily work and is completely dependent upon her mother. Hence, she incurred the humongous debt.

After so many years of several petitions and numerous pleas over the extended period, a causality certificate was provided to her in the month of February, 2023. However, despite being a casualty certificate given by the competent authority, she was yet to receive the revised pension, that is rightfully due to her.

Fortunately, she filed a grievance (**DOPPW/E/2024/0040712**) on the CPENGRAMS portal on 11.06.2024 which was forwarded to the concerned Ministry

Her case was included in the Special campaign, and the details were shared with the concerned department. Even the case was taken up in the mid-campaign review of the special campaign.

Due to constant follow-up, her case was expedited. Finally, the grievance was successfully redressed and an arrears of Rs 24.92 Lakh was paid for the period from 11.02.1990 to 18.07.2024 which has brought much needed financial and emotional relief to her. Also, the monthly EOP pension has been commenced.

7.2 Name: - Ms. Raj Kaur (Rewari, Haryana)

Gist of the Story: - Sanction of Family Pension with payment of arrears amounting to Rs. 22 lakh to the widow daughter after 7 years

Ms. Raj Kaur is the widow daughter of late Sub. Major Shri Ram Swaroop from Indian Army who died on 17.08.2005. After the death of her father, her mother was receiving family pension. Unfortunately, On 30.01.2017 her mother also passed away. Being a dependent widow daughter, she was eligible for family pension after the death of her mother.

She applied for family pension but the process was taking time due to incongruities in the documents. At last, in hope of resolution, she filed a grievance **(DOPPW/E/2024/0041700)** on the CPENGRAMS portal on 14.06.2024 for the commencement of her family pension.

This case was taken up in the Special Campaign on the redressal of Family Pension grievances and, therefore, special focus was provided to this case. It resulted in successful redressal of her family pension grievance.

The Family Pension of Ms. Raj kaur has now been started and payment of arrears of Rs. 22 lakh were paid to her after 7 years, thereby providing her with the necessary financial support and allowing her to live with dignity in society.

7.3 Name:- Ms. L Ibethoi Devi (Wangkhei Thangapat Mapal, Manipur)

Gist of the Story:- Sanction of Family Pension arrears amounting to Rs. 11.63 lakh to the spouse after 18 years.

Ms. L Ibethoi Devi is the widow of late Sh. L Iboyaima Singh from Central Bureau of Investigation. He attained martyrdom while fighting with extremists in 1996. After unfortunate death of her husband, she was granted Extra Ordinary Pension but her family pension was not revised as per 6th and 7th CPC.

To get the revision of family pension, she approached various platforms, but could not succeed. Fortunately, she got to know about the CPENGRAMS portal and lodged a grievance. Although her family pension was revised by department but unfortunately, her pension was not released by Bank and grievance was closed by the department. Thereafter, she again lodged her grievance **(DOPPW/E/2024/0001455)** on CPENGRAM on 04.04.2024 for sanction of family pension arrears.

Her case was identified for the Special Campaign and the details were shared with the concerned department. This process expedited the redressal as her grievance was successfully resolved.

Now, the Family Pension of Ms L. Ibethoi has been commenced w.e.f. 05.07.2024 and arrears of Rs. 11.63 Lakh were paid to her after 18 years, which has brought much needed financial and emotional relief to her.

7.4 Name:- Ms. Gauri Kadam (Satara, Maharashtra)

Gist of the Story:- Payment of Commuted Value of Pension amounting to Rs. 12.04 lakh and retirement gratuity to the spouse after 3 years

Ms. Gauri Kadam is the wife of the late Sh. Kadam Sachin Krishna, a retired Indian Army personnel who served till 31.01.2021. Unfortunately, he passed away on 24.06.2021 before receiving the commuted value of pension. Ms Kadam was facing challenges in receiving the entitled benefits after her husband's demise.

Despite submitting an application with SPARSH for the payment of arrears of service pension, commutation, and gratuity, the process encountered unforeseen delays, causing significant distress to Ms. Gauri.

In her pursuit to resolve this, she lodged a grievance (**DOPPW/E/2024/0030803**) on the CPENGRAMS portal on 30.04.2024 to address the delay in receiving the commuted value of pension and gratuity. Her case was escalated as part of a special campaign, leading to a successful resolution of grievance.

Ms Gauri Kadam has now received arrears amounting to Rs. 12.04 lakh as the commuted value of pension within 76 days of filing her grievance, offering crucial financial support following the sudden loss of her husband.

7.5 Name: Ms Susila Devi (Patna, Bihar)

Gist of the Story:- Payment of arrears of Liberalized Family Pension amounting to Rs. 11.89 lakh to the spouse after 10 years.

Ms. Susila Devi is the wife of the late Shri Nilmani Pandey, who attained martyrdom during Indo-Pak 1971 war. She was facing difficulty in getting the arrears of enhanced Liberalized Family Pension from 2014 to 2024 as in the PPO, the category of the pension was not mentioned. It was taking toll on her financial condition.

She approached various forums, but it was taking time. In the meantime, she got to know about the CPENGRAMS portal and lodged a grievance (**DOPPW/E/2023/0052342**). This complaint was forwarded and SBI, CPPC Patna was asked to sanction pension at revised rate. However, SBI CPPC Patna asked for revised copy of PPO (Pension Payment Order).

She again approached the CPENGRAMS portal and lodged a grievance again there on 18.05.2024. This case was taken up in the Special Campaign on the redressal of Family Pension grievances and, therefore, due focus was provided to this case. It has resulted in successful redressal of her grievance.

Her case was selected for the recently concluded special campaign, which provided due focus to her case. PCDA provided the revised copy of PPO to the bank. Finally, the grievance has been successfully resolved.

Now, the pension of Susila Devi was revised and arrears of Rs. 11.89 lakh were paid, which has brought much needed financial and emotional relief to her.

8. TESTIMONIALS

1. **Shri Samir Kumar Das (DOPPW/E/2024/0026158)**, a Defence pensioner from Indian Air Force, graded his experience after revision of his pension and payment of arrears after 1 year.

“Sir It is glad to me that my problem is solved after a long waiting . Finally I am satisfied and personally I thanks to all concerned those who taken initiative to solved my problem. Once again thanks to all.”

2. **Shri Naresh Chandra Gaur (DOPPW/E/2024/0048925)**, a pensioner from Indian Indian Railways, expressed his gratitude after sanction of DA since April, 2024.

“I wish to express my heartfelt gratitude for your prompt and efficient resolution of my complaint regarding the resumption of Dearness Allowance (DA) on my pension. Your intervention has now successfully addressed my concern, ensuring that my rightful DA is resumed. I truly appreciate your support and assistance in resolving this issue. Thank you for your exemplary service.”

3. **Shri P PAVAYEE (DOPPW/E/2024/0045464)**, a DOT pensioner, expressed his gratitude after sanction of FMA since August, 2022.

“Hats off to CPENGRAMS team. We hope that we will get FMA arrears within two weeks. Thank you very much for your sincere efforts and love towards pensioners.”

4. **Ms. Bimla Sinha (DOPPW/E/2024/0048350)**, a family pensioner from C&AG , graded her experience after revision of her pension and payment of DA arrears.

“I wanted to express my sincere gratitude for your assistance in resolving my pension grievances. Your prompt attention and actions have made a significant difference in addressing my concerns effectively. The steps you took to investigate and resolve the issues were instrumental in bringing about a positive outcome. I appreciate the time and effort you invested in ensuring that my pension matters were resolved satisfactorily. Your support has not only helped me but also reflects your dedication to assisting individuals in similar situations. Thank you once again for your invaluable help.”

Ministries/Departments–PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	223
2	Ministry of Information & Broadcasting	-	122
3	Ministry of Finance	Department of Revenue	96
4	Union territories of India	UT of Andaman and Nicobar	84
5	Ministry of Home Affairs	Department of Home	81
6	Ministry of Housing and Urban Affairs	-	58
7	Union territories of India	UT of Lakshadweep	55
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	41
9	Union territories of India	UT of Delhi	35
10	Ministry of Culture	-	22
11	Comptroller and Auditor General	-	15
12	Ministry of Home Affairs	Department of Justice	15
13	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	12
14	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	10
15	Ministry of Environment, Forest and Climate Change	-	8
16	Ministry of Skill Development and Entrepreneurship	-	7
17	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	7
18	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	6
19	Department of Space	-	6
20	Ministry of External Affairs	-	5
21	Ministry of Home Affairs	Central Police Organisation	5
22	Ministry of Mines	-	5
23	Ministry of Commerce and Industry	Department of Commerce	5
24	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	4
25	Ministry of Ports, Shipping and Waterways	-	2
26	Ministry of Electronics & Information Technology	-	2
27	Ministry of Micro, Small and Medium Enterprises	-	2
28	Ministry of Science & Technology	Department of Science and Technology	1
29	Ministry of Social Justice &	Department of Social Justice and	1

S.No.	Ministry	Department	No. of PPOs Pending
	Empowerment	Empowerment	
30	Ministry of Communications	Department of Telecommunications	1
31	Ministry of Labour & Employment	-	1
32	Ministry of Statistics & Programme Implementation	-	1
33	Ministry of Tourism	-	1
34	Ministry of Youth Affairs & Sports	-	1
35	NITI Aayog	-	1
36	President Secretariat	-	1
37	Ministry of Food Processing Industries	-	1
38	Ministry of Earth Sciences	-	1
39	Ministry of Civil Aviation	-	1
40	Ministry of Coal	-	1
41	Ministry of Corporate Affairs	-	1
42	Ministry of Road Transport & Highways	-	1
43	Ministry of Finance	Department of Economic Affairs	1
44	Ministry of Finance	Department of Financial Services	1
45	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
46	Ministry of Education	Department of Higher Education	1
47	Ministry of Law & Justice	Department of Legal Affairs	1
48	Ministry of Home Affairs	Department of Official Language	1
Total			954



Government of India

Department of Pension & Pensioners' Welfare

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