

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



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

6th July, 2023

Dear Secretary,

I am enclosing the Monthly Progress Report for June, 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 June, 2023, 5297 Pensioners' related Grievance cases and 1246 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



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सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

Department of Pension and Pensioners' Welfare

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

JUNE 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

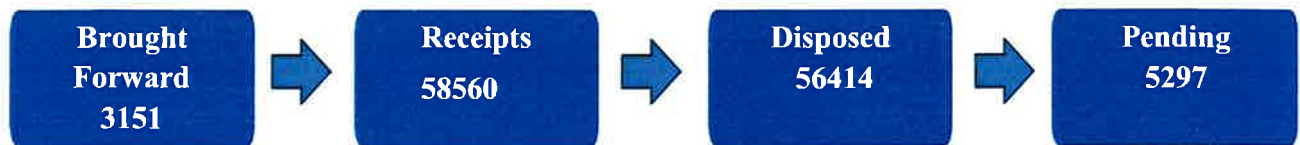
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

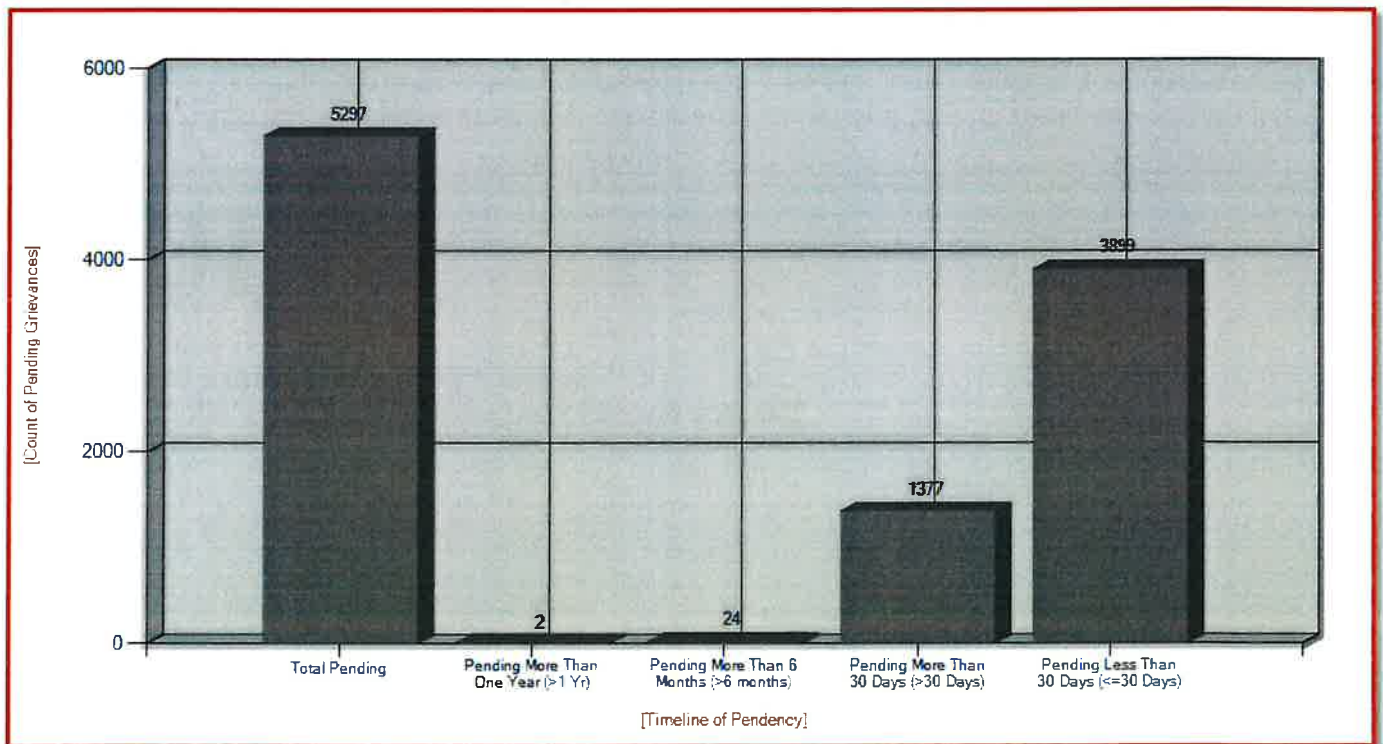
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/07/2022 to 30/06/2023)

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: 01/07/2022 to 30/06/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	PR. CDA PENSION ALLAHABAD	388	11804	12192	10739	1453
2.	Department of Financial Services (Banking Division)	355	10004	10359	9837	522
3.	Department of Defence Finance	981	9232	10213	9121	1092
4.	Department of Ex Servicemen Welfare	48	8908	8956	7934	1022
5.	Ministry of Railways (Railway Board)	315	8176	8491	8175	316
6.	Employees Provident Fund Organisation (Head Office)	78	3989	4067	3927	140
7.	Ministry of Home Affairs	247	1781	2028	1719	309
8.	Department of Telecommunications	49	1619	1668	1602	66
9.	Department of Posts	58	1501	1559	1487	72
10.	Central Board of Indirect Taxes and Customs	101	641	742	708	34

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	388	11804	12192	10739	1453
2.	Department of Financial Services (Banking Division)	355	10004	10359	9837	522
3.	Department of Defence Finance	981	9232	10213	9121	1092
4.	Ministry of Railways (Railway Board)	315	8176	8491	8175	316
5.	Department of Ex Servicemen Welfare	48	8908	8956	7934	1022
6.	Employees Provident Fund Organisation (Head Office)	78	3989	4067	3927	140
7.	Ministry of Home Affairs	247	1781	2028	1719	309
8.	Department of Telecommunications	49	1619	1668	1602	66
9.	Department of Posts	58	1501	1559	1487	72
10.	Central Board of Indirect Taxes and Customs	101	641	742	708	34

3.1.3. Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	PR. CDA PENSION ALLAHABAD	388	11804	12192	10739	1453
2.	Department of Defence Finance	981	9232	10213	9121	1092
3.	Department of Ex Servicemen Welfare	48	8908	8956	7934	1022
4.	Department of Financial Services (Banking Division)	355	10004	10359	9837	522
5.	Ministry of Railways (Railway Board)	315	8176	8491	8175	316
6.	Ministry of Home Affairs	247	1781	2028	1719	309
7.	Employees Provident Fund Organisation (Head Office)	78	3989	4067	3927	140
8.	Department of Posts	58	1501	1559	1487	72
9.	Department of Telecommunications	49	1619	1668	1602	66
10.	O/o the Comptroller & Auditor General of India	39	541	580	524	56

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	981	9232	10213	9121	1092	262
2.	Department of Ex Servicemen Welfare	48	8908	8956	7934	1022	189
3.	Ministry of Home Affairs	247	1781	2028	1719	309	174
4.	PR. CDA PENSION ALLAHABAD	388	11804	12192	10739	1453	131
5.	Department of Financial Services (Banking Division)	355	10004	10359	9837	522	36
6.	O/o the Comptroller & Auditor General of India	39	541	580	524	56	29
7.	Ministry of Railways (Railway Board)	315	8176	8491	8175	316	29
8.	Central Board of Direct Taxes (Income Tax)	27	303	330	297	33	17
9.	Department of Commerce	7	95	102	87	15	14
10.	Ministry of Culture	5	73	78	60	18	12

3.3. Top 10 Ministries/Departments Feedback

S.No	Organisation.	Poor	Average	Good	Very Good	Excellent	Feedback Total
1.	PR. CDA PENSION ALLAHABAD	569 (50)%	95 (8)	120 (10)%	141 (12)%	211 (18)%	1136
2.	Department of Ex Servicemen Welfare	444 (47)%	69 (7)%	107 (11)%	112 (12)%	194 (20)%	926
3.	Department of Financial Services (Banking Division)	270 (41)%	46 (7)%	84 (13)%	78 (12)%	168 (26)%	646
4.	Ministry of Railways (Railway Board)	163 (53)%	28 (9)%	36 (11)%	30 (9)%	47 (15)%	304
5.	Department of Defence Finance	146 (44)%	25 (7)%	35 (10)%	37 (11)%	84 (25)%	327
6.	Employees Provident Fund Organisation (Head Office)	108 (50) %	23 (10)%	24 (11)%	23 (10)%	36 (16)%	214
7.	Department of Telecommunications	72 (68)%	9 (8)%	11 (10)%	5 (4)%	8 (7)%	105
8.	Department of Posts	57 (75)%	2 (2)%	6 (7)%	4 (5)%	7 (9)%	76
9.	Ministry of Home Affairs	24 (31)%	4 (5)%	11 (14)%	13 (17)%	24 (31)%	76
10.	Department of Pension and Pensioners Welfare	12 (70)%	2 (11)%	1 (5)%	1 (5)%	1 (5)%	17

4. CATEGORY-WISE STATUS

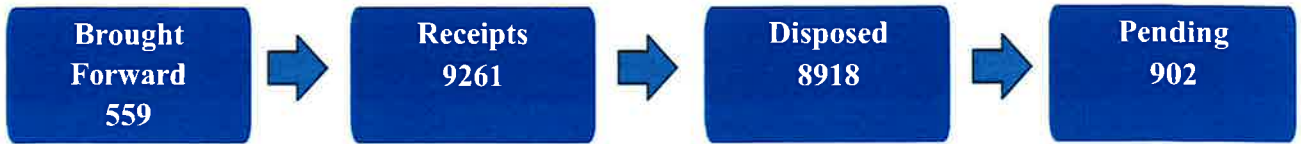
4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/07/2022 to 30/06/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1153	17838	18991	17527	1464
2.	Revision of pension/family pension/pension payment order	529	9004	9533	8678	855
3.	Non-payment of arrear of pension and other retirement benefits	373	7504	7877	6964	913
4.	Other service related issues such as fixation of pay, MACP	305	3793	4098	3749	349
5.	Issues related to medical facilities	136	1903	2039	1864	175
6.	7th CPC Issues	65	1468	1533	1399	134
7.	Non-payment of DA/DR/merger of DA related issues	71	1383	1454	1320	134
8.	Extra ordinary Pension	22	598	620	573	47
9.	Issues relating to qualifying service	12	244	256	229	27
10.	New pension scheme	15	239	254	234	20
11.	GPF/CPF	19	228	247	236	11
12.	Extension of pension scheme to autonomous bodies/orgns	4	64	68	64	4
13.	Others	1022	20848	21870	19832	2038

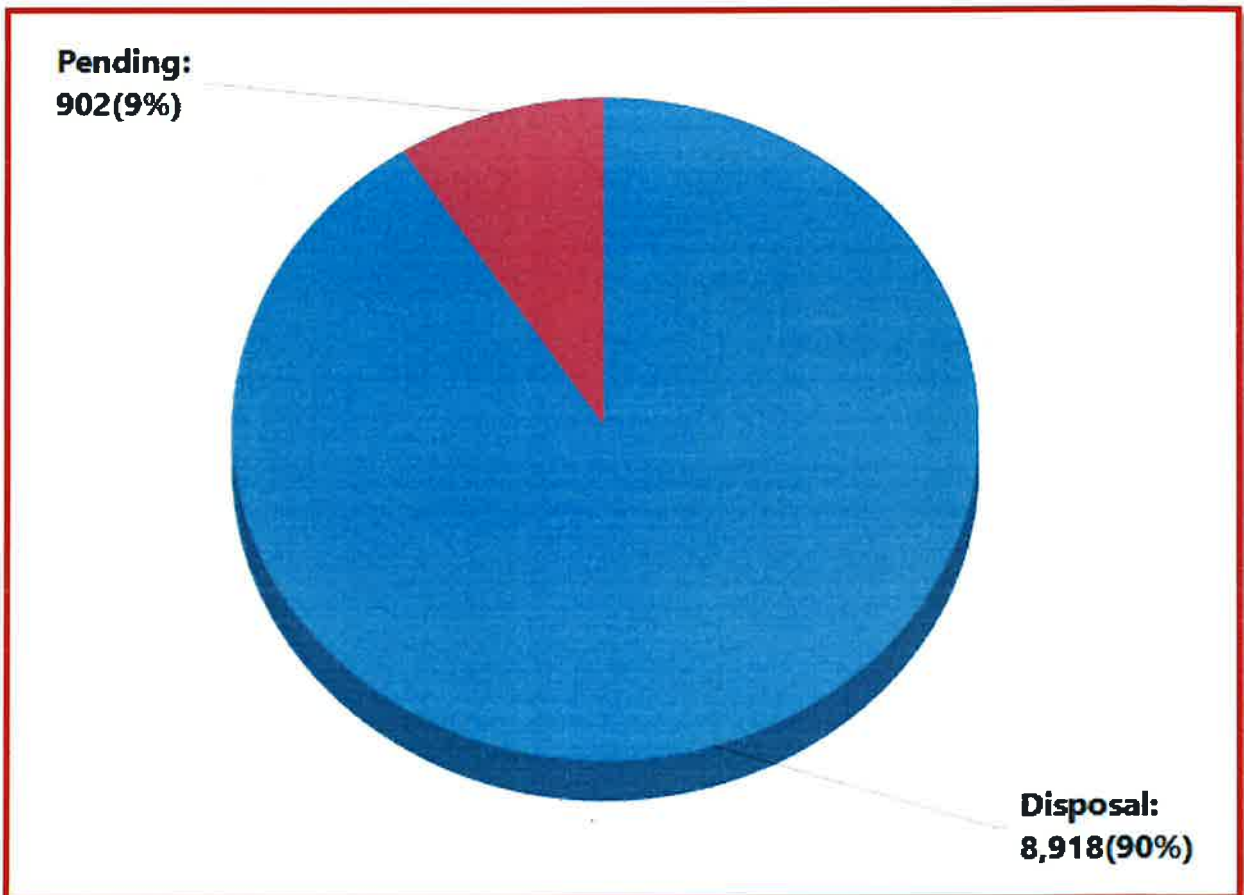
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/07/2022 to 30/06/2023)

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	219	1441	1660	1348	312
2.	Department of Financial Services (Banking Division)	29	1611	1640	1538	102
3.	Department of Ex Servicemen Welfare	40	1557	1597	1549	48
4.	Ministry of Railways (Railway Board)	58	1352	1410	1319	91
5.	Ministry of Labour and Employment	8	633	641	630	11
6.	Department of Telecommunications	5	521	526	509	17
7.	Central Board of Indirect Taxes and Customs	27	347	374	356	18
8.	Department of Posts	9	342	351	336	15
9.	Department of Pension and Pensioners Welfare	0	319	319	317	2
10.	Ministry of Home Affairs	16	262	278	247	31

6. Success Story

1. Sanction of Family pension under CCS (Extraordinary Pension) Rules after 36 years

Naik Karam Chand of 42bn of Border Security Force died in 1987 due to an electric shock while performing his duty. His widow, Smt. Jashodan Devi, was granted and was being paid family pension at minimum rates under the CCS (Pension) Rules.

Smt. Jashodan Devi registered a grievance No. DOPPW/E/2022/17598 at CPENGRAMS portal on 26.05.2022 claiming family pension at higher rates under the CCS (Extraordinary Pension) Rules. The Grievance was taken up for consideration in the Pension Adalat on 17th May, 2023. The petitioner as well as representatives of BSF attended the Pension Adalat. It was revealed that the authority for revision of family pension, which was being paid under CCS (Pension) Rules (instead of CCS (Extraordinary Pension) Rules), was also not issued in the 5th, 6th and 7th Pay Commissions.

BSF was directed to take immediate action to sanction EOP family pension, if due, and to pay the arrears of family pension after revision in the 5th, 6th and 7th Pay Commission.

BSF has now informed that the case for grant of Extra Ordinary Pension has been approved by the competent authority and has been sent to DIG RR Cell for further action on 8th June, 2023.

2. Sanction of pension after 15 years.

Sh. A S Hariharakumar, an employee of Cost Accounts Branch of Department of Expenditure retired on his own volition in 2008 under FR 56(k). Initially, he filed a petition in Central Administrative Tribunal for withdrawal of his voluntary retirement, which was dismissed. He later submitted the pension papers in 2018. However, his pension case was not processed on the ground that his qualifying service was only 16 years (i.e. less than 20 years). He registered a grievance No. DOPPW/P/2022/09712 at CPENGRAMS portal on 5.09.2022 claiming pension on his voluntary retirement.

The Grievance was taken up for consideration in the Pension Adalat on 17th May, 2023. Neither the petitioner nor any representative of the Department attended the Pension Adalat. The matter was considered ex-parte. The Department was asked to expedite action and to communicate decision taken in the matter.

Department has informed that a PPO for payment of pension to Shri Hariharakumar has been issued and sent to the Central Pension Accounting Office on for issuing the Special Seal Authority.

3. Migration from NPS to CCS (Pension) Rules

Shri Tanoj Kumar Debnath, a military pensioner, was reemployed in the Air HQ on 29.04.2004. Since he was appointed after 01.01.2004, he was inducted into National Pension System. He retired as Supdt (ST) on 30.11.2016.

Selection of Shri Debnath for appointment in Air HQ was made before 01.01.2004. Therefore, in accordance with Department of Pension & PW's OM No. 57/04/2019-P&PW (B) dated 17.02.2017, his request for grant of pension under CCS (Pension) Rules was approved by the Air HQ on 21.09.2020.

Shri Debnath registered a grievance no. DOPPW/E/2022/35497 at CPENGRAMS portal on 17.11.2022 for commencement of pension under CCS (Pension) Rules, as per decision of Air HQ dated 21.09.2020. The Grievance was taken up for consideration in the Pension Adalat on 17th May, 2023.

Department of Military Affairs informed that the petitioner has refunded the entire NPS corpus (including 60% lump sum) and the administrative action for sanction of pension under CCS (Pension) Rules has been completed. Department was advised that only the Government contribution in NPS corpus along with interest at GPF rate is required to be recovered from the petitioner. Department was advised to work out the exact amount of the NPS corpus to be refunded and then make necessary adjustments (refund or recovery).

Department has worked out pension under CCS (Pension) Rules and adjustments to be made from NPS corpus and is in the process of issuing necessary orders in this respect.

4. Sanction of family pension to dependent unmarried daughter after 21 years

Shri Hira Lal retired from Army Airborne Training School, Agra under Department of Military Affairs and was in receipt of pension. After his death on 19.09.1994, his wife, Smt. Premwati Devi was in receipt of family pension. Smt. Premwati Devi passed away on 31.07.2002. A claim for family pension submitted by Ms. Sumitra Devi, unmarried dependent daughter of late Shri Hira Lal, was pending.

Ms. Sumitra Devi registered a grievance No. DOPPW/E/2022/32211 at CPENGRAMS portal on 17.10.2022 for settlement of her family pension claim. The Grievance was taken up for consideration in the Pension Adalat on 17th May, 2023.

In the Pension Adalat, the Department informed that the case for family pension was pending on account of some incongruities in the documents submitted by the claimant and necessary verifications were required to be done.

Department has informed that matter has been resolved as all required documents have been received from the petitioner and the pension case has been submitted to the Accounts Department for further processing.

5. Sanction of family pension to dependent unmarried daughter after 21 years

The pensioner retired from All India Radio Ahmedabad under Ministry of Information & Broadcasting. After his death on 20.07.2021, his wife, Smt. RAM PIARY DEVI was not getting family pension. A claim for family pension submitted by Smt. RAM PIARY DEVI, spouse of late pensioner, was pending.

Smt. RAM PIARY DEVI registered a grievance No. DOPPW / E /2023 / 0002848 at CPENGRAMS portal on 25.01.2023 for settlement of her family pension claim. The Grievance was taken up for consideration in the Pension Adalat on 17th May, 2023.

In the Pension Adalat, the Department informed that the case for family pension was pending on account of some incongruities in the documents submitted by the claimant and necessary verifications were required to be done.

Both Ministry of I&B as well as the petitioner have confirmed that the entitled pension is being received by the applicant.

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
21389	14565	6824

Top Ten Ministries/Departments Cases Behind Schedule

(Time Period: 01/12/2022 to 31/05/2023)

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1428
2	Ministry of Finance	Department of Revenue	1045
3	Ministry of Home Affairs	Department of Home	737
4	Ministry of Housing and Urban Affairs		580
5	Ministry of Information & Broadcasting		462
6	Comptroller and Auditor General		413
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	285
8	Union territories of India	UT of Andaman and Nicobar	266
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	149
10	Department of Space		119
Total			5484

PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Dec 2022	54
2	Jan 2023	95
3	Feb 2023	101
4	Mar 2023	166
5	Apr 2023	256
6	May 2023	574
Total		1246

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	271
2	Ministry of Home Affairs	Department of Home	270
3	Ministry of Information & Broadcasting		140
4	Ministry of Finance	Department of Revenue	132
5	Union territories of India	UT of Andaman and Nicobar	85
6	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	78
7	Ministry of Housing and Urban Affairs		74
8	Union territories of India	UT of Lakshadweep	31
9	Ministry of Health & Family Welfare	Department of Health and Family Welfare	25
10	Comptroller and Auditor General		15
11	Ministry of Culture		13
12	Ministry of External Affairs		13
13	Ministry of Labour & Employment		10
14	Ministry of Corporate Affairs		8
15	Ministry of Earth Sciences		7
16	Ministry of Home Affairs	Department of Justice	7
17	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	6
18	Ministry of Commerce and Industry	Department of Commerce	6
19	Ministry of Skill Development and Entrepreneurship		6
20	Ministry of Textiles		6
21	Ministry of Home Affairs	Central Police Organisation	5
22	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	4
23	Ministry of Statistics & Programme Implementation		4
24	Ministry of Environment, Forest and Climate Change		4
25	Ministry of Mines		3
26	Ministry of Home Affairs	Department of Official	3

S.No.	Ministry	Department	No. of PPOs Pending
		Language	
27	Ministry of Science & Technology	Department of Science and Technology	3
28	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	2
29	Ministry of Finance	Department of Economic Affairs	2
30	Ministry of Ports, Shipping and Waterways		2
31	Ministry of Women and Child Development		2
32	Department of Space		2
33	Ministry of Civil Aviation		1
34	Ministry of Electronics & Information Technology		1
35	Ministry of Youth Affairs & Sports		1
36	Ministry of Parliamentary Affairs		1
37	Ministry of Finance	Department of Financial Services	1
38	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	1
39	Ministry of Law & Justice	Department of Legal Affairs	1
Total			1246

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

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