

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/ तीसरी मंजिल,
लोक नायक भवन/ Lok Nayak Bhawan
Khan Market/ खान मार्केट,
नई दिल्ली - 110003/New Delhi-110003
दिनांक/Dated: 25.07.2024

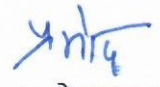
OFFICE MEMORANDUM

विषय: - जून 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 June, 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 June, 2024, 8921 Pension related Grievance cases and 1022 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 पेंशनभोगी कल्याण विभाग
GOVERNMENT OF INDIA
DEPARTMENT OF PENSION & PENSIONERS' WELFARE

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CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments

June 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

- In June, 2024, **7,557 pension grievance cases were received** on the CPENGRAMS portal, **7,432 pension grievance cases were redressed** and there exists a **pendency of 8,921 pension grievance cases**, as of 30th June, 2024.
- Department of Ex-Serviceman Welfare [2,914 grievances], Department of Defence Finance [1,473 grievances] and Department of Financial Services (Banking Division) [876 grievances] have received the maximum number of grievances in June, 2024.

2. Status of disposal and pendency of Pension GrievanceCases

- The pendency of the grievances has increased from 8,479 to 8,921 grievances.
- Out of 7,432 redressed grievance cases, Department of Ex-Servicemen Welfare [3,141 grievances], Department of Defence Finance [1,598 grievances] and Department of Financial Services (Banking Division) [855 grievances] have the highest number of redressal.
- Out of the pendency of 8,921 pension grievance cases, Department of Ex-Servicemen Welfare [3,874 grievances], Department of Defence Finance [2,329 grievances] and Department of Financial Services (Banking Division) [399 grievances] have the highest number of pending grievances.
- Department of Ex-Servicemen Welfare [1,737 grievances], Department of Defence Finance [1,239 grievances] and PCDA, Pension Allahabad [207 grievances], have the highest number of grievances pending for more than 30 days.

3. Appeals

- In June, 2024, 1,009 appeals were received and 806 appeals were disposed. There is a pendency of 2,288 appeals at the end of June, 2024.
- Department of Ex-Servicemen Welfare [330], Department of Defence Finance [167] and Ministry of Railways (Railway Board) [93] have maximum disposal of appeals as on 30th June, 2024.

4. Integrated Grievance Cell and Call Centre

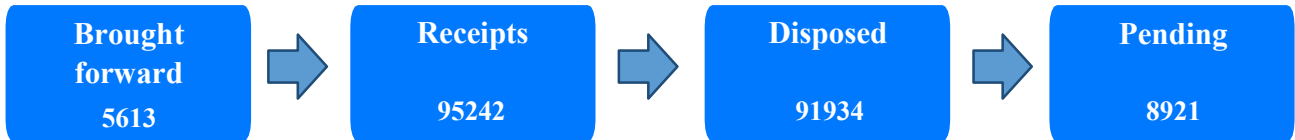
- During the month, 4,223 calls have been received and 587 grievances have been registered on the basis of information provided by the calling complainants. Further, 555 grievances have been filed based on the postal receipts. Also, 2,759 reminders have been issued in the cases pending for more than 60 days through CPENGRAMS Portal.
- DOPPW is committed towards the speedy and qualitative redressal of grievances of Super-senior pensioners. In the month of June, 2024, 147 Super-senior pensioners' grievances pending for more than 30 days were identified for Inter-ministerial Meeting and these cases were actively followed up, from the beginning of the month. Due to this follow-up, 74 cases were disposed of at the end of the month, involving release of Pensionary benefits to them in many cases.

5. Pending PPOs

- The number of PPOs, not issued on time has increased from 883, at the end of May, 2024 to 1,022, at the end of June, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

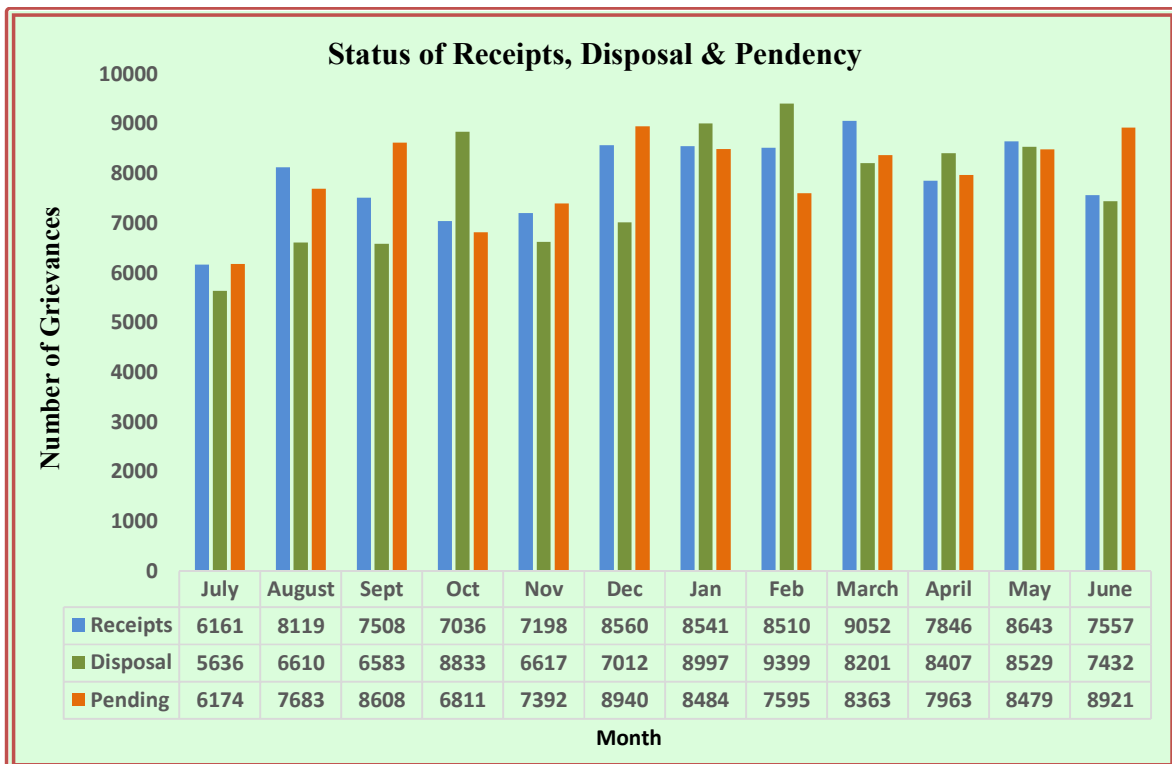
2. Review of Status of Grievances

2.1 Overview



(01/07/2023 to 30/06/2024)

2.2 Month-wise status of Grievances

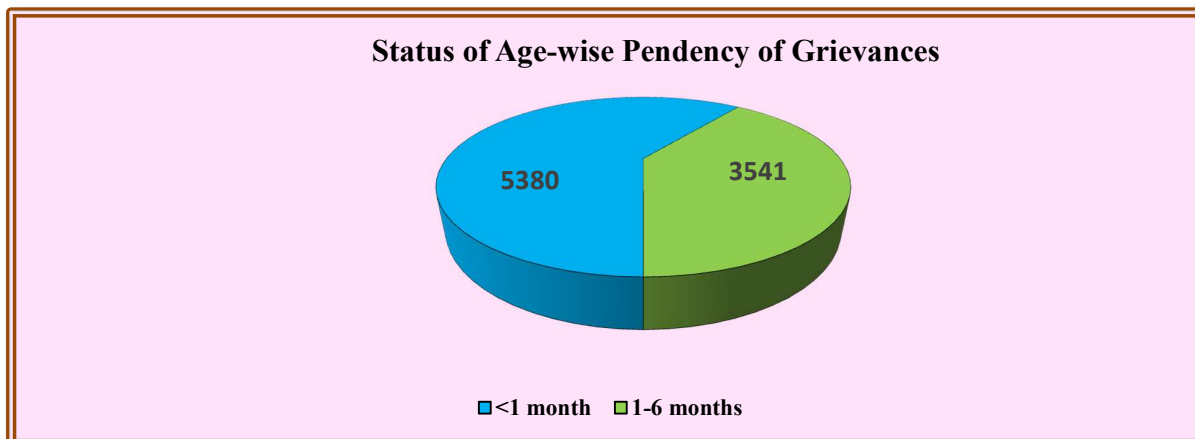


(Time Period: 01/07/2023 to 30/06/2024)

- 7557 grievances were received in June, 2024 with maximum grievances from Department of Ex-Servicemen Welfare.
- For the 7th month in a row, the number of pension grievances redressed per month has crossed the mark of 7000 with 7432 redressals in June, 2024.
- The rate of redressal [7432] is keeping pace with the receipts [7557] with maximum share of receipts and redressal pertaining to Ministry of Defense.

3. Age-wise status of Grievances on CPENGRAMS Portal

3.1 Pendency

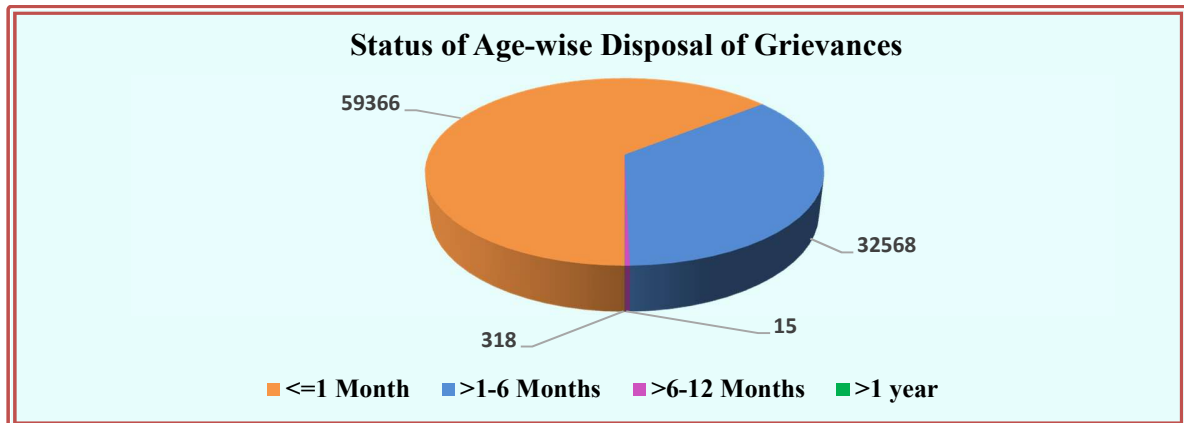


(Time Period: 01/06/2024 to 30/06/2024)

- Total pending cases are 8921 with number of cases pending for more than 30 days is 3541.
- **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	1737
2.	Department of Defence Finance	1239
3.	PR. CDA Pension Allahabad	207
4.	Ministry of Home Affairs	121
5.	Ministry of Railways (Railway Board)	18
6.	Department of Defence	13
7.	Central Board of Direct Taxes (Income Tax)	12
8.	Department of Personnel and Training	12
9.	Department of Health & Family Welfare	11
10.	Department of Military Affairs	11

3.2. Disposal



(Time Period: 01/07/2023 to 30/06/2024)

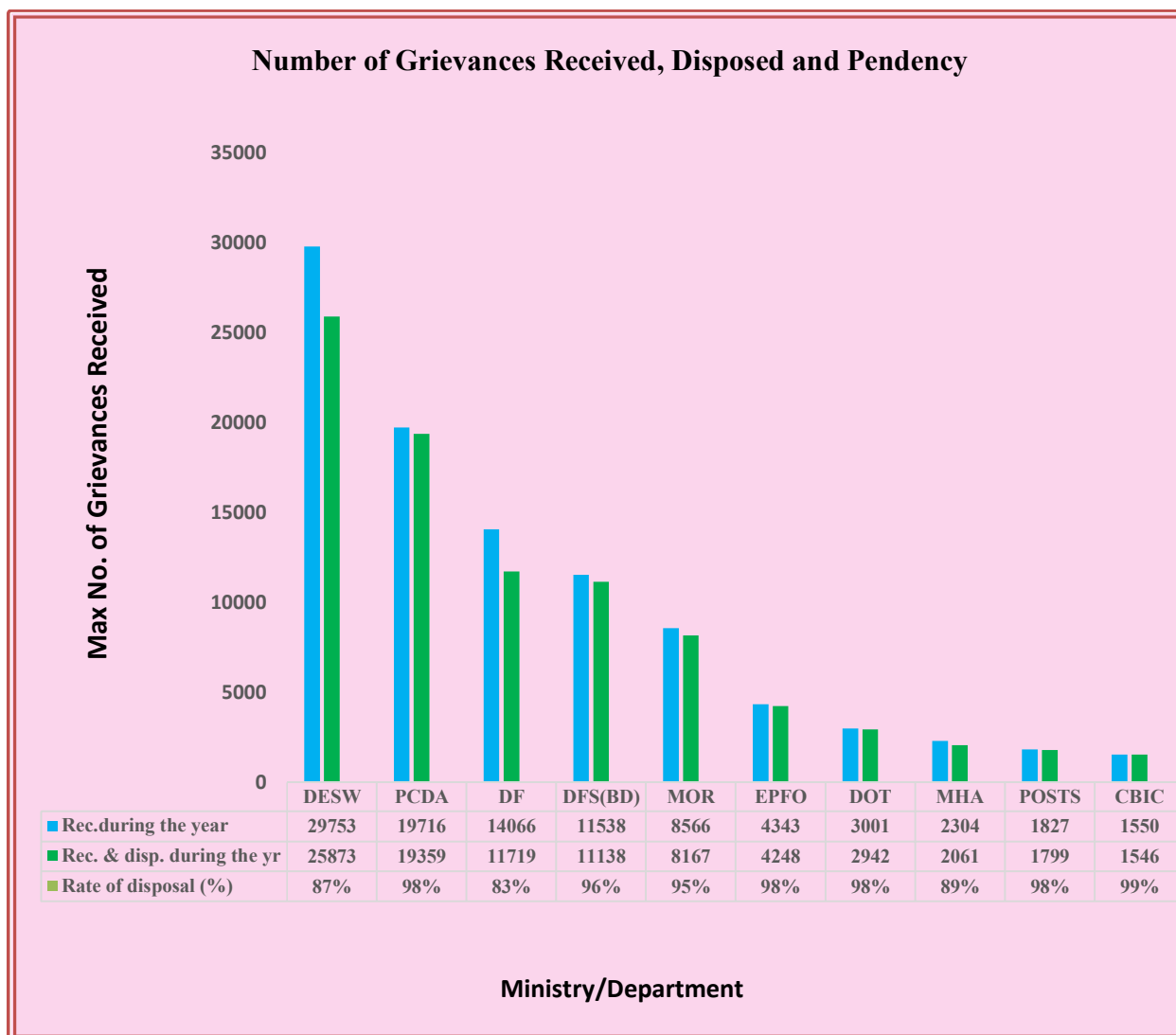
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.07.2022 to 30.06.2023, 56,903 cases were redressed through the portal while this figure has reached to 91,934 in the period from 01.07.2023 to 30.06.2024. The active interaction and monitoring 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	98.75%
2.	Employees Provident Fund Organisation	97.06%
3.	Department of Posts	96.67%
4.	Ministry of Railways (Railway Board)	94.32%
5.	Department of Financial Services (Banking Division)	92.19%
6.	Department of Ex Servicemen Welfare	55.72%
7.	Ministry of Home Affairs	53.05%
8.	Department of Defence Finance	48.84%

**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

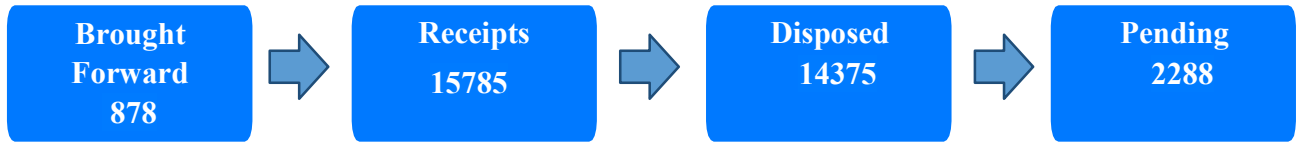


(Time Period: 01/07/2023 to 30/06/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 16,727 cases whereas, other remaining 5 are having average of 2,605 cases.
- Among top 5 Ministries/Departments/Organisations, PCDA, Pension Allahabad has the highest rate of disposal (98%) followed by Department of Financial Services (Banking Division) (96%) and Ministry of Railways (95%) while other remaining 2 slots are occupied by the two departments of Ministry of Defence with rate of redressal in the range of 83-87%.

5. Appeal Dashboard

5.1 Overview



(Time Period:01/07/2023 to 30/06/2024)

5.2 Month-wise status of Appeals

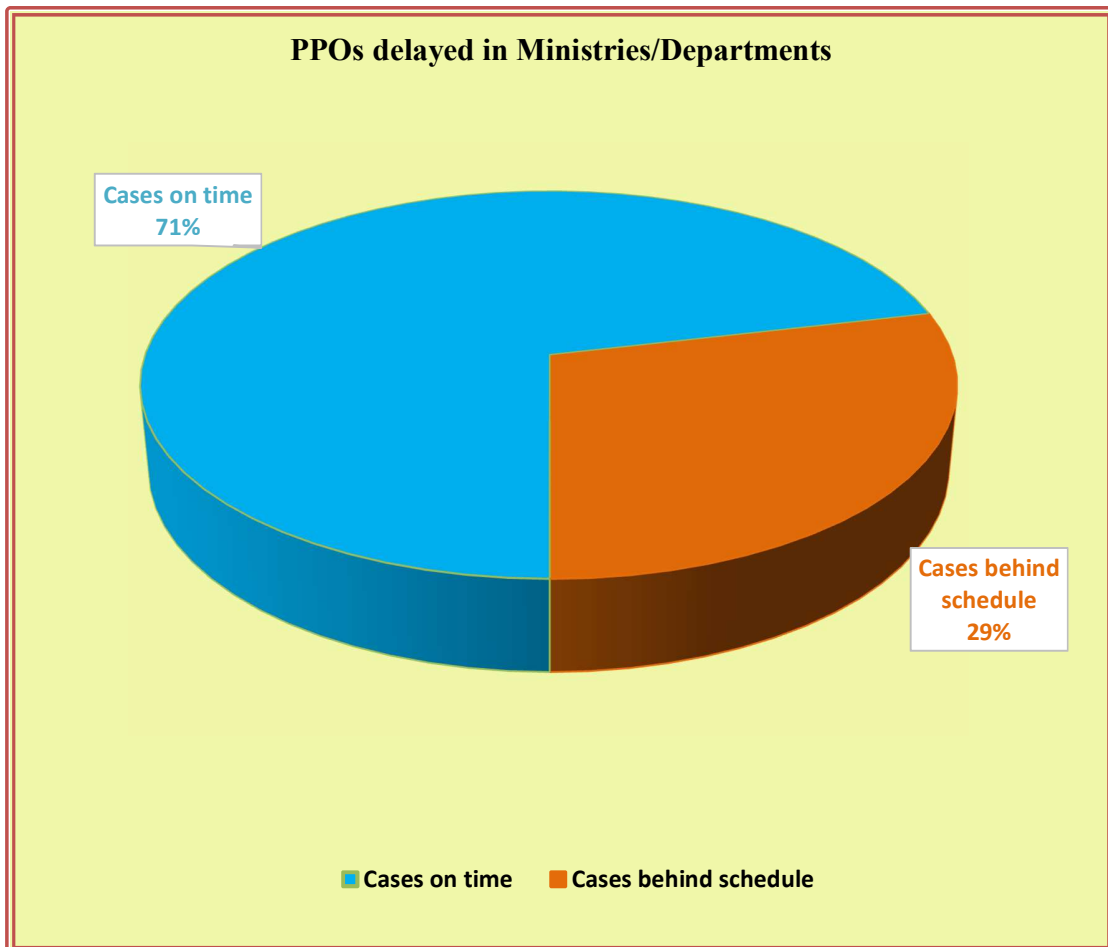


(Time Period: 01/07/2023 to 30/06/2024)

In the last one year, 15,425 appeals have been filed against total disposal of 91,934 grievances in the same time period. The rate of appeal is 16.77 % of the total disposed grievances.

6. Bhavishya

- As on 30.06.2024, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 971 attached offices through 8289 DDOs.
- Further, this application has so far cumulatively processed and issued 2,45,644 PPOs in respect of pensioners. 3513 PPOs were issued through Bhavishya System in the month of June, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period:01/12/2023 to 31/05/2024)

- A total number of 23,226 employees are going to retire in the next 15 months. Out of which, 16,578 cases are on time while remaining 6,648 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. Bina Tamang

Gist of the story: Sanction of Family Pension and payment of arrears of ₹ 20.92 lakh to an unmarried dependent daughter after 14 years with coordinated efforts of SSB, PAO, CPAO and SBI, duly supported by DOPPW

Ms. Bina Tamang is the unmarried dependent daughter of Late Pema Tamang, an Ex-SI (Armr) from the 12th Battalion of Sashastra Seema Bal (SSB) under the Ministry of Home Affairs (MHA). She is a resident of Kalimpong, West Bengal. Unfortunately, her father died in 2010.

Thereafter, she filed the documents with the concerned department. However, due to incongruities in the documents and old records, her family pension could not be started.

Her brother got to know about the portal and filed a grievance (**DOPPW/E/2023/0018988**) on 08.05.2023, however, it was closed with the remark, “request to inform the exact location of the office, from where your father retired”.

Thereafter, Ms. Bina Tamang re-registered a new grievance (**DOPPW/E/2023/0023722**) on 06.06.2023. However, weeks turned into months as the redressal was taking time. In the meantime, DoPPW sent multiple reminders to SSB for the redressal of the long-pending grievance. The case was also discussed in multiple IMRMs held every month to address grievances long pending grievances. Secretary (Pension) himself closely monitored this case and emphasized for redressal of prolonged on CPENGRAMS portal.

In those IMRMs, it was informed that the original documents were not traceable and accordingly, a shadow file was to be constructed. Thereafter, SSB sent her pension papers to ZPAO, SSB, Patna which processed her case and forwarded them to PAO,SSB, Delhi.

The case was actively followed at this stage as it was crucial stage when it was found that wrong PPO number was filled in by ZPAO, Patna which was corrected promptly. US (CPENGRAMS) himself tracked the movement from ZPAO, Patna to PAO, SSB, Delhi and from there to CPAO and then to SBI, CPPC.

Her case was given special emphasis as it was included in the Special Campaign on the redressal of Family Pension grievances. After waiting for more than a year, the occasion arrived when Ms. Bina Tamang received her family pension arrears of more than 20.92 lakh from September, 2010 to May, 2024 on 28th June, 2024. Her family pension has also been started.

Her case is testimony to the saying- Where there is a will, there is a way as the shadow file was constructed as the old records were not traceable owing to the fact that her father retired in 1993. The coordinated efforts of SSB, CGA, CPAO and SBI have finally reposed the faith in the citizen centric approach of the Government.

7.2 Name: - Ms. Najma Khatoon

Gist of the Story: - Revision of family pension and payment of arrear of more than ₹ 09 Lakh to Ms. Najma Khatoon after 11years within 17 days of filing of grievance

Ms. Najma Khatoon, a resident of Munger, Bihar, is the widow of the late Shri Sheikh Md. Jubair. Her husband retired as a Junior Engineer (JE) on 30.11.1999 and unfortunately, expired on 15.01.2013.

However, she was paid lesser amount of family pension as compared to her entitlement.

Thereafter, her son, Shri Md Bairry got to know about the CPENGRAMS Portal and logged a grievance on the Portal (**DOPPW/E/2024/0041062**) on 12.06.2024, requesting the revision of family pension with the payment arrears of family pension for his mother. The grievance was forwarded to Department of Financial Services (Banking Division) which in turn forwarded to Punjab National Bank, the Pension Disbursing Bank.

Her case was identified for the Special Campaign and the details were shared with the concerned department. This process expedited the redressal as her was successfully resolved within 17 days.

Now, the basic pension for Ms. Najma Khatoon was revised to ₹17,425/- with effect from 01.06.2024 and arrears of ₹9,29,550/- was paid for the period from 01.09.2017 to 31.05.2024.

7.3 Name: Ms. Fulmati Devi

Gist of the story: - Revision of Family Pension and payment of arrears amounting to more than ₹ 16 lakhs to the spouse after 12 years within 29 days of filing of grievance

Ms. Fulmati Devi w/o late Shri Banarasi Singh is residing in Rohtas, Bihar. Unfortunately, her husband expired on 19.11.2011.

Thereafter, Ms. Fulmati Devi, started getting family pension. However, as per the grievance petition, she was supposed to receive a basic pension of ₹7,526/- from 20.11.2011 as per the 6th CPC. However, Pension Disbursing Bank started her pension with a basic amount of ₹3,500/-. Later, under the 7th CPC, the basic pension was supposed to be revised to ₹19,342/-, however, the bank was disbursing ₹9,000/-. Hence, she was requesting revision of the family pension and payment of outstanding arrears from 20.11.2011

In the meantime, her son Shri Ashok Kumar came to know about CPENGRAMS Portal, then he filed her mother's grievance **(DOPPW/E/2024/0036069)** on 20.05.2024 on CPENGRAMS Portal. Her case was transferred to the Department of Financial Services (Banking Division) and subsequently to Punjab National Bank (PNB).

As per the guidelines, the grievance is to be redressed within 30 days. Due to the efforts of DOPPW, the grievance was successfully redressed within 29 days. The basic pension of Ms. Fulmati Devi was revised to ₹19,342/- w.e.f. 01.06.2024, with the payment of arrears of ₹16,30,654/- for the period from 20.11.2011 to 31.05.2024.

7.4 Name: Ms. Sushila Devi and Ms. Tripura Devi

Gist of the story: Revision of family pension and payment of due arrears amounting to more than ₹ 14 lakhs to the spouse after 7 years within 28 days of filing of grievance

Ms. Sushila Devi w/o late Shri Bodh Narayan Choudhary is residing in Andhrathadhi, Bihar. Her husband retired on 31.01.2001 and unfortunately, expired on 10.03.2017.

Thereafter, her family pension was started. However, she was supposed to receive a basic pension of ₹16,405/- from 11.03.2017. However, the bank started her pension with a basic amount of ₹9,000/-. Similarly, her neighbour, Ms. Tripura Devi, received a basic pension of ₹5,221/- starting from 04.11.2012, which should have been revised to ₹13,418/- as per the 7th Pay Commission.

Thereafter, Shri Arvind Kumar got to know about the CPENGRAMS Portal and filed grievance (**DOPPW/E/2024/0038655**) on 01.06.2024. In the grievance application, he mentioned the facts related to her mother and neighbour. The application was transferred to Department of Financial Division (Banking Division). Subsequently, the case was transferred to PNB.

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 mother and neighbour's grievances within 28 days of filing of the complaint.

The basic pension for Ms. Sushila Devi was revised to ₹16,403/- w.e.f. 01.06.2024 and the arrears of ₹5,97,491/- were paid for the period from 01.07.2018 to 31.05.2024. Similarly, her neighbour, Ms. Tripura Devi's pension was revised to ₹20,126/- w.e.f. 01.06.2024, and the arrears of ₹8,24,262/- were paid for the period from 01.04.2017 to 31.05.2024.

7.5 Name: Ms. Tripta Kumari

Gist of the story: - Payment of arrears and revision of Family Pension under OROP-II amounting to ₹ 7,70,006/- to the spouse after 1.5 years

Ms. Tripta Kumari is wife of Late Shri Ashok Kumar who retired as Naik from Indian Army. She hails from Village Kaluganj in Himachal Pradesh.

Her pension account was migrated to SPARSH on 20th September 2023 and she was facing issues, while logging in the SPARSH portal. Also, she did not receive the arrears of OROP-II with effect from 01.07.2019 as per the PCDA circular no 666, issued in January, 2023.

Concerned about this issue, Ms. Tripta Kumari filed a grievance **(DOPPW/E/2024/0020715)** on 20.03.2024 through the CPENGRAMS portal. .07.2019.

DOPPW transferred the case to the Department of Defence Finance. Her case was started to be actively followed by DOPPW after the lapse of the prescribed limit of 30 days. Reminders were issued to expedite the grievance and she was also intimated that reminders have been issued by DOPPW on her behalf. Her grievance was also taken up for the Inter- Ministerial Review Meeting, to be held in last week of June, 2024.

However, prior to the meeting, her case was redressed on 20th June, 2024 with the revision of family pension from ₹27,669/- to ₹37,664/- and payment of arrears of OROP-II amounting to ₹7,70,006/- with effect from 01.07.2019.

8. TESTIMONIALS

1. **Shri Rakesh Kumar (DOPPW/E/2024/0034211)**, a Defence family pensioners from Indian Air Force, graded his experience after revision of his pension and payment of OROP arrears.

"I salute to whole team for effectively resolving my issue well within your time frame. I had lost hope but you did it to my satisfaction. I again thank you for your prompt action and style of execution."

2. **Shri Barun Kumar Bhattacharyya (DOPPW/E/2024/0016632)**, a Defence pensioner from Indian Air Force, expressed his gratitude after payment of disability element of pension since June 2023.

"I am very much satisfied with the performance of this portal. India had never experienced such type of grievance redressal system before. I am thankful to the organization and specially to our Honorable PM Modi ji."

3. **Shri Lily Kumar Sharma (DOPPW/E/2024/0032746)**, a Railway pensioner, expressed his gratitude after fixation of pension and granted FMA since December, 2023.

"I really thankful for resolving my complaint. such actions will create our faith in govt administration and it will be helpful in killing the demon of corruption. we are being inspired also again thanks"

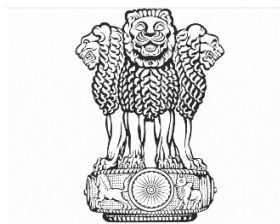
4. **Shri Vadivel V (DOPPW/E/2024/0039038)**, a DOT pensioner from BSNL, graded his experience after receiving payment of FMA since April, 2022.

"I am very much satisfied with the speed with which the system functions. Thanks a lot to the officials concerned."

Ministries/Departments–PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	256
2	Ministry of Information & Broadcasting	-	131
3	Ministry of Finance	Department of Revenue	100
4	Ministry of Home Affairs	Department of Home	81
5	Union territories of India	UT of Andaman and Nicobar	77
6	Union territories of India	UT of Lakshadweep	58
7	Ministry of Housing and Urban Affairs	-	57
8	Union territories of India	UT of Delhi	42
9	Ministry of Health & Family Welfare	Department of Health and Family Welfare	37
10	Ministry of Home Affairs	Department of Justice	29
11	Ministry of Culture	-	27
12	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	16
13	Comptroller and Auditor General	-	15
14	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	11
15	Ministry of External Affairs	-	8
16	Department of Space	-	7
17	Ministry of Environment, Forest and Climate Change	-	6
18	Ministry of Mines	-	6
19	Ministry of Skill Development and Entrepreneurship	-	6
20	Ministry of Commerce and Industry	Department of Commerce	6
21	Ministry of Home Affairs	Central Police Organisation	6
22	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	5
23	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	4
24	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	4
25	Ministry of Statistics & Programme Implementation	-	3
26	Ministry of Labour & Employment	-	3
27	Ministry of Micro, Small and Medium Enterprises	-	2
28	Ministry of Ports, Shipping and Waterways	-	2

S.No.	Ministry	Department	No. of PPOs Pending
29	Ministry of Earth Sciences	-	2
30	Ministry of Electronics & Information Technology	-	2
31	Ministry of Law & Justice	Department of Legal Affairs	2
32	Ministry of Home Affairs	Department of Official Language	1
33	Ministry of Science & Technology	Department of Science and Technology	1
34	Ministry of Social Justice & Empowerment	Department of Social Justice and Empowerment	1
35	Ministry of Communications	Department of Telecommunications	1
36	Ministry of Finance	Department of Financial Services	1
37	Ministry of Education	Department of Higher Education	1
38	Ministry of Food Processing Industries	-	1
39	Ministry of Civil Aviation	-	1
40	Ministry of Corporate Affairs	-	1
41	Ministry of Road Transport & Highways	-	1
42	Ministry of Tourism	-	1
Total			1022



Government of India

Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan

Khan Market, New Delhi - 110003