

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

Dated: April 10, 2023

Dear Secretary,

I am enclosing the Monthly Progress Report for March, 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 March 2023, 4639 Pensioners' related Grievance cases and 709 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.

Encl: As above

With best regards,

Yours sincerely,

(V. Srinivas)

To,

All Secretaries to Government of India



Please Visit our Website : <https://doppw.gov.in>

Tel. No. : +91 11 24625540 Fax : +91 11 24632463. Email: secy-arp@nic.in



सत्यमेव जयते

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

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

MARCH 2023

INDEX

1.	Introduction	3
2.	CPENGRAMS Dashboard 2.1 Overview 2.2 Status of Age-wise Pendency of Grievances	4
3.	Performance of Ministries/Departments 3.1 Top 10 Ministries/Departments Analyzed 3.1.1 Maximum Number of Grievances Received 3.1.2 Maximum Number of Disposals 3.1.3 Maximum Number of Pendency 3.2 Top10 Ministries/Departments with Pending Grievances for more than 30 Days	5 5 5 6 7 8
4.	Category-wise Status	9
5.	Appeal Dashboard 5.1 Overview 5.2 Top 10 Ministries/Departments with Maximum Number of Appeals	10 10 11
6.	Delay in Issue of Pension Payment Orders by Ministries/Departments	12

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

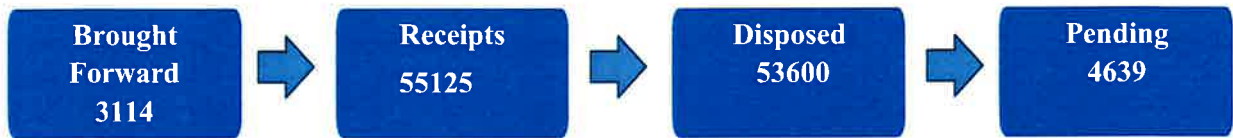
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

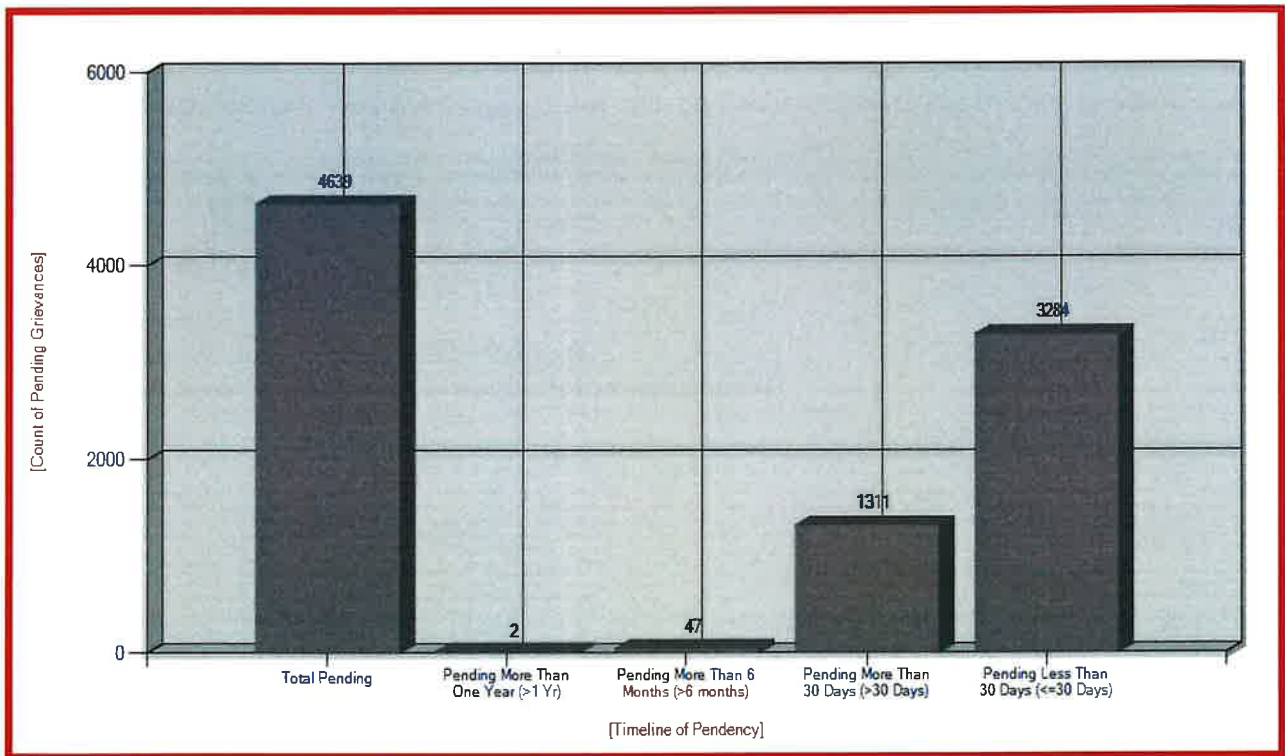
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/04/2022 to 31/03/2023)

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: 01/04/2022 to 31/03/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1165	10451	11616	10762	854
2.	Department of Financial Services (Banking Division)	476	10719	11195	10957	238
3.	PR. CDA PENSION ALLAHABAD	66	9351	9417	7699	1718
4.	Ministry of Railways (Railway Board)	251	8669	8920	8646	274
5.	Department of Ex Servicemen Welfare	116	5798	5914	5068	846
6.	Employees Provident Fund Organisation (Head Office)	67	3425	3492	3437	55
7.	Ministry of Home Affairs	213	1756	1969	1708	261
8.	Department of Posts	71	1483	1554	1485	69
9.	Department of Telecommunications	36	1439	1475	1439	36
10.	Central Board of Indirect Taxes and Customs	95	700	795	779	16

3.1.2. Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Financial Services (Banking Division)	476	10719	11195	10957	238
2.	Department of Defence Finance	1165	10451	11616	10762	854
3.	Ministry of Railways (Railway Board)	251	8669	8920	8646	274
4.	PR. CDA PENSION ALLAHABAD	66	9351	9417	7699	1718
5.	Department of Ex Servicemen Welfare	116	5798	5914	5068	846
6.	Employees Provident Fund Organisation (Head Office)	67	3425	3492	3437	55
7.	Ministry of Home Affairs	213	1756	1969	1708	261
8.	Department of Posts	71	1483	1554	1485	69
9.	Department of Telecommunications	36	1439	1475	1439	36
10.	Central Board of Indirect Taxes and Customs	95	700	795	779	16

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	66	9351	9417	7699	1718
2.	Department of Defence Finance	1165	10451	11616	10762	854
3.	Department of Ex Servicemen Welfare	116	5798	5914	5068	846
4.	Ministry of Railways (Railway Board)	251	8669	8920	8646	274
5.	Ministry of Home Affairs	213	1756	1969	1708	261
6.	Department of Financial Services (Banking Division)	476	10719	11195	10957	238
7.	Department of Posts	71	1483	1554	1485	69
8.	Employees Provident Fund Organisation (Head Office)	67	3425	3492	3437	55
9.	Department of Defence	23	525	548	502	46
10.	Ministry of Information and Broadcasting	40	338	378	334	44

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	66	9351	9417	7699	1718	274
2.	Ministry of Home Affairs	213	1756	1969	1708	261	177
3.	Department of Ex Servicemen Welfare	116	5798	5914	5068	846	154
4.	Department of Defence Finance	1165	10451	11616	10762	854	118
5.	Department of Defence	23	525	548	502	46	23
6.	Ministry of Railways (Railway Board)	251	8669	8920	8646	274	22
7.	Ministry of Information and Broadcasting	40	338	378	334	44	19
8.	Department of Posts	71	1483	1554	1485	69	9
9.	Department of Personnel and Training	11	103	114	105	9	7
10.	Ministry of Housing and Urban Affairs	24	215	239	221	18	7

4. CATEGORY-WISE STATUS

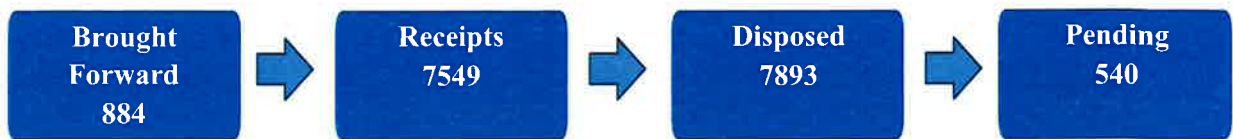
4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/04/2022 to 31/03/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1307	18932	20239	19075	1164
2.	Revision of pension/family pension/pension payment order	442	8085	8527	7655	872
3.	Non-payment of arrear of pension and other retirement benefits	317	6374	6691	6148	543
4.	Other service related issues such as fixation of pay, MACP	212	3694	3906	3596	310
5.	Issues related to medical facilities	118	1849	1967	1791	176
6.	7th CPC Issues	73	1360	1433	1311	122
7.	Non-payment of DA/DR/merger of DA related issues	54	1309	1363	1226	137
8.	Extra ordinary Pension	49	559	608	559	49
9.	GPF/CPF	13	235	248	236	12
10.	New pension scheme	14	215	229	210	19
11.	Issues relating to qualifying service	6	170	176	154	22
12.	Extension of pension scheme to autonomous bodies/orgns	0	66	66	63	3
13.	Others	1186	18171	19357	17479	1878

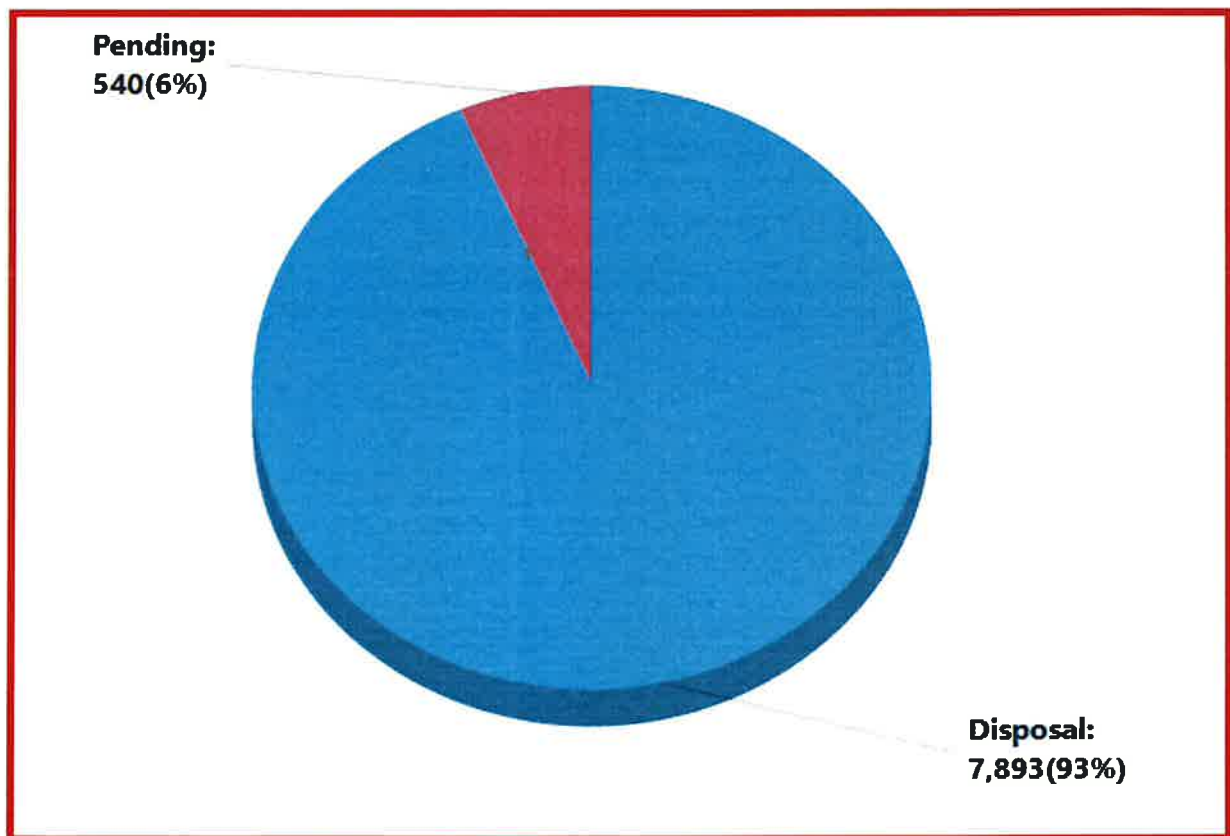
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/04/2022 to 31/03/2023)

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	514	1252	1766	1728	38
2.	Ministry of Railways (Railway Board)	45	1228	1273	1210	63
3.	Department of Financial Services (Banking Division)	22	1146	1168	1127	41
4.	Department of Ex Servicemen Welfare	72	964	1036	1018	18
5.	Ministry of Labour and Employment	6	515	521	491	30
6.	Department of Telecommunications	3	425	428	426	2
7.	Central Board of Indirect Taxes and Customs	19	364	383	378	5
8.	Department of Posts	6	340	346	329	17
9.	Department of Pension and Pensioners Welfare	51	268	319	319	0
10.	Ministry of Home Affairs	20	238	258	194	64

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
22380	14473	7907

Top Ten Ministries/Departments Cases Behind Schedule

(Time Period: 01/09/2022 to 28/02/2023)

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1705
2	Ministry of Finance	Department of Revenue	1340
3	Ministry of Housing and Urban Affairs		656
4	Ministry of Information & Broadcasting		598
5	Comptroller and Auditor General		530
6	Ministry of Home Affairs	Department of Home	497
7	Union territories of India	UT of Andaman and Nicobar	322
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	285
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	201
10	Department of Space		131
Total			6265

PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Sep 2022	42
2	Oct 2022	41
3	Nov 2022	60
4	Dec 2022	100
5	Jan 2023	210
6	Feb 2023	256
Total		709

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	165
2	Ministry of Information & Broadcasting		96
3	Ministry of Finance	Department of Revenue	87
4	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	62
5	Union territories of India	UT of Andaman and Nicobar	54
6	Ministry of Housing and Urban Affairs		52
7	Ministry of Home Affairs	Department of Home	40
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	21
9	Ministry of Home Affairs	Department of Justice	19
10	Comptroller and Auditor General		11
11	Ministry of Culture		11
12	Union territories of India	UT of Lakshadweep	10
13	Ministry of External Affairs		8
14	Ministry of Commerce and Industry	Department of Commerce	6
15	Ministry of Skill Development and Entrepreneurship		5
16	Ministry of Textiles		5
17	Ministry of Mines		5
18	Ministry of Labour & Employment		4
19	Ministry of Coal		4
20	Ministry of Corporate Affairs		4
21	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	4
22	Ministry of Statistics & Programme Implementation		3
23	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	3
24	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	3
25	Ministry of Earth Sciences		3
26	Ministry of Electronics &		3

S.No.	Ministry	Department	No. of PPOs Pending
	Information Technology		
27	Department of Space		2
28	Lok Sabha Secretariat		2
29	Ministry of Home Affairs	Central Police Organisation	2
30	Ministry of Ports, Shipping and Waterways		2
31	Ministry of Finance	Department of Economic Affairs	2
32	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	2
33	Ministry of Finance	Department of Public Enterprises	1
34	Ministry of Home Affairs	Department of Official Language	1
35	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Food & Public Distribution	1
36	Ministry of Education	Department of Higher Education	1
37	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Consumer Affairs	1
38	Ministry of Tourism		1
39	Ministry of Civil Aviation		1
40	Ministry of Environment, Forest and Climate Change		1
41	Ministry of Parliamentary Affairs		1
Total			709

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

Please mail to:
Director (PP)
Phone - (011)24624802
Email – pramod.kumar79@gov.in

Under Secretary (Co-ordination/CPENGRAMS)
Phone - (011)23310106
Email – dutta.rk@nic.in

Department of Pension & Pensioners' Welfare,
Janpath Bhawan, B Wing, 8th Floor
Janpath, New Delhi - 110 001

