

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

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दिनांक/Dated: 23.04.2024

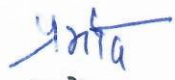
OFFICE MEMORANDUM

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

The undersigned is directed to enclose the Monthly Progress Report for March, 2024, of Pensioners related grievances of Ministries/Departments on CPENGRAMS Portal and the status of cases with delayed issue of Pension Payment Orders (PPOs) on Bhavishya Portal. As of the end of March, 2024, 8363 Pension related Grievance cases and 822 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

March 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 March, 2024, all time high **9052 pension grievance cases were received** on the CPENGRAMS portal, **8201 pension grievance cases were redressed** and there exists a **pendency of 8363 pension grievance cases**, as of 31st March, 2024.
- About 90.68% of the grievances were received by 3 Ministries/Departments. Department of Ex-Serviceman Welfare [3742 grievances], Department of Defence Finance [2589 grievances] and PCDA, Pension Allahabad [1878 grievances] have received the maximum number of grievances in March, 2024.

2. Status of disposal and pendency of Pension Grievance Cases

- The pendency of the grievances has increased from 7595 to 8363 grievances, out of which 66 % of the grievances are pending for less than 30 days.
- Out of 8201 redressed grievance cases, Department of Ex-Servicemen Welfare [2990 grievances], PCDA, Pension Allahabad [2125 grievances], and Department of Defence Finance [1170 grievances] have the highest number of redressal.
- Out of the pendency of 8363 pension grievance cases, Department of Ex-Servicemen Welfare [3174 grievances], PCDA, Pension Allahabad [2837 grievances], Department of Defence Finance [1986 grievances] and Ministry of Home Affairs [357 grievances] have the highest number of pending grievances. PCDA, Pension Allahabad [1562 grievances], Department of Ex-Servicemen Welfare [677 grievances] and Ministry of Home Affairs [226 grievances] have the highest number of grievances pending for more than 30 days.

3. Appeals

- In March, 2024, 1143 appeals were received and 752 appeals were disposed. There is a pendency of 1301 appeals at the end of March, 2024.
- Department of Ex-Servicemen Welfare [316], Ministry of Railways [110] and Department of Financial Services (Banking Division) [81] have maximum disposal of appeals as on 31st March, 2024.

4. Integrated Grievance Cell and Call Centre

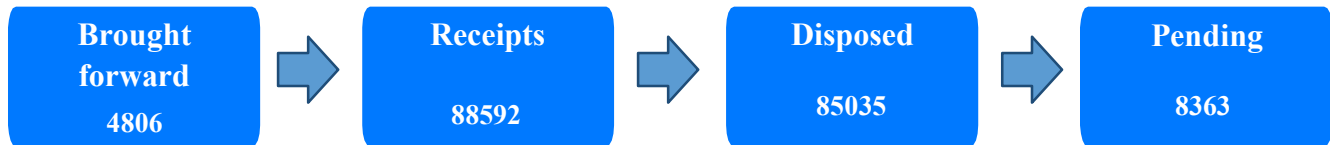
- During the month, 5304 calls have been received and 837 grievances have been registered on the basis of information provided by the calling complainants. Further, 259 grievances have been filed based on the postal receipts. Also, 1985 reminders have been issued in the cases pending for more than 60 days through CPENGRAMS Portal.
- The Feedback Unit examined 2153 cases of redressal where the complainants have rated their response as 'Poor' on CPENGRAMS Portal from 01.11.2023 to 29.02.2024. It has been noticed that majority of the Poor feedback is due to pre-mature closure of the grievances by concerned Ministries/Departments/Organizations.

5. Pending PPOs

- The number of PPOs, not issued on time has decreased from 859, at the end of February, 2024 to 822, at the end of March, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

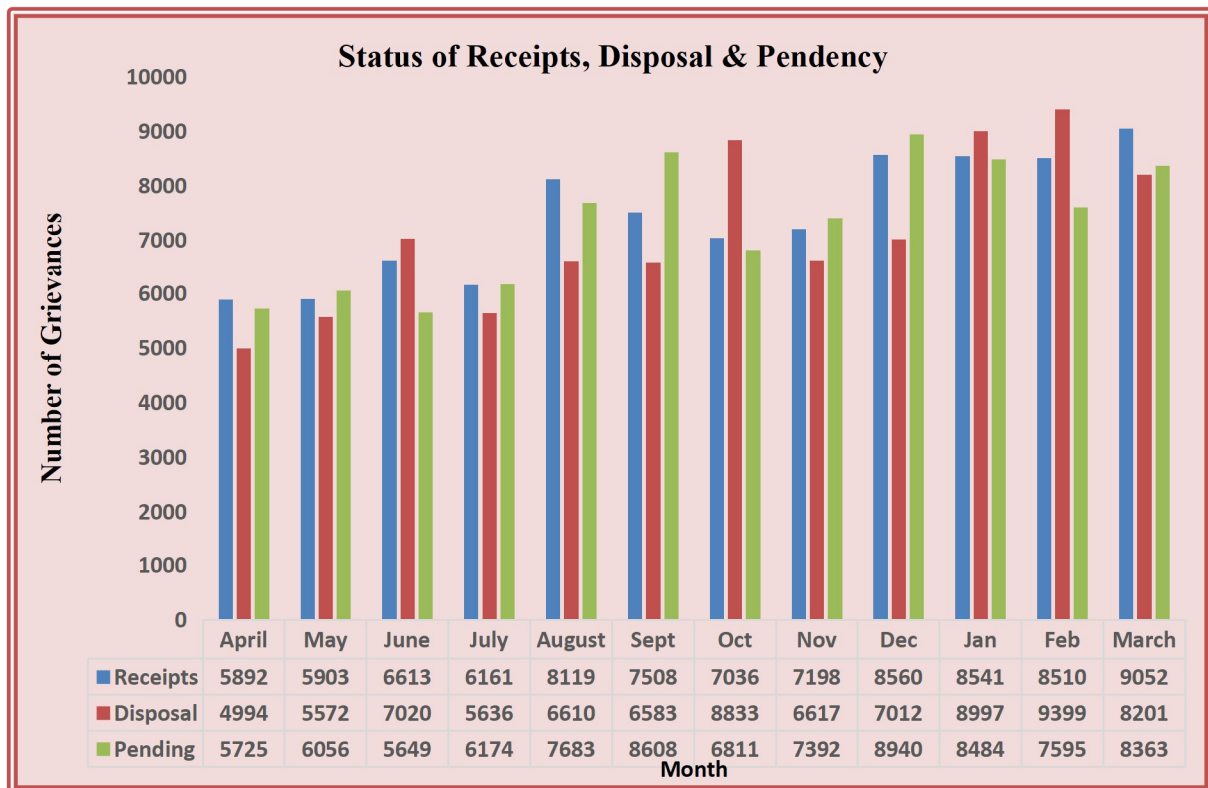
2. Review of Status of Grievances

2.1 Overview



(01/04/2023 to 31/03/2024)

2.2 Month-wise status of Grievances

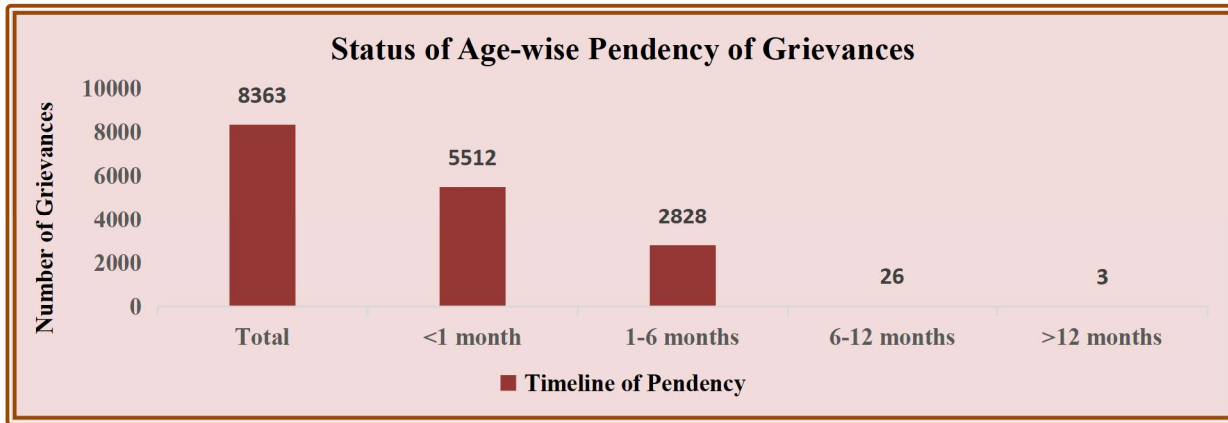


(Time Period: 01/04/2023 to 31/03/2024)

- All time high, 9052 grievances were received in March, 2024 with maximum grievances from Department of Ex Servicemen Welfare.
- For the 4th month in a row, pension grievances redressed per month has crossed 7000 cases with 8201 redressal in March, 2024 .

3. Age-wise status of Grievances on CPENGRAMS Portal

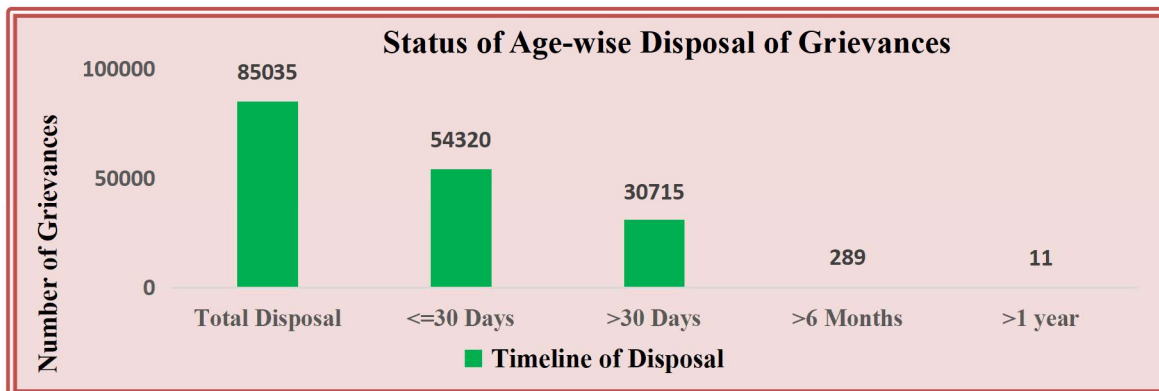
3.1 Pendency



(Time Period: 01/03/2024 to 31/03/2024)

PCDA Pension, Allahabad has the highest number of grievances pending for more than 30 days [1562 grievances], which contributes to ~55% of the total pendency of more than 30 days [2857 grievances].

3.2. Disposal

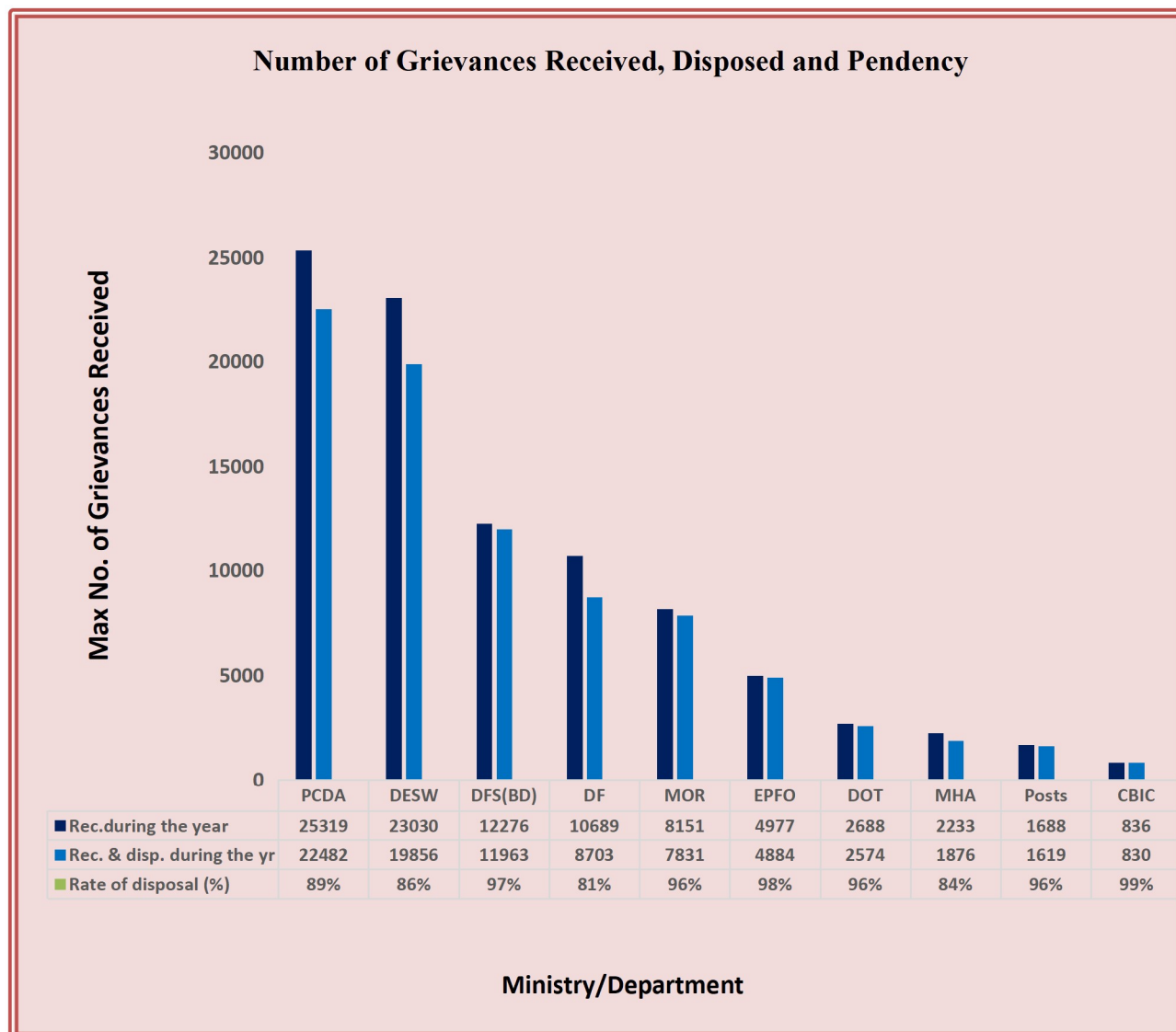


(Time Period: 01/04/2023 to 31/03/2024)

- In the last one year, the redressal rate has maintained the pace with the surge in receipt of grievances. From 01.04.2022 to 31.03.2023, 54140 cases were redressed through the portal while this figure has reached to 85035 in the period from 01.04.2023 to 31.03.2024). It shows the resilience of the mechanism put in place by the CPENGRAMS Portal.
- Department of Financial Services (Banking Division) has disposed the maximum number of grievances within 30 days' time period [10378 grievances] which is 85.02% of its total disposal [12206 grievances].

4. Performance of Ministries/Departments/Organisations

4.1. Top 10 Ministries/Departments/Organisations analysed

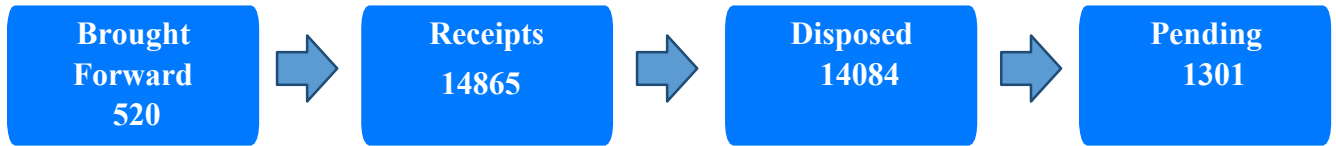


(Time Period: 01/04/2023 to 31/03/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an average of 15,893 cases whereas other remaining 5 are having average of 2,484 cases.
- Among top 5 Ministries/Departments/Organisations, Department of Financial Services (Banking Division) has the highest rate of disposal (97.48%) followed by Ministry of Railways (96.20%) while other remaining 3 slots are occupied by the Departments of Ministry of Defence with rate of redressal in the range of 81-89 %.

5. Appeal Dashboard

5.1 Overview



(Time Period: 01/04/2023 to 31/03/2024)

5.2 Month-wise status of Appeals

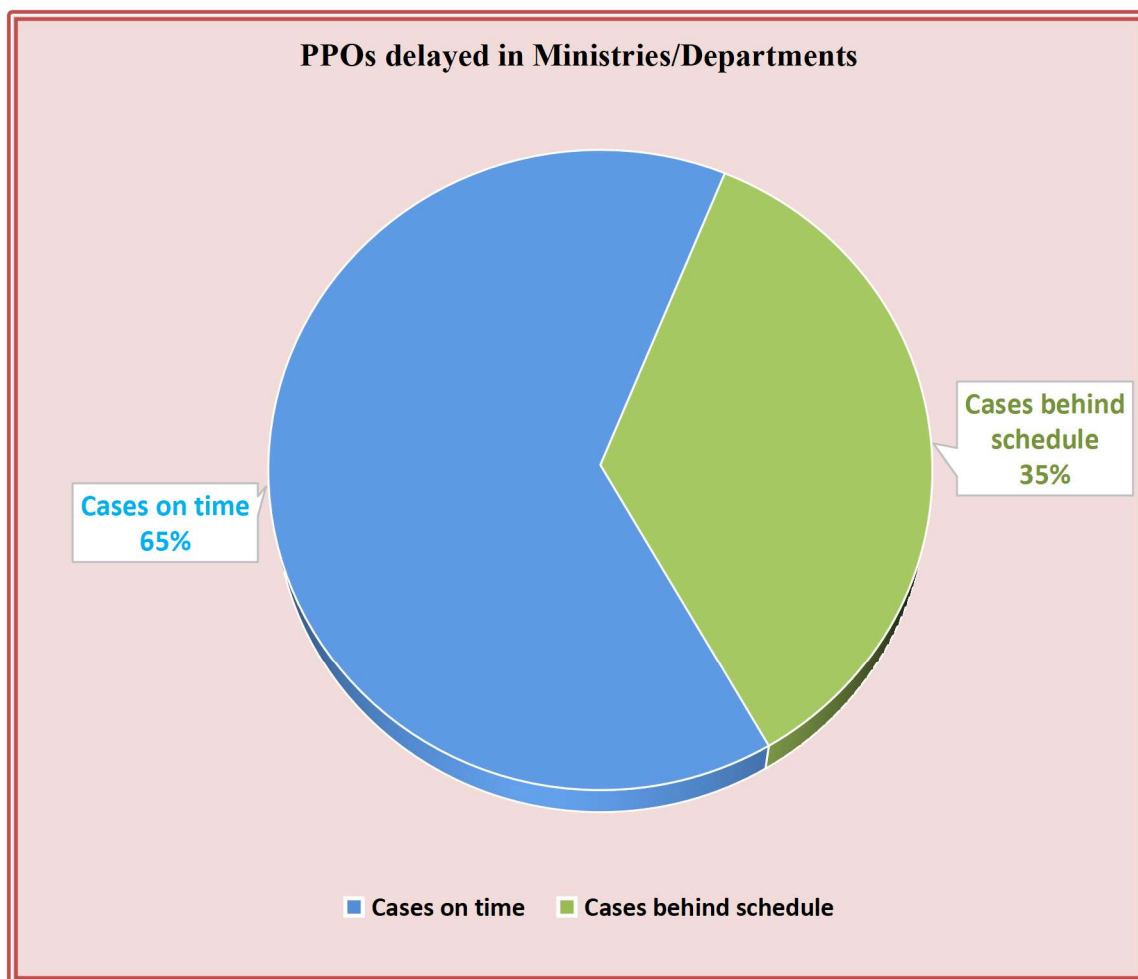


(Time Period: 01/04/2023 to 31/03/2024)

- During the time period from 01.04.2023 to 31.03.2024, the number of appeals has increased as with the enhanced rate of filing and redressal of grievances.
- In the last one year, 14,432 appeals have been filed against total disposal of 85,035 grievances in the same time period. The rate of appeal is 17 % of the total disposed grievances.

6. Bhavishya

- As on 31.03.2024, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 868 attached offices through 81,72 DDOs.
- Further, this application has so far cumulatively processed and issued 2,33,974 PPOs in respect of pensioners. 3271 PPOs were issued through Bhavishya System in the month of March, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period: 01/09/2023 to 29/02/2024)

- A total number of 24,594 employees are going to retire in the next 15 months. Out of which, 15,875 cases are on time while remaining 8,719 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. G Varalakhshmi

Gist of Success Story: Payment of family pension under EOP after 18 years

Sh G Budeppa was posted with 109th battalion BSF in Uri sector of Jammu & Kashmir. Unfortunately, he succumbed to injuries, inflicted due to an Earthquake on 8th Oct 2005, leaving behind his spouse, Ms. G Varalakhshmi and two children.

As he died while 'on duty', his wife was entitled for Extra Ordinary Pension (EOP) at the rate of 100% of last basic pay. However, she was sanctioned enhanced Family Pension at the rate of 50% of the last basic pay. Even, subsequent revisions of the pension, done in pursuance of 6th and 7th Pay Commission, were done at lesser amount.

Meanwhile, a member of local Pensioners' Association informed her that she was entitled for a basic pension of Rs.18,000/- plus applicable DR. Thereafter, a detailed presentation was prepared and sent to Pension Revision Cell of BSF on 26th Nov 2023.

In the meantime, she got to know about CPENGRAMS Portal and filed a grievance (**DOPPW/E/2023/0060149**) on 15th Dec 2023. Her case was forwarded to MHA which in turn forwarded it to BSF for necessary action. She filed a reminder after the lapse of 30 days through CPENGRAMS Portal. Also, DOPPW issued a reminder to BSF in this regard on 1st Mar 2024 with the request to expeditious disposal of her case.

Her case was processed by BSF and closed by sanctioning the arrears as per EOP, amounting to more than Rs 13 Lakh. Also, she is receiving monthly EOP of Rs. 26,280/- in place of earlier Family Pension of Rs. 14,140/-.

Hence, Extra Ordinary Pension due for more than 18 years, was paid by BSF within 100 days. In this process, the portal also played a crucial role. To which she has profusely thanked all the stake holders by grading her experience as 'Excellent' with following remarks:

“Excellent. Myself and my family will remain grateful to all Officers/Officials of CPENGRAMS and, PAO, Pension Revision Cell, Pay and Accounts Division, BSF, New Delhi, please”

7.2 Name: Ms. Mewati Devi

Gist of Success Story: Payment of family pension arrear of Rs. 13.95 Lakh to dependent mother and commencement of her Family Pension after 13 years.

Late Shri Avinash Kumar Yadav joined South Eastern Railway on 07.08.2006 and he was covered under NPS. Unfortunately, he died on 19.04.2011. During his life time, his mother Ms. Mewati Devi, a resident of village Firozpur, Ghazipur, UP was dependent upon him. Therefore, she was eligible for family pension under OPS. However, she was ignorant about these provisions.

Subsequently, in September, 2022, she got to know about her eligibility for family pension. For this, she approached South Eastern Railway Chakradharpur Jharkhand. On 10th October, 2023, she was asked to submit requisite documents, which were furnished by her in the office of the Senior Divisional Personnel Officer (Pension), South Eastern Railway, Chakradharpur, West Singhbhum (Jharkhand) on 26.12.2023. However, the process was taking time and she was in financial distress as there was no other stable source of income.

In the meantime, she got to know about the CPENGRAMS Portal and lodged a grievance on CPENGRAMS portal (**DOPPW/E/2023/0062281**) on 28th December, 2023. The grievance was forwarded to the Ministry of Railways and it navigated to the concerned GRO. The filing of grievance on the portal expedited the processing of her claim and the dues payable to her for more than 13 years, were paid within 15 days of the filing of grievance on Portal. The grievance was resolved successfully on 17th January 2024. Smt. Mewati Devi received payment of arrear of **Rs. 13,95,267/-** and her family pension of Rs. 13,140 /- has also been started.

This story reminds that digital empowerment of the Central Government pensioners through CPENGRAMS Portal is bringing easiness in the life of pensioners residing in remote areas.

7.3 Name: Ms. Gauri

Gist of Success Story: Payment of family pension arrear to spouse of Rs. 13.70 Lakh and commencement of Family Pension after 11 years

Ms Gauri is the wife of Late Hony Naik Muniyappan Indian Army, a resident from Krishnagiri District, Tamil Nadu. Her husband retired in 1984 and then he joined Defence civilian department. Unfortunately, he died in 1996. Thereafter, Ms Gauri was receiving family pension with respect to the services rendered in Army.

Subsequently in 2021, she got to know that she was eligible for the family pension regarding the services of her husband with Defence civilian department w.e.f. 24th September, 2012. For that, her son submitted application with the Record Office of Madras Engineer Group (MEG), also known as the Madras Sappers. In the meantime, 2nd wave of corona struck and the correspondence was halted.

After sometime, her son renewed his efforts and family pension was started with effect from March, 2023. However, the family pension arrear from 24th September, 2012 to 28th February, 2023 was not received by her. In this regard, he filed a grievance through SPARSH portal, however, he could not succeed. Further, he approached Bank of Baroda, the Pension Disbursing Bank which informed that payments could not be made as the pension account had been migrated to SPARSH Portal.

In the meantime, Smt Gauri lodged a grievance on CPENGRAM portal on 06th December, 2023 (**DOPPW/E/2023/0058038**). Thereafter, her case was forwarded to PCDA. Her case was regularly followed up by DOPPW and 3 reminders on regular interval were sent through CPENGRAMS Portal. Constant follow ups yielded results this time and her case was successfully closed by PCDA on 26th March, 2024. She received her arrear of family pension amounting to **Rs.13,70,064/-**.

She has rated her experience as '**Very good**', as noted by feedback team of CPGRAMS Portal.

7.4 Name: Shri Gaurav Kumar Yadav

Gist of Success Story: Payment of Commuted Value of Pension amounting to Rs.11,02,229/- after 2.5 years of retirement.

Shri Gaurav Kumar Yadav retired from Artillery division of Army. He is a resident of Village Paranapatti, Varanasi, UP. At the time of retirement, he received all the post retirement benefits except Commuted Value of Pension (CVP).

For this, he approached PCDA, Pension, Allahabad which in turn asked him to submit Non-Payment Certificate (NPC) from the Pension Disbursing Bank as his pension account had been transferred to SPARSH Portal. He submitted the NPC on 23/11/2022. However, he did not receive CVP.

Therefore, he went to PCDA, Pension, Allahabad and raised the query for his claim and again submitted the NPC on 23/03/2023. He was informed that the report had been sent to SPARSH technical team and payment would be made as soon as the report was issued. However, payment was not made. He again visited PCDA Allahabad on 17/05/2023 & 12/10/2023, but again he could not succeed.

In the meantime, he got to know about CPENGRAMS Portal and lodged a grievance on the portal on 10th November, 2023 (**DOPPW/E/2023/0052457**). The case was actively followed up after the lapse of stipulated time limit of 30 days and 4 reminders were issued to PCDA on regular interval.

As the case was pending for more than 90 days, therefore, it was taken up for review in the Inter Ministerial Review Meeting held under the chairmanship of Secretary (Pension) in the month of February, 2024. It expedited the process and his case was successfully closed by PCDA on 19th March 2024. Finally, he received CVP amount of **Rs.11,02,229/-** on 13th March, 2024.

He has rated his experience as '**Excellent**' as noted by feedback team of CPGRAMS Portal.

7.5 Name: Shri Ram Naresh

Gist of Success Story: Revision of pension as per 7th CPC and payment of post retirement benefits of Rs. 4.66 lakh after 7 years.

Sh. Ram Naresh opted voluntary retirement and retired from the office of DRM, Prayagraj on 31st January, 2016. He was paid Post-retirement dues as per the then existing 6th CPC. Thereafter, recommendations of 7th Pay Commission were implemented. Subsequent to it, he filed application for revising his PPO and payment of the remaining amount of Post-retirement benefits viz. DCRG, Leave Encashment and Commutation as per 7th CPC. However, he could not succeed.

Thereafter, he lodged a grievance on CPENGRAMS Portal (**DOPPW/E/2023/0049530**) on 27th October, 2023 after not receiving the dues. The case was forwarded to Ministry of Railways. The case was closed on 21st November, 2023 with letter issued to him. In the letter, it was informed that the details of his father were not available on ARPAN Portal, therefore, Pension Payment Order copy would be issued only after providing data through ARPAN Portal.

Thereafter, the pensioner waited for sometime for settlement but nothing came out of it. Then, he again filed a complaint on CPENGRAMS portal on 06th January, 2024 (**DOPPW/E/ 2024/001607**) which was forwarded to Ministry of Railways.

This time, he succeeded and received remaining amount of DCRG (**Rs.27983/-**), Leave Encashment (**Rs. 28374/-**), and Commutation (**Rs. 4,10,630/-**) after implementing the 7th CPC.

8. TESTIMONIALS

1. **Shri R Veeramuthu**, a DOT pensioner (**cancer survivor**) from BSNL, commented after sanctioning of FMA w.e.f 05.08.2022.

*“Normally I'll not complain anything to the level of grievance cell..since I am **suffering from cancer** and financially unable to meet the expenditures every month for purchase of medicines. In spite of several reminders and requests this is being considered favorable to me through pgportal for which I convey my thanks to the directors concerned .very truly grateful for the best disposal. Sorry for the inconvenience caused thereon please”*

2. **Shri Yesh Pal Sharma**, a Defence pensioners from Army, Punjab Regiment expressed his gratitude after continuation of disability pension from May, 2023.

“Dear Sir CPENGRAMS Portal is very beneficial for serving personnel and action is very quick. I thing the problem solving ratio is 100% in this portal. Please accept my heartfelt thanks for doing good job”

3. **Shri Manbir Singh**, a Defence pensioner from EME Secunderabad, shared his gratitude after grant of disability pension w.e.f 01st September 1991.

“I express my warm regards to all officers engage in readdressing grievances of armed forces others citizens of india. Excellent keep it up, i "proud of" team doppw (pp). Thanks”

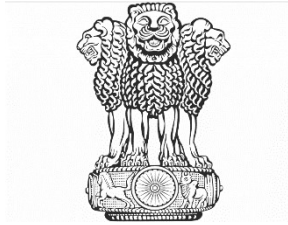
4. **Shri Debnath Ghosh**, a Defence pensioners from Army, graded his experience after receiving payment of disability pension/Service Pension for the period 01/01/2016 to 30/06/2019.

“Dear Sir, I am taking this opportunity to extend my heartfelt appreciation for the exemplary action you took recently. Your handling of the situation will not only be commendable but also a testament to your professionalism and dedication to your role. How you approached the matter with efficiency, tact, and a genuine concern for the Pay Disbursing Agency involved is truly impressive.

Annexure-A**Ministries/Departments – PPOs not issued**

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	207
2	Ministry of Information & Broadcasting	-	106
3	Ministry of Home Affairs	Department of Home	94
4	Ministry of Finance	Department of Revenue	83
5	Union territories of India	UT of Andaman and Nicobar	49
6	Ministry of Housing and Urban Affairs	-	42
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	41
8	Ministry of Home Affairs	Department of Justice	27
9	Union territories of India	UT of Delhi	26
10	Comptroller and Auditor General	-	20
11	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	17
12	Ministry of Culture	-	15
13	Union territories of India	UT of Lakshadweep	11
14	Ministry of Mines	-	9
15	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	7
16	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	6
17	Ministry of Skill Development and Entrepreneurship	-	5
18	Ministry of External Affairs	-	4
19	Ministry of Labour & Employment	-	4
20	Ministry of Law & Justice	Department of Legal Affairs	4
21	Ministry of Science & Technology	Department of Science and Technology	4
22	Ministry of Commerce and Industry	Department of Commerce	3
23	Ministry of Statistics & Programme Implementation	-	3
24	Ministry of Textiles	-	3
25	Ministry of Earth Sciences	-	3
26	Ministry of Corporate Affairs	-	3
27	Ministry of Environment, Forest and Climate Change	-	3

S.No.	Ministry	Department	No. of PPOs Pending
28	Department of Space	-	2
29	Ministry of Civil Aviation	-	2
30	Ministry of Home Affairs	Central Police Organisation	2
31	Ministry of Home Affairs	Department of Official Language	2
32	Ministry of Finance	Department of Financial Services	2
33	Ministry of Education	Department of School Education and Literacy	1
34	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	1
35	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	1
36	Ministry of Finance	Department of Economic Affairs	1
37	Ministry of Education	Department of Higher Education	1
38	Ministry of Coal	-	1
39	Lok Sabha Secretariat	-	1
40	Ministry of Electronics & Information Technology	-	1
41	Ministry of Youth Affairs & Sports	-	1
42	RAJYA SABHA SECRETARIAT	-	1
43	Ministry of Micro, Small and Medium Enterprises	-	1
44	Ministry of Social Justice & Empowerment	Department of Social Justice and Empowerment	1
45	Ministry of Communications	Department of Telecommunications	1
Total			822



Government of India

Department of Pension & Pensioners' Welfare

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