

फाइल स. 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, Loknayak Bhawan, New Delhi-110003

दिनांक/Dated: 09.04.2025


कार्यालय ज्ञापन

विषय: मार्च-2025 के लिए भविष्य और CPENGRAMS
पोर्टल पर पेंशन और पेंशनभोगी कल्याण विभाग की मासिक रिपोर्ट।

The undersigned is directed to enclose the Monthly Progress Report for March, 2025 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, 2025, 11,817 Pension related Grievance cases and 2,189 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.


(डॉ. प्रमोद कुमार)
निदेशक

To Public Grievance Nodal Officers

(As per the list attached)



पेंशन एवं पेंशनभोगी कल्याण विभाग
Department of Pension and Pensioners' Welfare



MARCH-2025



BHAVISHYA & CPENGRAMS



Monthly Report - Central Ministries/ Departments

Department of Pension & Pensioners' Welfare

CONTENTS

1. Key Highlights	1-6
2. Bhavishya	7-12
2.1. Introduction of New Pension Application Form 6-A and integration of Bhavishya with e-HRMS.....	7-8
2.2.Integration of new Form 6-A in PFMS.....	9
2.3.Integration of CGHS with Bhavishya.....	9
2.4.Integration with Banks.....	9
2.5.Digitization of Pension Sanction and Payment Tracking System: Bhavishya.....	10-11
2.6. Month wise status of PPOs issued.....	12
2.7. Integration of Bhavishya with Digi Locker.....	12
2.8. Rajya Sabha Unstarred PQ Dy. No. 2363 and 2367 for 20.03.2025.....	12
2.9. Success Stories: Bhavishya (FY 2024-25).....	13
3. Review of Status of Grievances.....	14
3.1. Overview.....	14
3.2. Month-wise Status of Grievances.....	14
4. Age-wise Status of Grievances on CPENGRAMS Portal.....	15-16
4.1 Pendency.....	15
4.2 Disposal.....	16
5. Performance of Ministries/Departments/Organisations.....	17-18
5.1. Top 10 Ministries/Departments/OrganisationsAnalysed.....	17
5.2. Average Disposal Time in terms of redressal.....	18
5.3. Source-wise grievance received.....	18
6. Appeal Dashboard	19
6.1.Overview.....	19
6.2. Month-wise status of Appeal.....	19
7. Success Stories.	20-25
8. Testimonials.....	26
Annexures: Ministries/Departments- Pending PPOs	27-28

1.KEY HIGHLIGHTS

Bhavishya (F.Y. 2024-25)

Impact

Timely issue of PPO

- 83% PPOs in superannuation cases are issued on time during 01.04.2024 to 31.03.2025. 69% Family Pension PPOs are issued within 6 months (processed through Bhavishya for in-service death cases) from the date of death. Average time taken to issue a PPO is 67 days from 01.04.2024 to 31.03.2025.
- Through Bhavishya, more than 3000 e-PPOs are being issued every month.
- Online filing of pension Forms and Status Tracking of pension case at the retiree level.

Availability of PPO in digital format

-
- Online availability of Pension Slip, Form 16, Life Certificate Status
-

Pending PPOs

- A total of 27,785 government employees retired on superannuation from 01.04.2024 to 31.03.2025, out of which, 25,596 PPOs were issued and only 2,189 PPOs are pending. Out of 25,596 issued PPOs, 23,160 PPOs were issued on time. The details of pending PPOs in different Ministries/Departments/Organizations related to superannuation are annexed as Annexure-A.
- A total of 10,231 government employees retired on Voluntary basis from 01.04.2024 to 31.03.2024, out of which 7,890 PPOs were issued and only 2,341 PPOs are pending. The details of pending PPOs in different Ministries/Departments/Organizations related to Voluntary retirement are annexed as Annexure-B.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

Pension Adalat

- The 12th Pension Adalat was organized at Indian Institute of Public Administration (IIPA), New Delhi, on 13.02.2025, under auspicious presence of Dr. Jitendra Singh, Hon'ble MoS (PP). For the Adalat, 531 cases were taken up and on the date of Pension Adalat, 439 cases were redressed and remaining 192 cases were taken up in the Adalat.
- Various family pensioners along with representatives from 21 Ministries/Departments/Organisations attended the Adalat. Out of the 192 cases taken up by the DoPPW in the Adalat, 151 cases were resolved on the spot, underscoring the efficiency of this initiative in delivering timely justice to pensioners. 8 cases redressed in the month of March, 2025 have been featured under the head- 'Success stories' in this report.
- In the last 5 years, 6,964 cases have been taken up in the Pension Adalats out of which 4,944 cases were successfully resolved by the concerned Ministries/Departments.

Standing Committee of Voluntary Agencies (SCOVA)

- To institutionalize the coordination among DoPPW, Ministries/Departments and PWAs, SCOVA was constituted by the Department in 1986 under the chairmanship of Hon'ble Minister of State for Personnel Public Grievances and Pensions with Secretary, Department of Pension and Pensioners' Welfare as Secretary. **It is a platform for redressal of grievances of varied nature, affecting pensioners at large and not confined to single pensioner.**
- 34th meeting of the SCOVA was conducted at Vigyan Bhawan, New Delhi on 11th March, 2025 under the chairmanship of Dr. Jitendra Singh, Hon'ble Minister of State, Personnel, Public Grievances and Pensions. In the meeting, the issues, raised by PWAs, were deliberated directly with the concerned Ministries/ Departments to reduce the incidences of the grievances.



CPENGRAMS

- In March, 2025, **9,784 pension grievance cases were received** on the CPENGRAMS portal, **10,083 pension grievance cases were redressed** and there exists a **pendency of 11,817 pension grievance cases**, as on 31st March, 2025.
- PCDA(P) Prayagraj [3,996 grievances], Department of Ex-Serviceman Welfare [2,122 grievances], Department of Financial Services (BD) [738 grievances] and Employees' Provident Fund Organisation [417 grievances] have received the maximum number of grievances in March, 2025.

Status of disposal and pendency of Pension Grievance Cases

- In March, 2025 the receipt of grievances is 9,784 which has decreased by about 25% as compared to February, 2025. This month again, the redressal has exceeded the receipt of the grievances and hence the pendency has decreased from 12,553 as on 28.02.2025 to 11,817 as on 31.03.2025.
- Out of 10,083 redressed grievance cases, PCDA (P) Prayagraj [4,835 grievances], Department of Ex-Servicemen Welfare [1,657 grievances], Department of Financial Services (Banking Division) [909 grievances], Ministry of Railways (Railway Board) [687 grievances] and Employee Provident Fund Organization (Head Office) [500 grievances] have the highest number of redressal.
- Out of the pendency of 11,817 pension grievance cases, PCDA(P) Prayagraj [7,659 grievances], Department of Ex-Servicemen Welfare [1,940 grievances], Ministry of Home Affairs [353 grievances], Department of Financial Services (Banking Division) [197 grievances] Employees' Provident Fund Organisation (Head Office) [149 grievances] have the highest number of pending grievances.
- PCDA(P) Prayagraj [4,577 grievances], Department of Ex-Servicemen Welfare [458 grievances] and Ministry of Home Affairs [227 grievances] have the highest number of grievances pending for more than 30 days.

Appeals

- In March, 2025, 1,947 appeals were received and 1,689 appeals were disposed. There is a pendency of 1,495 appeals at the end of March, 2025.
- Department of Ex-Servicemen Welfare [590], Department of Defence Finance [521], Ministry of Railways (Railway Board) [156] and Department of Financial Services (Banking Division) [96] have maximum disposal of appeals as on 31st March, 2025.

Integrated Grievance Cell and Call Centre

- During the month, 3,491 calls have been received and 519 grievances have been registered on the basis of information provided by the calling complainants. Further, 912 grievances have been filed based on the postal receipts. Also, 3,216 reminders have been issued in the cases pending for more than 50 days through CPENGRAMS Portal.

CPENGRAMS (F.Y. 2024-25)

Status of receipts and redressal of Pension Grievance Cases and Appeals

- In F.Y. 2024-25, the total receipt of the grievances is 1,17,812 whereas the disposal reaches to 1,14,371. There has been 30% and 31% increase in the receipts and disposal of the grievances respectively, as compared to F.Y. 2023-24. out of 1,14,371 redressal, in 48,567 cases, Feedback has been received.
- In financial year 2024-25, the total receipt of the appeals is 15,116 while the disposal reaches to 14,908. There has been 1.7% and 5.85% increase in the receipts and disposal of the Appeals respectively as compared to Financial year 2023-24.

Issuance of comprehensive guidelines on 16.10.2024

- In order to comply with the directions of Hon'ble Prime Minister for meaningful redressal of grievances, DoPPW issued comprehensive guidelines on 16.10.2024 with following major points-
- Ministries/Departments should strive to redress the Pensioners' grievances within 21 days under 'whole of the Government approach'.
- Ministries/Departments shall undertake monthly review of Pension related grievance and conduct Root-Cause Analysis.
- The applicant can file an appeal against the redressal of his grievance within 30 days of closure of the grievance which shall be disposed of within 30 days by the Appellate Authority.

100 Days Action plan of DoPPW

- As a part of above, a month-long Special Campaign, to redress Family Pension grievances, was launched by Dr. Jitendra Singh, Hon'ble MoS (PP) on 1st July, 2024.
- A total of 1891 family pension related grievances, pertaining to 46 Ministries/Departments/Organizations were selected. The campaign was widely publicized through various means such as Akashwani/AIR talk, PIB statements, tweets highlighting 50 Success Stories under #SpecialCampaignFamilyPension.
- The Campaign achieved the success rate of 94% with the redressal of 1769 Family Pension cases, out of the total 1891 family pension cases.

Good Governance Week

- DoPPW, as a part of National Good Governance Week, 2024, organized a National Workshop on Effective Redressal of Pension Grievances on 19.12.2024 in New Delhi.
- Various initiatives undertaken by CPENGRAMS to make Grievance Redressal Mechanism more sensitive, accessible and meaningful, like role of IMRMs, successful redressal of lakhs of grievances in last 05 years, improved categorization of grievances and Smart Action Taken Report (ATR) and role of Pensioners' Welfare Associations in creating awareness about CPENGRAMS, were discussed.

Special attention towards Defence Pensioners grievances

- Over the years, steep increase in the defence pensioners' grievances has been witnessed and around 85,000 defence pensioners' grievances were filed in F.Y. 2024-25, which is 72% of the total grievances received on the portal.
- Looking at this, level of interaction with Ministry of Defence was elevated and meetings with Secretary (Defence), Secretary (ESW) and Controller General of Defence Accounts (CGDA) were conducted on regular intervals, apart from monthly Inter-Ministerial Review Meetings (IMRMs).

Bridging the digital divide

To bridge the digital divide, ensure transparency in the grievance redressal and seamless monitoring, the Government is promoting online pension grievances redress portal i.e. CPENGRAMS. For this purpose, 70 lakh SMSs, containing the link of educative short movie on CPENGRAMS, were sent to the pensioners.

PENSION ADALAT

- The DoPPW seeks to ensure empowerment of Central Government pensioners through Pension Adalats, by speedy resolution of their long pending grievances, thereby obviating recourse to the courts of law. Pension Adalats were introduced in September, 2017 to provide a single platform, where the concerned stakeholders, viz., Ministries/ Departments/CPAO/ Banks are brought together for on-the-spot resolution of long pending grievances, to the satisfaction of the petitioner.
- In the F.Y. 2024-25, 2 Pension Adalat have been held i.e. on 28th August, 2024 and 13th February, 2025. 490 grievances were taken up, out of which 396 were resolved.

2. BHAVISHYA

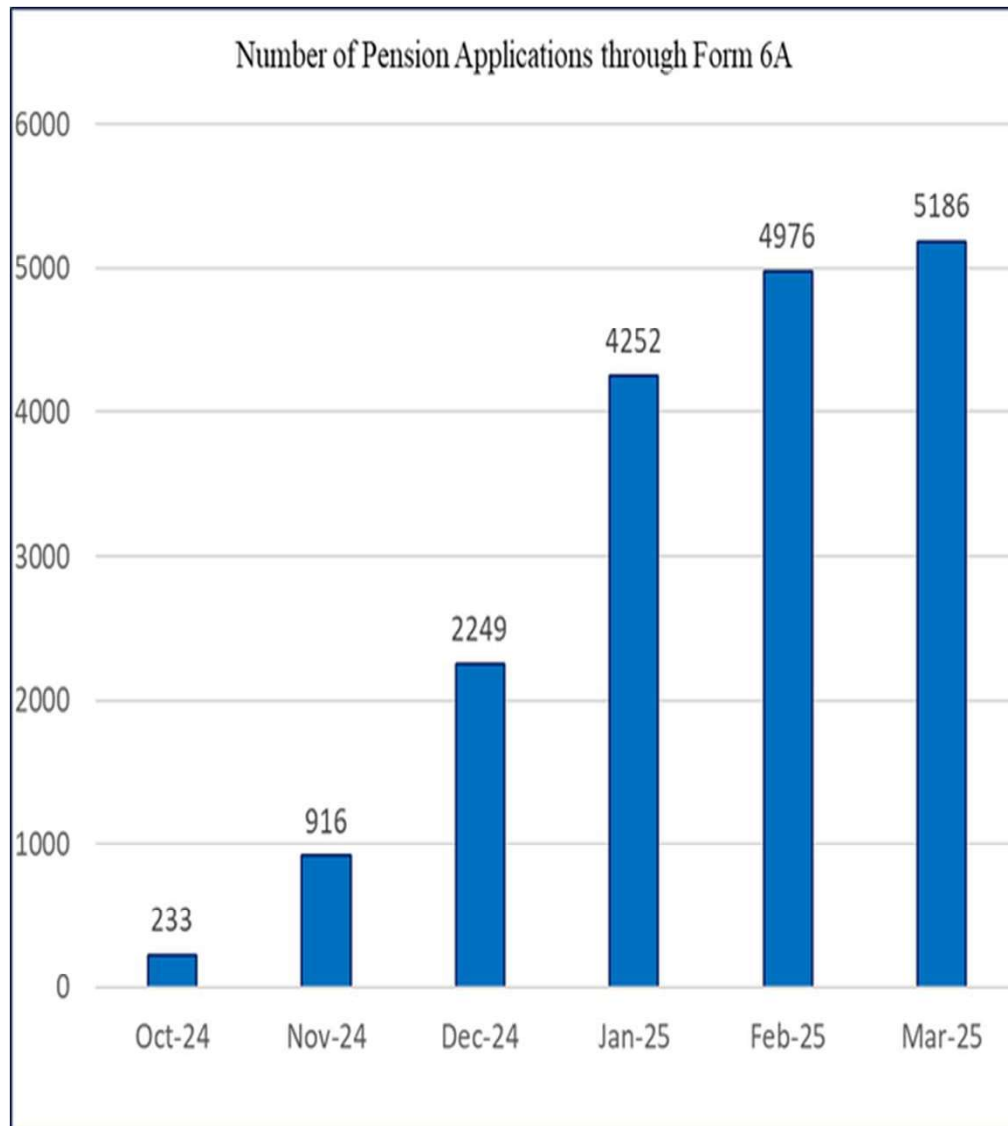
2.1 Introduction of New Pension Application Form 6-A and integration of Bhavishya with e-HRMS

- DoPPW vide its notification dated 16th July, 2024 released New Single Simplified Pension Application Form 6-A in which total 9 Forms/Formats had been merged.
- This New form and its integration with Bhavishya/e-HRMS was launched by Dr Jitendra Singh, Hon'ble MoS (PP) on 30.08.2024.
- As on 31.03.2025, a total of 20,003 retiring officials have submitted new Form 6-A in Bhavishya Portal.
- Form 6-A is shown below:

14		THE GAZETTE OF INDIA : EXTRAORDINARY		[PART II—SEC. 3(i)]	
Form 6-A [See rules 50, 53, 57, 58, 59, 60, 62, 63 and 80]					
A. Particulars to be obtained by the Head of Office from the retiring/retired Government Servant					
				Photograph(s) 2.5cm x 3.5cm	
1. Detail of Government servant:					
Name		Designation/ Rank			
Date of birth		Date of retirement			
Ministry/Department/Office		PAN No.			
Aadhaar No		Nationality			
2. Address after retirement for future correspondence:					
Flat/House No./Bldg. Name		Street/Locality			
Village & Post Office/Block		City & District			
State		Pin Code			
Mobile No		Telephone No.(If any)			
E-mail ID		Alternate E-mail ID			
3. Details of Bank through which Pension is to be drawn:					
Type of A/c	Single/ Joint with Spouse	A/c No.			
Bank's Name		Branch Address			
IFSC					
<small>Note 1: Please attach a copy of the first page of passbook/cancelled cheque/document showing the name of Account Holder. (The name should be the same in the bank account, this form and the office records.) Note 2: Please ensure that the Government servant is the Primary Account holder in the Joint Account Note 3: In case Head of Office is satisfied that it is not possible for the retiring Government servant to open a joint account for reasons beyond his / her control, this requirement may be relaxed.</small>					

2.1 Introduction of New Pension Application Form 6-A and integration of Bhavishya with e-HRMS (contd.)

- Total number of retiring officials that have filling their pension application through new Single Pension Application Form 6-A in Bhavishya Portal in the last 6 months is as under:



2.2 Integration of new Form 6-A in PFMS

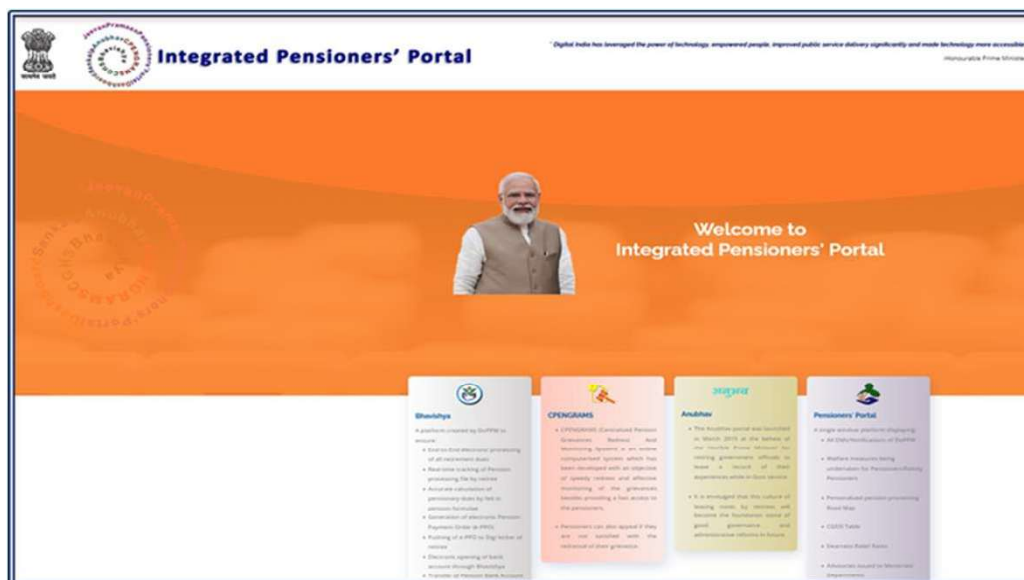
Currently integration work is in progress. Once completed, it will be end-to-end digitization of pension process starting from submission of pension application form (Form 6A) with eSign, processing of case by HOO with eSign/DSC, issue of ePPO, eSSA and finally disbursement of pension to the bank account of the pensioner.

2.3 Integration of CGHS with Bhavishya

- The process of integration of CGHS with Bhavishya is currently under progress and is expected to be completed in the 1st week of April, 2025.
- The integration of CGHS with Bhavishya would enable ensured medical cover to all retiring government employees (those seeking to avail CGHS facility) from the very first day of retirement.
- With this integration retiring employee will be able to submit the CGHS application form online, can make the payment on Bharatkosh portal. CGHS Card will be generated immediately and an intimation will be sent to Bhavishya Portal. Subsequently, the card will be printed & delivered at the pensioners address by CGHS, M/o Health and Family welfare.

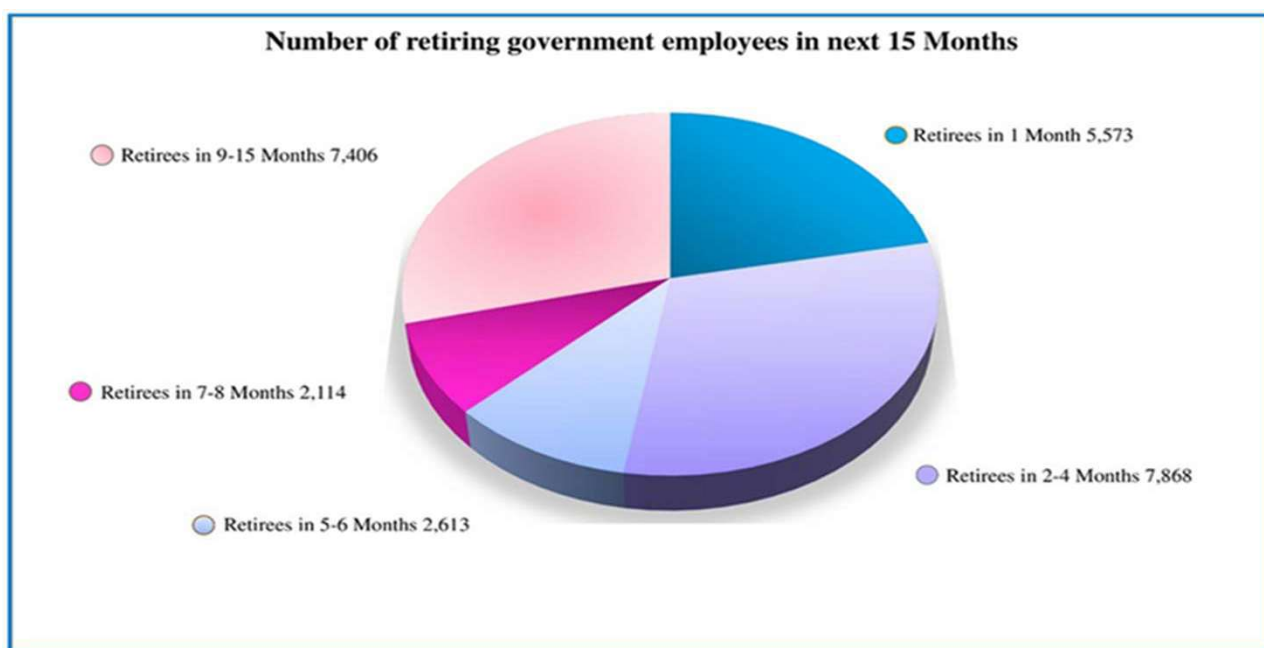
2.4 Integration with Banks

2 new banks been integrated with Bhavishya viz Central Bank of India and Union Bank of India in 2024. Total 7 banks have been integrated with Bhavishya. This integration has covered 92% of the pensioners and family pensioners. It serves as a single stop for all facilitation of documentation like Income Tax certificate, Pension Slip, Due and drawn statements, DLC status for the pensioner.

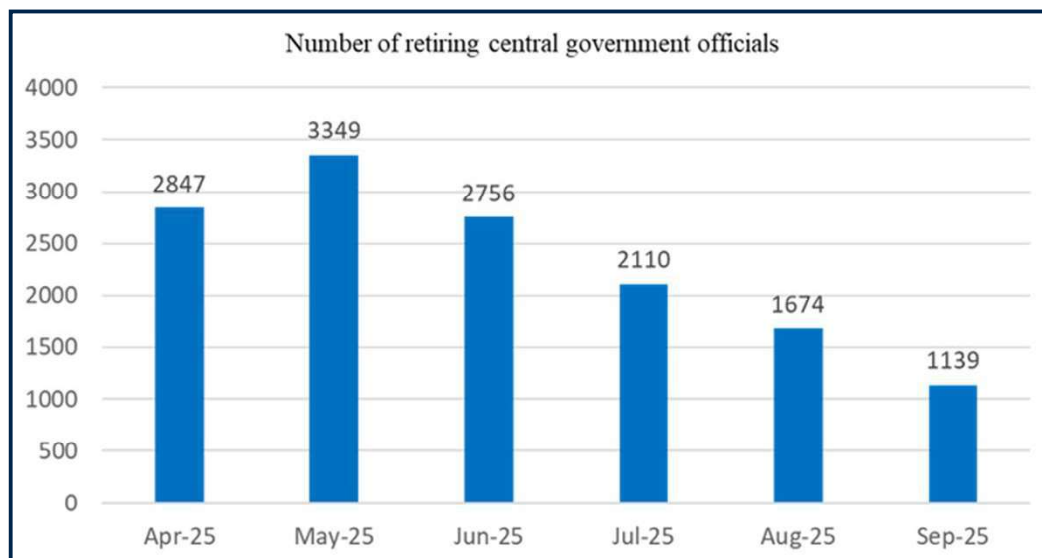


2.5 Digitization of Pension Sanction and Payment Tracking System: Bhavishya

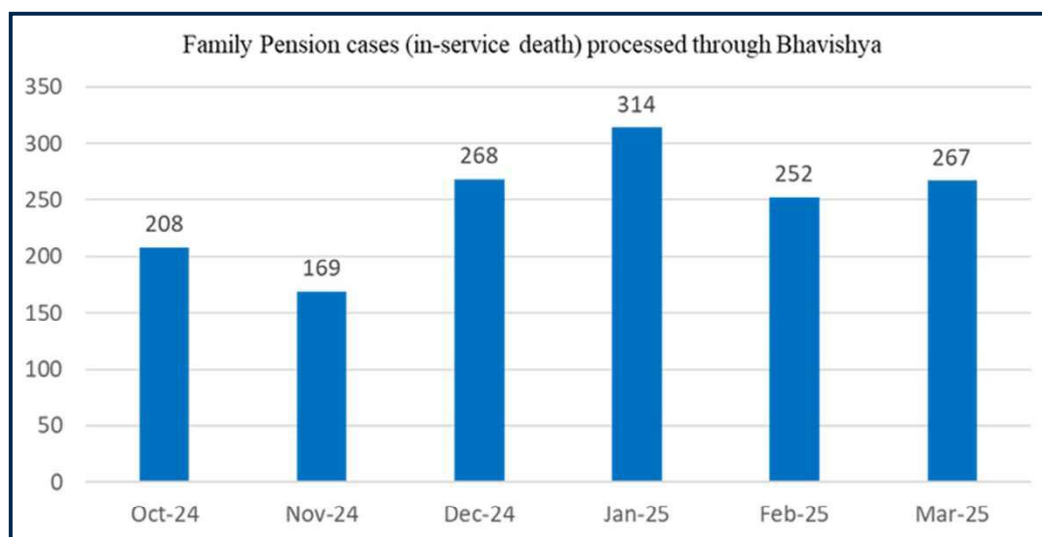
- As on 31.03.2025, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 1032 attached offices through 9,326 DDOs. A mobile app has also been launched on the Umang platform through which 'Bhavishya' can be accessed by various stake-holders.
- Further, this application has so far cumulatively processed and issued 2,76,831 PPOs in respect of pensioners. 3,772 PPOs were issued through Bhavishya System in the month March, 2025. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.
- A total number of 24,985 employees are going to retire in the next 15 months with further details shown in the pie-chart as under:



2.5 Digitization of Pension Sanction and Payment Tracking System: Bhavishya (contd.)

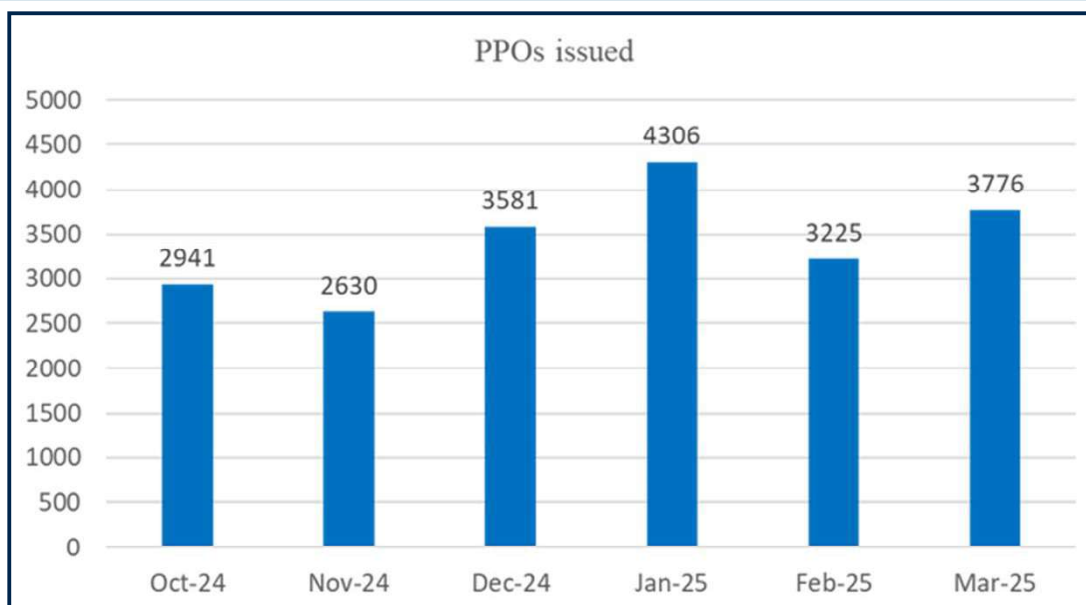


Total number of retiring central government officials (month-wise)



Total number of Family Pension Cases (in-service death) processed through Bhavishya (month-wise)

2.6 Month-wise status of PPOs Issued



- Total 3,776 PPOs were issued in the month of March, 2025.
- Average time taken to issue a PPO stood at 60 days in the Month of March, 2025.
- Bhavishya system has been issuing more than 3000 e-PPOs each month.

2.7 Integration of Bhavishya with Digi Locker

- As a technological leap, Bhavishya was upgraded to create a permanent record of e-PPO in Digi Locker of pensioners to promote 'Ease of Living' for the pensioners.
- As on 31.03.2025, 7421 retirees have pushed their E-PPOs in Digi Locker.

2.8 Rajya Sabha Unstarred PQ Dy. No. 2363 and 2367 for 20.03.2025

- DoPPW answered 02 Rajya Sabha Unstarred Parliament Question Dy No. 2363 and 2367 for 20.03.2025 regarding implementation of technology driven pension disbursement services and Digitalization of pension processing and Direct Benefit Transfers

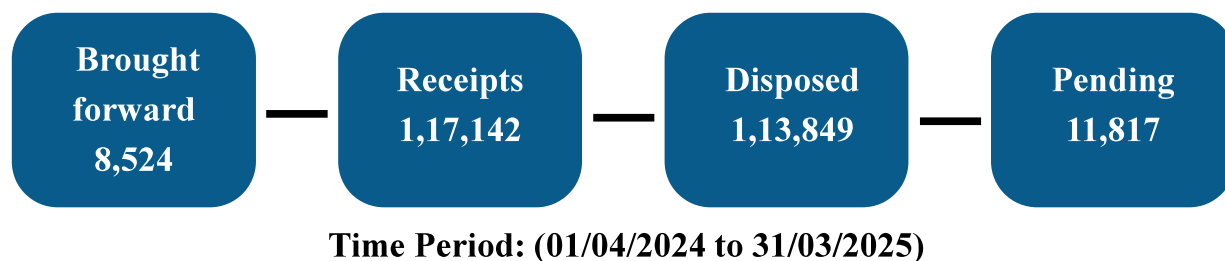
2.9 Success Stories: Bhavishya (FY 2024-25)

- Timely credit of 1st installment of Pension and issue of PPO before date of retirement

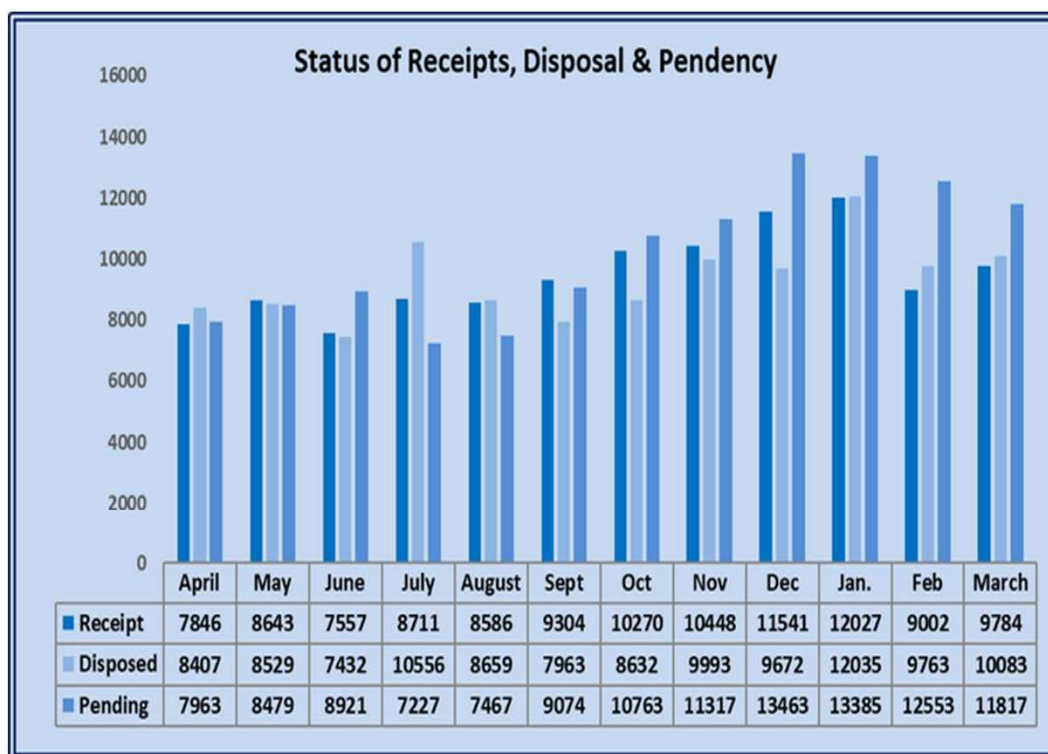
S. No	Name	Post	Date of Retirement (DoR)	Pension Application Submitted on	PPO Issued on	Date of credit of 1 st Pension	No of days PPO issued before DoR
1	Mr. Zulfiqar Hasan	Director General (Level:17)	31.10.2024	11.07.2024	06.08.2024	27.11.2024	95
2	Mr. Aditya Kumar Ghosh	Director (Level: 3)	31.12.2024	12.11.2024	06.12.2024	28.01.2025	25
3	Mr. Chander Singh	Deputy Director (OL) (Level:11)	30.11.2024	13.08.2024	22.11.2024	31.12.2024	8
4	Mr. Parsuram Paswan	Senior Secretariat Assistant (Level:7)	31.01.2025	19.11.2024	29.11.2024	24.02.2025	63
5	Mr. Sita Ram Pandey	Junior Secretariat Assistant (Level:3)	30.12.2024	12.09.2024	12.12.2024	28.01.2025	18

3. REVIEW OF STATUS OF GRIEVANCES

3.1 Overview



3.2 Month-wise status of Grievances

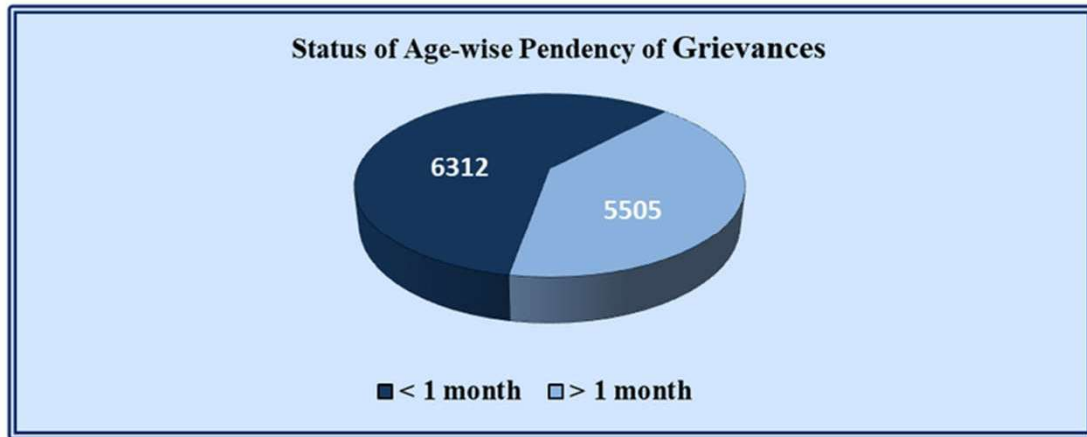


(Time Period: 01/04/2024 to 31/03/2025)

- 9,784 grievances were received in March, 2025 with maximum grievances from PCDA (P) Prayagraj.
- For the 15th month in a row, the number of pension grievances redressed per month has crossed the mark of 7,000.

4. AGE-WISE STATUS OF GRIEVANCES ON CPENGRAMS PORTAL

4.1 Pendency

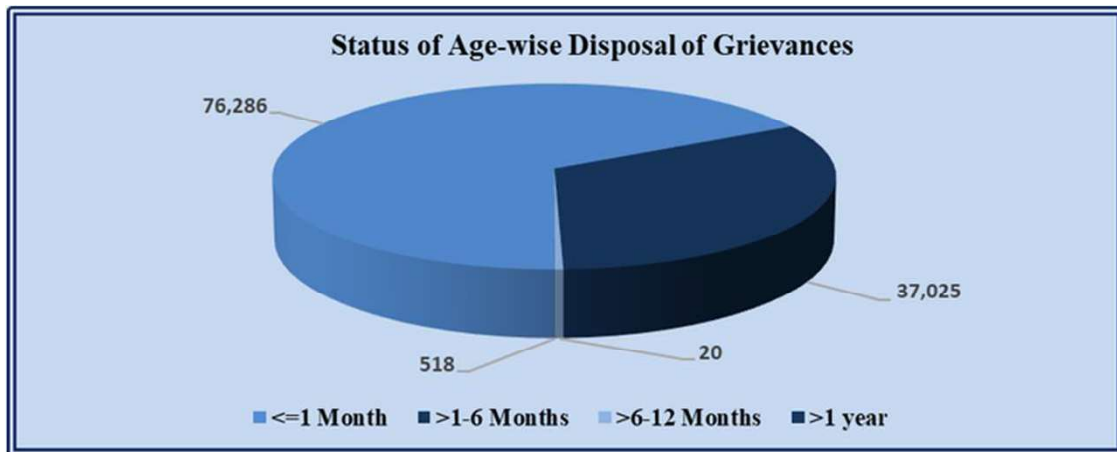


(Time Period: 01/04/2024 to 31/03/2025)

- Total pending cases are 11,817 with 5,505 cases pending for more than 30 days.
- Top 08 Ministries/Departments in terms of grievances pending for more than 30 days are as under:

<u>S.No</u>	<u>Name of Ministry/Department</u>	<u>Pending for > 30 days</u>
1.	PCDA(P) Prayagraj	4577
2.	Department of Ex Servicemen Welfare	458
3.	Ministry of Home Affairs	227
4.	Department of Defence Finance	70
5.	Ministry of Railways (Railway Board)	27
6.	Employee Provident Fund Organization (Head office)	25
7.	Central Board of Direct Taxes (Income Tax)	17
8.	O/o Controller General of Accounts	11

4.2 Disposal



(Time Period: 01/04/2024 to 31/03/2025)

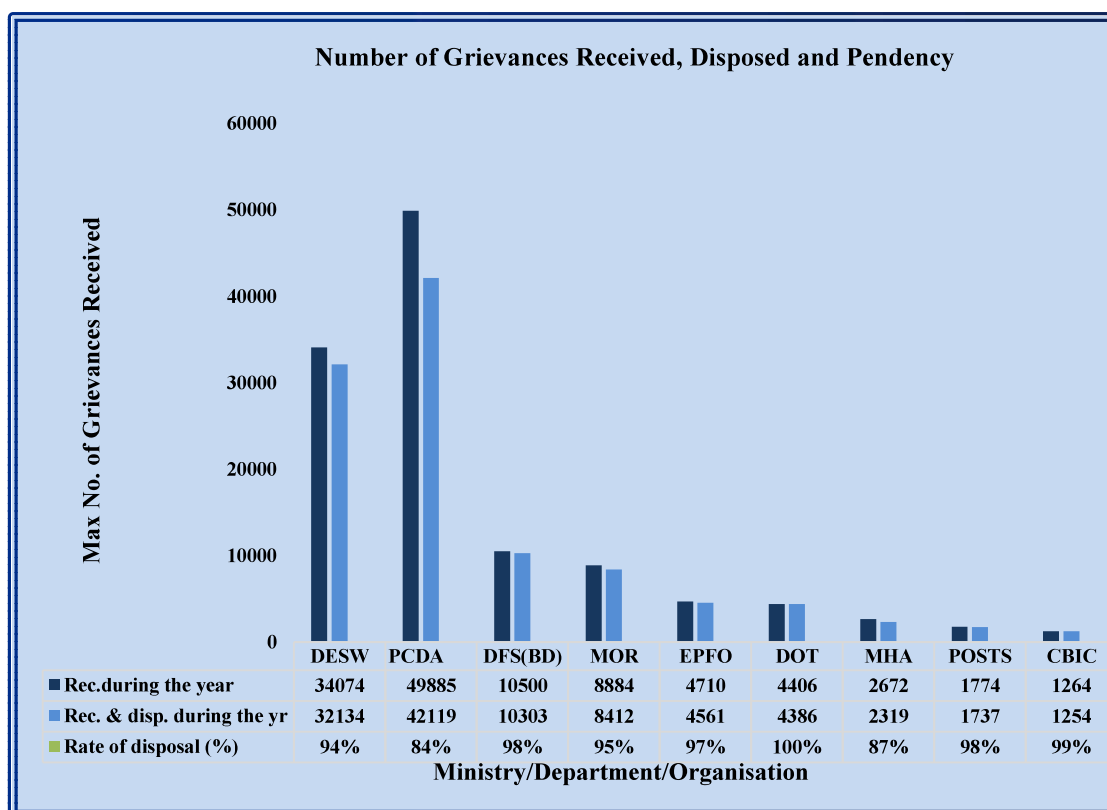
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.04.2023 to 31.03.2024, 85,528 cases were redressed through the portal while this figure has reached 1,13,849 in the period spanning from 01.04.2024 to 31.03.2025. The active coordination with Ministries/Departments and monitoring by DOPPW has strengthened the capacity of redressal of the grievances filed on CPENGRAMS Portal.
- Performance of top 08 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	99.69 %
2.	Employees provident Fund Organization (Head Office)	94.62 %
3.	Ministry of Railways (Railway Board)	94.03 %
4.	Department of Posts	93.92 %
5.	Department of Financial Services (BD)	93.69 %
6.	Department of Ex Servicemen Welfare	70.97 %
7.	Ministry of Labour & Employment	70.51 %
8.	Ministry of Home Affairs	56.29 %

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

5. PERFORMANCE OF MINISTRIES/DEPARTMENTS/ORGANISATIONS

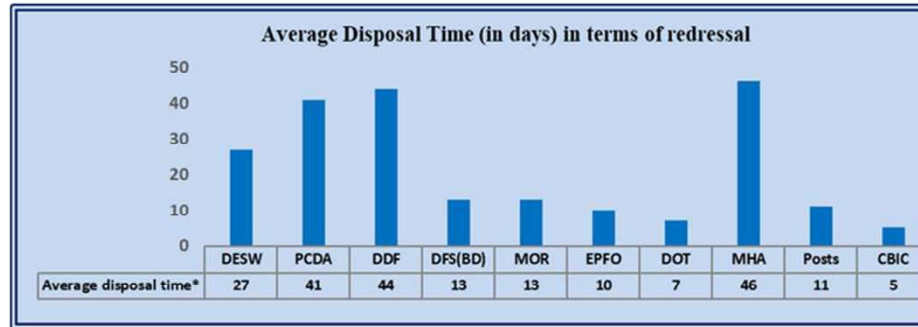
5.1 Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/04/2024 to 31/03/2025)

- Out of top 9 Ministries/Departments/Organisations, bulk of the cases are received in top 4 with an annual average of 25,836 cases whereas remaining 5 are having average of 3,907 cases.
- Department of Telecommunication (DoT) has the highest rate of disposal (100%).
- The rate of disposal is lower in case of MHA (87%) due to long pendency in BSF while, in case of PCDA, it is primarily due to marked increase in the number of grievances due to OROP-3 since September, 2024.

5.2 Average redressal Time



(Time Period: 01/04/2024 to 31/03/2025)

*Excluding pending days with DoPPW

- The average disposal time is 28.95 days (excluding pending with DoPPW) in March, 2025.
- Average disposal time is significantly higher in respect of the grievances pertaining to Ministry of Home Affairs, Department of Defence Finance and PCDA(P) Prayagraj.

5.3 Source-wise grievances received



(Time Period: 01/03/2025 to 31/03/2025)

- 85.64 % grievances are received are registered directly through the website while remaining 14.36 % 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.

6. APPEAL DASHBOARD

6.1 Overview

Brought
Forward
1,287

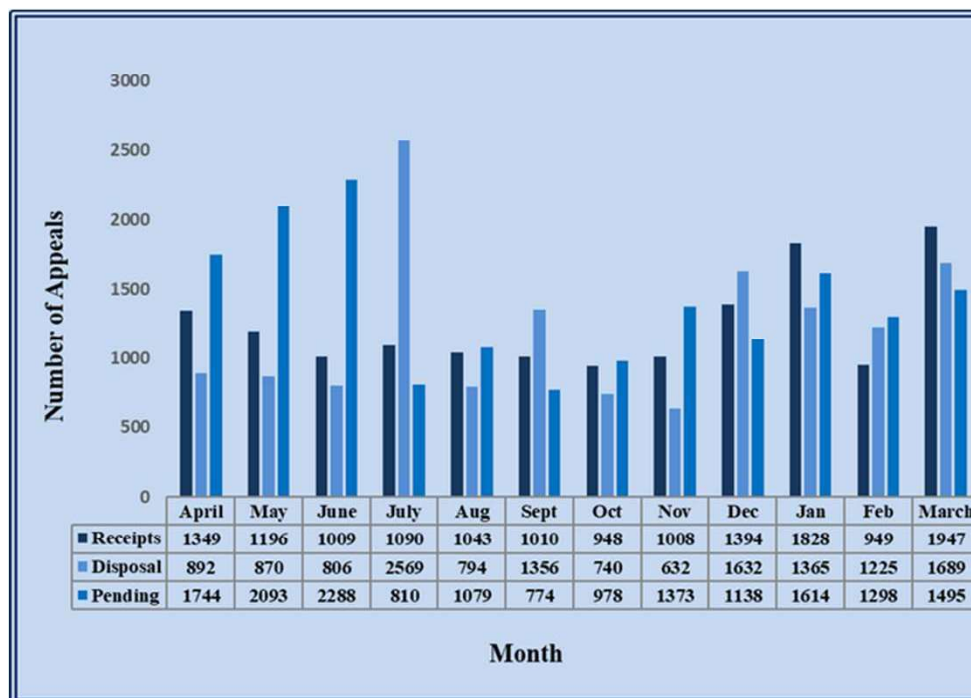
Receipts
15,116

Disposed
14,908

Pending
1,495

(Time Period : 01/04/2024 to 31/03/2025)

6.2 Month-wise status of Appeals



(Time Period: 01/04/2024 to 31/03/2025)

- In the last one year, 15,116 appeals have been filed against total disposal of 1,13,849 grievances in the same time. The rate of appeal is 13.3 % of the total disposed grievances.

The number of pending Appeals is 1,495 at the end of March, 2025.

•

7.1 Name : Ms. Shakuntla Devi

Grant of family pension and payment of arrears amounting to Rs. 21.57 lakh to the unmarried daughter pending since 2011.



Sh. Somit Joshi, IG (Admin), SSB presenting the case before Hon'ble MOS(PP)

Ms. Shakuntla Devi, unmarried daughter of late Sh. Gian Singh, Ex-DFO, SSB, was finding it difficult to make both her ends meet due to bleak financial condition after the death of her mother in 2011. Subsequently, after many years, she came to know about her eligibility for the family pension.

But at the same time, it was also revealed that her name was not included as a 'family member' in the PPO. She then approached SSB for sanctioning of her family pension. However, being an old case and deficiency in the requisite documents prolonged her wait for her rightful dues. Meanwhile, onset of pandemic in 2020 further added to her woes. Ms. Shakuntla Devi then registered a grievance (**DOPPW/E/2024/0063539**) on CPENGRAMS portal. However, the case was getting delayed due to administrative and documents related issues.

A ray of hope emerged when her case was shortlisted for deliberation during Pension Adalat. Regular follow up was done and during proceedings of Pension Adalat, Hon'ble MOS(PP) asked about the status of this long pending grievance affecting an unmarried daughter. SSB explained the facts of the case and updated the status of redressal process. It was informed that it is in the final stage of redressal. Hon'ble MOS(PP) directed to redress the case on priority. After the pension Adalat, DoPPW convened a physical meeting with SSB and emphasized upon the expeditious redressal of her grievance. Finally, with the payment of arrear of Rs. 21.57 lakh, her grievance was redressed.

Redressal of her grievance through Pension Adalat, which was entangled in the procedures, emphasizes the significance of this alternate redressal mechanism.

7.2 Name: Ms. Gayatri Devi

Grant of family pension and payment of arrears amounting to Rs. 10 .1 lakhs to unmarried and divyang 69 years old daughter pending since 2017



Ms. Gayatri Devi joined Pension Adalat through VC with the help of her neighbour, Ms. Reenu Kumari, working with HP Government

An unmarried and divyang daughter of SSB personnel, Ms. Gayatri Devi, aged 69, was facing tough situation in life as the family pension, for which she was entitled, could not be started after the death of her mother in December, 2017. It happened as her name was not included in the PPO.

Left alone by her siblings to her fate aggravated the situation. At this crucial moment, her neighbor, Ms. Reenu Kumari,, came to her rescue and filed a grievance (**DOPPW/P/2024/0001813**) on her behalf on CPENGRAMS Portal.

Selection of her case in the Pension Adalat proved to be the turning point in the case and during proceedings, she presented her case before Hon'ble MOS(PP) through VC with the help of her neighbor.. He was then informed by SSB that her case was in advanced stage. Hon'ble MOS(PP) directed the concerned organisation to be more sensitive towards the cases affecting family pensioners

Thereafter, the matter was constantly followed up by DoPPW with SSB, PAO and CPAO. Finally, pension arrears, pending from December, 2017 to February, 2025, amounting to around Rs. 10.1 lakh were paid to her.

Her case is a testament of selfless service to the humanity as a neighbour, in place of relatives, helped the one who was living a destitute life. Also, an alternate mechanism of grievance redressal i.e. Pension Adalat presided by Hon'ble MOS (PP) once again proved its utility and significance in redressal of this long pending grievance.

7.3 Name: Ms. Sunhari Devi

Revision of family pension and payment of arrears amounting to Rs. 3.71 lakhs, pending since 2019.



Ms. Sunahri Devi presented her case Pension Adalat before Hon'ble MOS(PP)

Ms. Sunhari Devi, spouse of late Sh. Krishna Kumar, HC/GD, CRPF was eligible for 100% family pension after all the children from the first wife of late Sh. Krishna Kumar, attained the age of 25 yrs in 2019. She filed her grievance on various forums, but it was taking time. She was living with her mother with meagre resources in a small village of Haryana.

Meanwhile, she opted CPENGRAMS portal and filed her grievance **(DOPPW/E/2024/0064710)**.

Her case was picked up for consideration in Pension Adalat. DOPPW regularly followed her case and CRPF also scaled up the efforts to resolve the case. During the Pension Adalat, she presented her case before Hon'ble MOS(PP) who patiently heard her case. SSB informed that redressal process was in the advanced stage. Hon'ble MOS(PP), after hearing both sides, emphasized upon the need of adoption of more humane approach towards long pending cases. After Pension Adalat, follow up meeting was again conducted by DOPPW. Finally, her grievance was successfully redressed and due arrears amounting to Rs.3.71 Lakh were paid to her in March, 2025.

Hence, again in her case, Pension Adalat has acted as a catalyst in the redressal of long pending grievances. Also, it has reinforced the faith of less privileged in the governance.

7.4 Name: Ms. Bimla Devi

Sanction of monthly family pension and payment of arrears amounting to Rs. 6.45 lakh to the spouse after 05 years of husband's death



Shri Nishith Kumar, Commandant CRPF presented the status of the case before Hon'ble MOS(PP)

Ms. Bimla Devi is the family pensioner of CRPF, who was waiting for starting of family pension after the death of her husband in December, 2020. Incongruity in the documents submitted by her and remote location of her in a village in Kangra, HP were impeding the sanction process.

Registration of her case (**DOPPW/E/2024/0063340**) on the CPENGRAMS portal, followed by inclusion of her case for Pension Adalat provided due emphasis to her case.

During the Pension Adalat, it was informed to Hon'ble MOS(PP) by CRPF that the redressal process was in advanced stage. Subsequent to this, special efforts by DoPPW to resolve the case ensued and constant follow up was done with the stakeholders.

Later on, arrears from December, 2020, amounting to Rs. 6.45 lakh, were paid to her and her monthly family pension was started.

Hence, Pension Adalat has proved boon for the aggrieved spouse of paramilitary personnel.

7.5 Name: Sh. Shailendra Yadav

Payment of Commuted Value of Pension (CVP), amounting to Rs.12.59 lakh, after 1 year of retirement

Sh. Shailendra Yadav, Ex Sepoy, Indian Army retired on 28.02.2024. Although Sh. Yadav applied for commutation of pension on his superannuation, however, despite the issuance of the corrigendum PPO in September 2024, the Commuted Value of Pension (CVP) was not disbursed to him.

As process was taking time, he lodged multiple complaints across various platforms, yet received no resolution. Finally, he filed a grievance (**DOPPW/E/2025/0007249**) on the CPENGRAMS portal.

The case was actively followed up by the DoPPW and flagged for early resolution. Due to the sustained efforts and active coordination with the Department by the DoPPW, Commuted Value of Pension (CVP) of Sh. Shailendra Yadav, amounting to Rs. 12.59 lakh has been paid to him after 1 year of his retirement.

7.6 Name:- Ms. Nathi Devi

Revision of family pension from 01.01.2006 to 31.07.2023 as per PCDA Circulars, and payment of arrears amounting to Rs. 4.89 lakhs.

Ms. Nathi Devi is the spouse of Late Sh. Shri Ram, Ex Sepoy, Indian Army, who passed away in year 2017. The family pension of Ms. Nathi Devi was not revised w.e.f. 01.01.2006 as per PCDA circular no. 568, 555 and 570.

Ultimately, she filed a grievance on the CPENGRAMS Portal (**DOPPW/E/2024/0083750**). Her grievance was actively pursued and regular reminders were sent to the Ministry of Defence for early resolution.

Through persistent efforts of DoPPW, the case has been successfully resolved. Her family pension has been revised, effective from 1st January 2006 and the arrears amounting to Rs. 4.89 lakh have been credited to her bank account. This financial support not only secures her rightful dues but also enables her to live dignified life in society.

7.7 Name: Shri Hardip Singh

Payment of disability pension arrears from 01.01.2006 to 30.06.2019 amounting to Rs. 2.80 lakh, pending since 01.07.2019

Shri Hardip Singh, an Ex-Havildar in the Indian Army, retired on 30th May 1998. Along with his service pension, a disability pension was also sanctioned to him. However, his disability pension was due for revision, increasing from 20% to 50%, as per the entitlement.

Unfortunately, despite this revision being mandated, his pension was not revised due to non-submission of NPC after migration of pension cases to SPARSH. The delay was causing inconvenience for Shri Hardip Singh, who continued to await the correction of his pension details and the payment of the pending arrears.

Finally, Sh. Singh filed a grievance (**DOPPW/P/2024/0012404**) on the CPENGRAMS Portal.

His case actively taken up with PCDA, Prayagraj. As a result of which, disability pension arrears of Sh. Hardip Singh, amounting to Rs. 2.80 lakh have been paid to him after 6 years, bringing both emotional and financial support to him.

7.8 Name: Ms. Nar Devi

Sanction of family pension and payment of arrears amounting to Rs. 6.75 lakhs to spouse after 34 months of husband's death.

Ms. Nar Devi, spouse of Late Sh. Bhagwati Ram, Ex Havildar, Indian Arm was eligible for family pension after the death of her husband on 16.04.2022. Unfortunately it was not started as her name was not included in the PPO. For this, she represented on various forums but to no avail.

Subsequently, she filed a grievance on the CPENGRAMS Portal (**DOPPW/P/2024/0008295**). Her grievance was actively pursued in active coordination with Ministry of Defence for early resolution.

These efforts have led to successful resolution of the case. Her family pension has been started w.e.f. 17.04.2022 and arrears amounting to Rs. 6.75 lakh have been credited to her bank account. This financial assistance ensures that she would live life with dignity in the society.

8. TESTIMONIALS

1. Shri Bahadur Singh Ranga (DOPPW/E/2025/0005815), a pensioner from Indian Air Force, graded his experience after getting correct rate of X group pension and updation of PPO.

“Dear sir, I am very much thankful to you for resolving my problem. It was a matter of great concern for me. Your act of kindness has relieved me from financial hardship. Thanks a lot sir.”

2. Shri Prabhat Bhushan Verma (DOPPW/E/2025/0000194), a pensioner from Indian Air Force, expressed his gratitude after getting arrears of Disability pension.

“Sir, I am very grateful to you and will remain grateful to you forever. I received arrears. Thanks a lot Sir.”

3. Shri Lajjaram Rajput (DOPPW/E/2025/0000130), a pensioner from Indian Air Force, expressed his gratitude after getting revised pension and OROP-III arrear.

“This portal is very good, doing very well. Thanks for solving my problems.”

4. Shri Avtar Singh Chahil (DOPPW/E/2024/0094207), a pensioner from Indian Air Force, conveyed his gratitude after revision of his pension and payment of arrears.

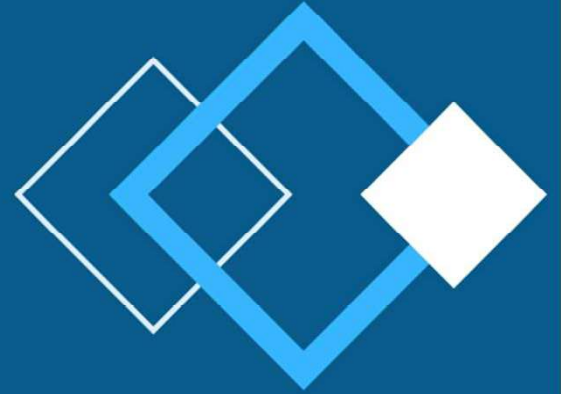
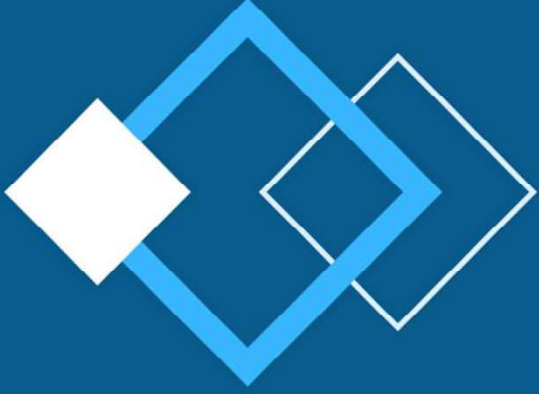
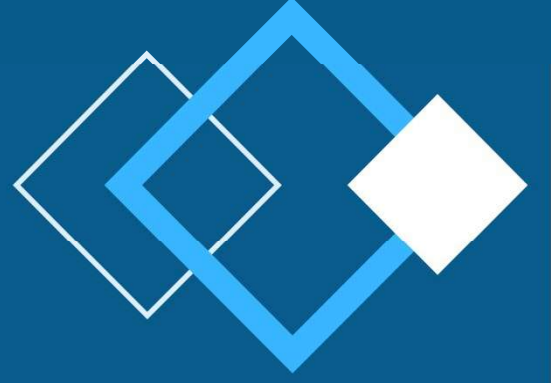
“R/Sir we are highly satisfied with the action taken and solution provided by the CPGRAMS. We are Highly appreciate the Very effective and quick action taken by CPGRAMS. Once Again Lots of Thanks & Regards.”

**Ministries/Departments–PPOs not issued for
Superannuation cases**

S.NO.	MINISTRIES	TOTAL
1	Ministry of Home Affairs	945
2	Union territories of India	454
3	Ministry of Finance	200
4	Ministry of Information & Broadcasting	179
5	Ministry of Housing and Urban Affairs	100
6	Ministry of Health & Family Welfare	52
7	Ministry of Culture	39
8	Comptroller and Auditor General	31
9	Department of Atomic Energy	23
10	Ministry of Jal Shakti	29
11	Ministry of Personnel, Public Grievances & Pensions	12
12	Ministry of Commerce and Industry	11
13	Ministry of Agriculture and Farmers Welfare	7
14	Ministry of Environment, Forest and Climate Change	7
15	Ministry of Mines	6
16	Department of Space	6
17	Ministry of External Affairs	5
18	Ministry of Labour & Employment	5
19	Ministry of Earth Sciences	5
20	Ministry of Statistics & Programme Implementation	4
21	Ministry of Fisheries, Animal Husbandry and Dairying	4
22	Ministry of Micro, Small and Medium Enterprises	3
23	Ministry of Skill Development and Entrepreneurship	3
24	Ministry of Textiles	2
25	Ministry of Science & Technology	2
26	Ministry of Tourism	2
27	Ministry of Electronics & Information Technology	2
28	Ministry of Ports, Shipping and Waterways	2
29	Ministry of Corporate Affairs	2
30	Ministry of Civil Aviation	2
31	Ministry of Law & Justice	2
32	NITI Aayog	1
33	Ministry of Rural Development	1
34	Ministry of Communications	1
Grand Total		2,189

**Ministries/Departments–PPOs not issued for
Voluntary Retirement cases**

S.NO.	MINISTRIES	TOTAL
1	Ministry of Home Affairs	2066
2	Ministry of Finance	95
3	Union territories of India	63
4	Ministry of Personnel, Public Grievances & Pensions	17
5	Ministry of Information & Broadcasting	24
6	Ministry of Housing and Urban Affairs	5
7	Ministry of Science & Technology	3
8	Ministry of Health & Family Welfare	3
9	Department of Atomic Energy	3
10	Ministry of Culture	2
11	Comptroller and Auditor General	2
12	Ministry of Mines	1
13	Ministry of Corporate Affairs	1
14	Ministry of Fisheries, Animal Husbandry and Dairying	1
15	Ministry of Ports, Shipping and Waterways	1
16	Ministry of Earth Sciences	1
17	NITI Aayog	1
18	Ministry of Jal Shakti	1
19	Ministry of Agriculture and Farmers Welfare	1
20	Ministry of Labour & Employment	1
	Grand Total	2341



भारत सरकार

GOVERNMENT OF INDIA

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS

पेंशन एवं पेंशनभोगी कल्याण विभाग

DEPARTMENT OF PENSION & PENSIONERS' WELFARE

पता - तीसरा तल, लोक नायक भवन, खान मार्केट, नई दिल्ली - 110003

Address - 3rd Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110003

www.pensionersportal.gov.in