

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: June 5, 2023

Dear Secretary,

I am enclosing the Monthly Progress Report for May, 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 May, 2023, 5742 Pensioners' related Grievance cases and 958 PPO's are pending in Ministries/ Departments.

May I request you to kindly advise the concerned Nodal Officers to ensure timely redressal of pending pensioners' grievances and the cases where PPO's have not been issued.

With best regards,

Yours sincerely,

(V. Srinivas)

Encl: As above

All Secretaries to Government of India



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सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

Department of Pension and Pensioners' Welfare

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

MAY 2023

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1. INTRODUCTION

The Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) is an online web-enabled grievance redressal module of the Department of Pension & Pensioners' Welfare on which Central Government Pensioner can file their grievances. In addition, grievances are also received in this Department through post, through a dedicated (toll free) Call Centre (1800-11-1960), PMO, DARPG & CPENGRAMS. Monitoring of Pension related grievances is done by the Department as part of its mandate for promoting Pensioners' Welfare.

The Pension processing and sanction of employees is done by line Ministries and therefore all grievances pertaining to a Pensioner are to be addressed by the concerned Ministries themselves. Grievances received by the Department are all electronically processed on CPENGRAMS and forwarded to the Ministries with an outer timeline of 30 days vide DARPG OM No.S-15/21/2021-O/o DS(PG)-DARPG (7085) Dated- 27.07.2022

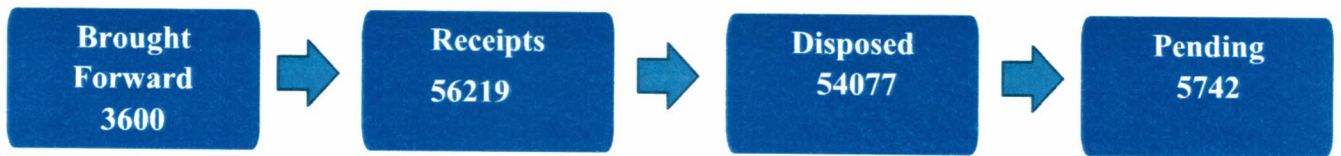
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

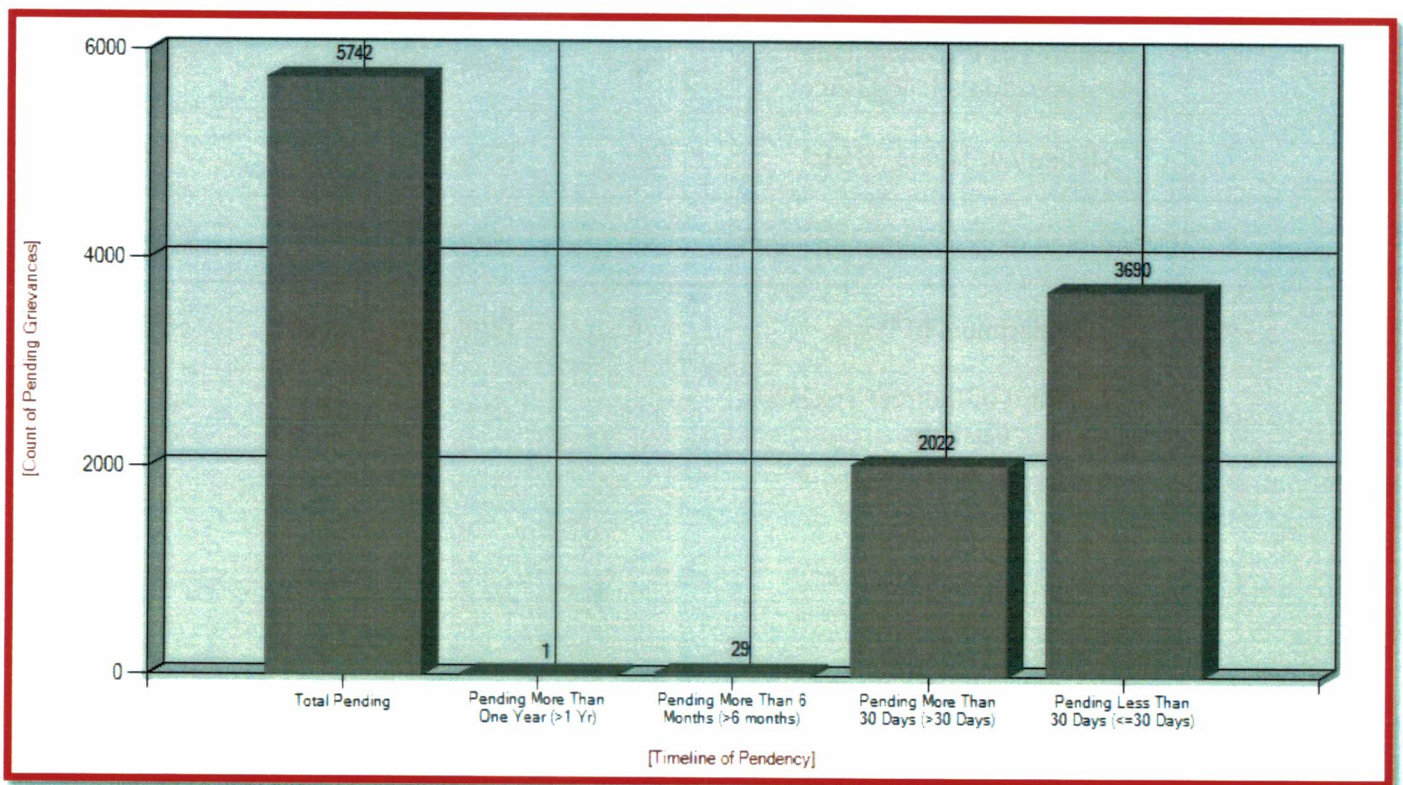
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/06/2022 to 31/05/2023)

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: 01/06/2022 to 31/05/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	PR. CDA PENSION ALLAHABAD	497	10831	11328	9448	1880
2.	Department of Defence Finance	1044	9213	10257	9362	895
3.	Department of Financial Services (Banking Division)	509	9735	10244	9616	628
4.	Ministry of Railways (Railway Board)	316	8335	8651	8374	277
5.	Department of Ex Servicemen Welfare	77	7755	7832	6516	1316
6.	Employees Provident Fund Organisation (Head Office)	72	3858	3930	3810	120
7.	Ministry of Home Affairs	241	1746	1987	1710	277
8.	Department of Telecommunications	82	1478	1560	1524	36
9.	Department of Posts	76	1468	1544	1488	56
10.	Central Board of Indirect Taxes and Customs	115	627	742	721	21

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)	509	9735	10244	9616	628
2.	PR. CDA PENSION ALLAHABAD	497	10831	11328	9448	1880
3.	Department of Defence Finance	1044	9213	10257	9362	895
4.	Ministry of Railways (Railway Board)	316	8335	8651	8374	277
5.	Department of Ex Servicemen Welfare	77	7755	7832	6516	1316
6.	Employees Provident Fund Organisation (Head Office)	72	3858	3930	3810	120
7.	Ministry of Home Affairs	241	1746	1987	1710	277
8.	Department of Telecommunications	82	1478	1560	1524	36
9.	Department of Posts	76	1468	1544	1488	56
10.	Central Board of Indirect Taxes and Customs	115	627	742	721	21

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	497	10831	11328	9448	1880
2.	Department of Ex Servicemen Welfare	77	7755	7832	6516	1316
3.	Department of Defence Finance	1044	9213	10257	9362	895
4.	Department of Financial Services (Banking Division)	509	9735	10244	9616	628
5.	Ministry of Home Affairs	241	1746	1987	1710	277
6.	Ministry of Railways (Railway Board)	316	8335	8651	8374	277
7.	Employees Provident Fund Organisation (Head Office)	72	3858	3930	3810	120
8.	O/o the Comptroller & Auditor General of India	38	524	562	483	79
9.	Department of Posts	76	1468	1544	1488	56
10.	Department of Telecommunications	82	1478	1560	1524	36

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	497	10831	11328	9448	1880	720
2.	Department of Defence Finance	1044	9213	10257	9362	895	396
3.	Department of Ex Servicemen Welfare	77	7755	7832	6516	1316	284
4.	Ministry of Home Affairs	241	1746	1987	1710	277	143
5.	Department of Financial Services (Banking Division)	509	9735	10244	9616	628	43
6.	O/o the Comptroller & Auditor General of India	38	524	562	483	79	23
7.	Ministry of Railways (Railway Board)	316	8335	8651	8374	277	20
8.	Department of Defence	20	579	599	572	27	16
9.	Central Board of Direct Taxes (Income Tax)	54	302	356	326	30	13
10.	Ministry of Civil Aviation	38	162	200	177	23	12

3.3. Top 10 Ministries/Departments Grievance Resolution Feedback

S.No.	Organisation.	Poor	Average	Good	Very Good	Excellent	Feedback Total
1.	PR. CDA PENSION ALLAHABAD	232 (47%)	48 (9%)	51 (10%)	61 (12%)	93 (19%)	485
2.	Department of Ex Servicemen Welfare	222 (48%)	39 (8%)	45 (9%)	42 (9%)	111 (24%)	459
3.	Department of Financial Services (Banking Division)	148 (45%)	33 (10%)	32 (9%)	36 (11%)	75 (23%)	324
4.	Ministry of Railways (Railway Board)	115 (46%)	19 (7%)	31 (12%)	38 (15%)	47 (18%)	250
5.	Employees Provident Fund Organisation (Head Office)	100 (50%)	17 (8%)	26 (13%)	18 (9%)	38 (19%)	199
6.	Department of Defence Finance	81 (41%)	14 (7%)	14 (7%)	27 (13%)	57 (29%)	193
7.	Department of Telecommunications	53 (65%)	5 (6%)	6 (7%)	9 (11%)	8 (9%)	81
8.	Ministry of Home Affairs	28 (43%)	6 (9%)	5 (7%)	8 (12%)	17 (26%)	64
9.	Department of Posts	33 (66%)	5 (10%)	5 (10%)	5 (10%)	2 (4%)	50
10.	Central Board of Indirect Taxes and Customs	15 (75%)	1 (5%)	1 (5%)	0 (0%)	3 (15%)	20

4. CATEGORY-WISE STATUS

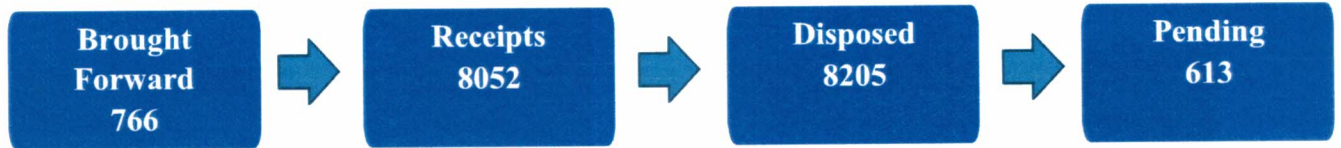
4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/06/2022 to 31/05/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1420	17451	18871	17314	1557
2.	Revision of pension/family pension/pension payment order	497	8690	9187	8119	1068
3.	Non-payment of arrear of pension and other retirement benefits	315	7019	7334	6421	913
4.	Other service related issues such as fixation of pay, MACP	250	3775	4025	3665	360
5.	Issues related to medical facilities	137	1839	1976	1826	150
6.	7th CPC Issues	82	1406	1488	1357	131
7.	Non-payment of DA/DR/merger of DA related issues	82	1313	1395	1274	121
8.	Extra ordinary Pension	35	565	600	550	50
9.	GPF/CPF	19	233	252	238	14
10.	New pension scheme	8	226	234	217	17
11.	Issues relating to qualifying service	6	224	230	202	28
12.	Extension of pension scheme to autonomous bodies/orgns	10	61	71	67	4
13.	Others	1333	19585	20918	18768	2150

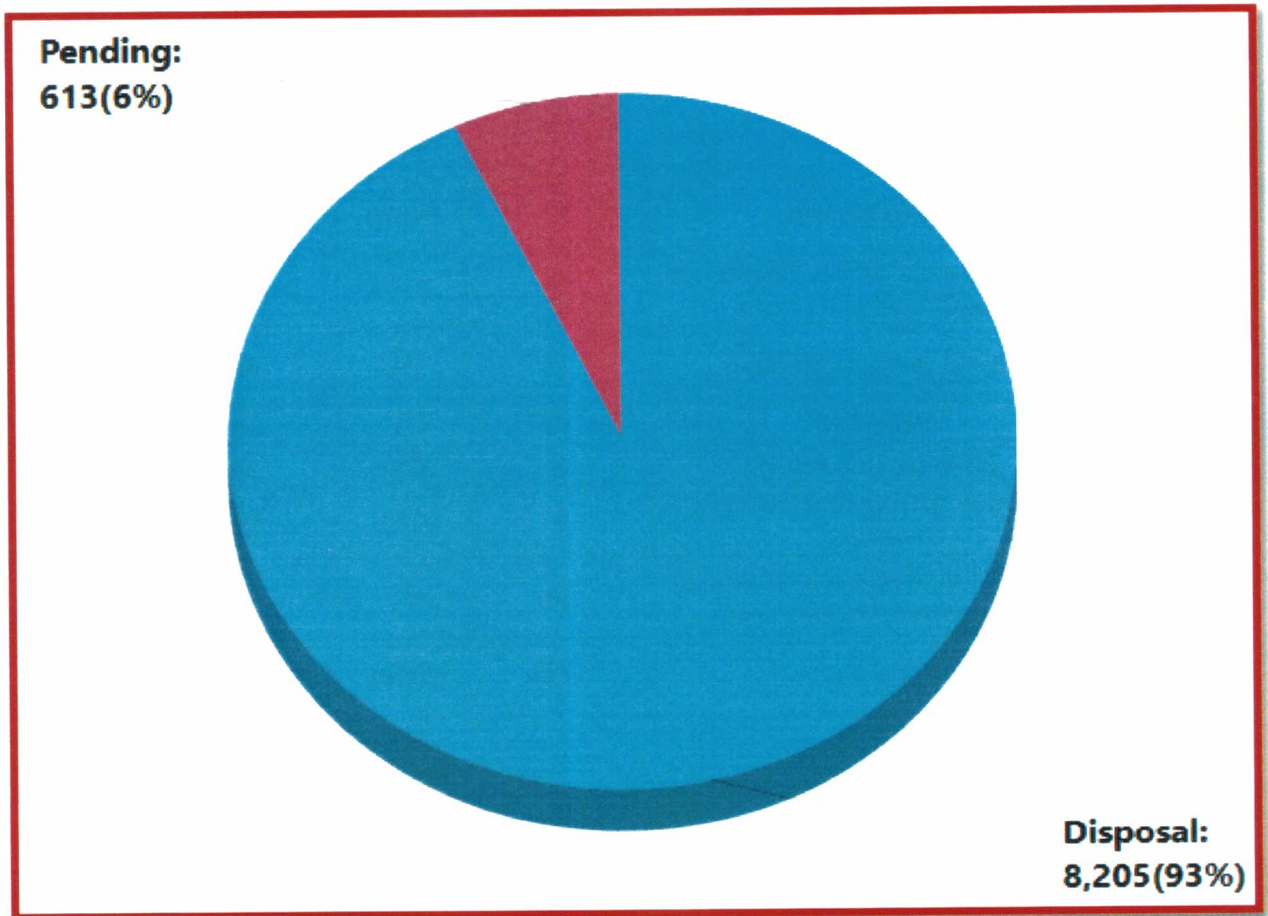
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/06/2022 to 31/05/2023)

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	329	1148	1477	1432	45
2.	Ministry of Railways (Railway Board)	65	1268	1333	1277	56
3.	Department of Financial Services (Banking Division)	42	1280	1322	1212	110
4.	Department of Ex Servicemen Welfare	43	1226	1269	1230	39
5.	Ministry of Labour and Employment	12	589	601	560	41
6.	Department of Telecommunications	5	477	482	472	10
7.	Central Board of Indirect Taxes and Customs	26	341	367	354	13
8.	Department of Pension and Pensioners Welfare	73	278	351	349	2
9.	Department of Posts	8	340	348	343	5
10.	Ministry of Home Affairs	13	262	275	237	38

1. 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
22197	15040	7157

Top Ten Ministries/Departments Cases Behind Schedule

(Time Period: 01/11/2022 to 30/04/2023)

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1545
2	Ministry of Finance	Department of Revenue	1163
3	Ministry of Housing and Urban Affairs		596
4	Ministry of Home Affairs	Department of Home	593
5	Ministry of Information & Broadcasting		528
6	Comptroller and Auditor General		442
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	270
8	Union territories of India	UT of Andaman and Nicobar	267
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	169
10	Department of Space		143
Total			5716

PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Nov 2022	44
2	Dec 2022	66
3	Jan 2023	116
4	Feb 2023	129
5	Mar 2023	219
6	Apr 2023	384
Total		958

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	180
2	Ministry of Home Affairs	Department of Home	174
3	Ministry of Information & Broadcasting		118
4	Ministry of Finance	Department of Revenue	112
5	Ministry of Housing and Urban Affairs		72
6	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	68
7	Union territories of India	UT of Andaman and Nicobar	68
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	23
9	Union territories of India	UT of Lakshadweep	20
10	Comptroller and Auditor General		14
11	Ministry of Culture		11
12	Ministry of Labour & Employment		8
13	Ministry of Textiles		7
14	Ministry of Corporate Affairs		7
15	Ministry of External Affairs		7
16	Ministry of Commerce and Industry	Department of Commerce	7
17	Ministry of Earth Sciences		6
18	Ministry of Skill Development and Entrepreneurship		6
19	Ministry of Home Affairs	Department of Justice	5
20	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	5
21	Ministry of Home Affairs	Department of Official Language	4
22	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	4
23	Ministry of Home Affairs	Central Police Organisation	4
24	Ministry of Statistics & Programme Implementation		4
25	Ministry of Mines		3
26	Ministry of Agriculture and	Department of Agriculture	3

S.No.	Ministry	Department	No. of PPOs Pending
	Farmers Welfare	and Farmers Welfare	
27	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	2
28	Ministry of Finance	Department of Economic Affairs	2
29	Ministry of Science & Technology	Department of Science and Technology	2
30	Department of Space		2
31	Ministry of Civil Aviation		1
32	Ministry of Electronics & Information Technology		1
33	Ministry of Environment, Forest and Climate Change		1
34	Ministry of Parliamentary Affairs		1
35	Ministry of Ports, Shipping and Waterways		1
36	Ministry of Women and Child Development		1
37	Ministry of Finance	Department of Public Enterprises	1
38	Ministry of Finance	Department of Financial Services	1
39	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Food & Public Distribution	1
40	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Consumer Affairs	1
Total			958

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

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