

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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Khan Market/ खान मार्केट,
नई दिल्ली - 110003/New Delhi-110003
दिनांक/Dated: 08.07.2024

OFFICE MEMORANDUM

विषय: मई-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 May, 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 May, 2024, 8479 Pension related Grievance cases and 883 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 पेंशनमोगी कल्याण विभाग
GOVERNMENT OF INDIA
DEPARTMENT OF PENSION & PENSIONERS' WELFARE

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Azadi Ka
Amrit Mahotsav



CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments

May 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 May, 2024, **8643 pension grievance cases were received** on the CPENGRAMS portal, **8529 pension grievance cases were redressed** and there exists a **pendency of 8479 pension grievance cases**, as of 31st May,2024.
- Department of Ex-Serviceman Welfare [4597 grievances], Department of Defence Finance [1646 grievances] and Ministry of Railways (Railway Board) [847 grievances] have received the maximum number of grievances in May, 2024.

2. Status of disposal and pendency of Pension GrievanceCases

- The pendency of the grievances has increased from 7963 to 8479 grievances.
- Out of 8529 redressed grievance cases, Department of Ex-Servicemen Welfare [3331 grievances], Department of Defence Finance [2137 grievances] and Ministry of Railways (Railway Board) [905 grievances] have the highest number of redressal.
- Out of the pendency of 8479 pension grievance cases, Department of Ex-Servicemen Welfare [4088 grievances], Department of Defence Finance [2451 grievances] and PCDA, Pension Allahabad [402 grievances] have the highest number of pending grievances.
- Department of Defence Finance [1158 grievances], Department of Ex-Servicemen Welfare [717 grievances] and PCDA, Pension Allahabad [281 grievances], have the highest number of grievances pending for more than 30 days.

3. Appeals

- In May, 2024, 1196 appeals were received and 870 appeals were disposed. There is a pendency of 2093 appeals at the end of May, 2024.
- Department of Defence Finance [352], Ministry of Railways [106] and Department of Financial Services (Banking Division) [78] have maximum disposal of appeals as on 31st May, 2024.

4. Integrated Grievance Cell and Call Centre

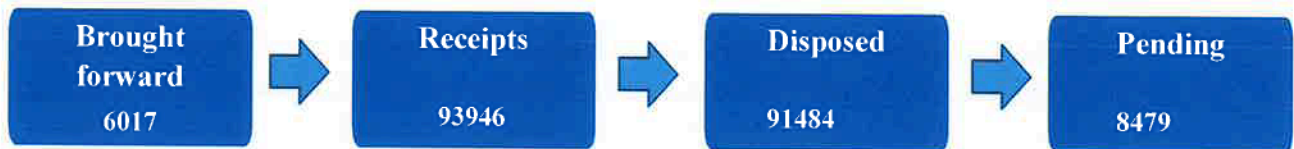
- During the month, 4,999 calls have been received and 736 grievances have been registered on the basis of information provided by the calling complainants. Further, 446 grievances have been filed based on the postal receipts. Also, 1754 reminders have been issued in the cases pending for more than 60 days through CPENGRAMS Portal.
- The Feedback Unit examined all 1,927 cases rated as 'Poor' on the CPENGRAMS Portal or as responded to the Feedback Call centre of DARPG in the month of March, 2024. It has been noticed that in the majority of these cases, summary disposal or pre-mature closure is the major reason for 'Poor' feedback.
- DOPPW is committed towards the speedy and qualitative redressal of grievances of Super-senior pensioners. In the month of May, 2024, 197 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, 160 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 stands at 883, at the end of May, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

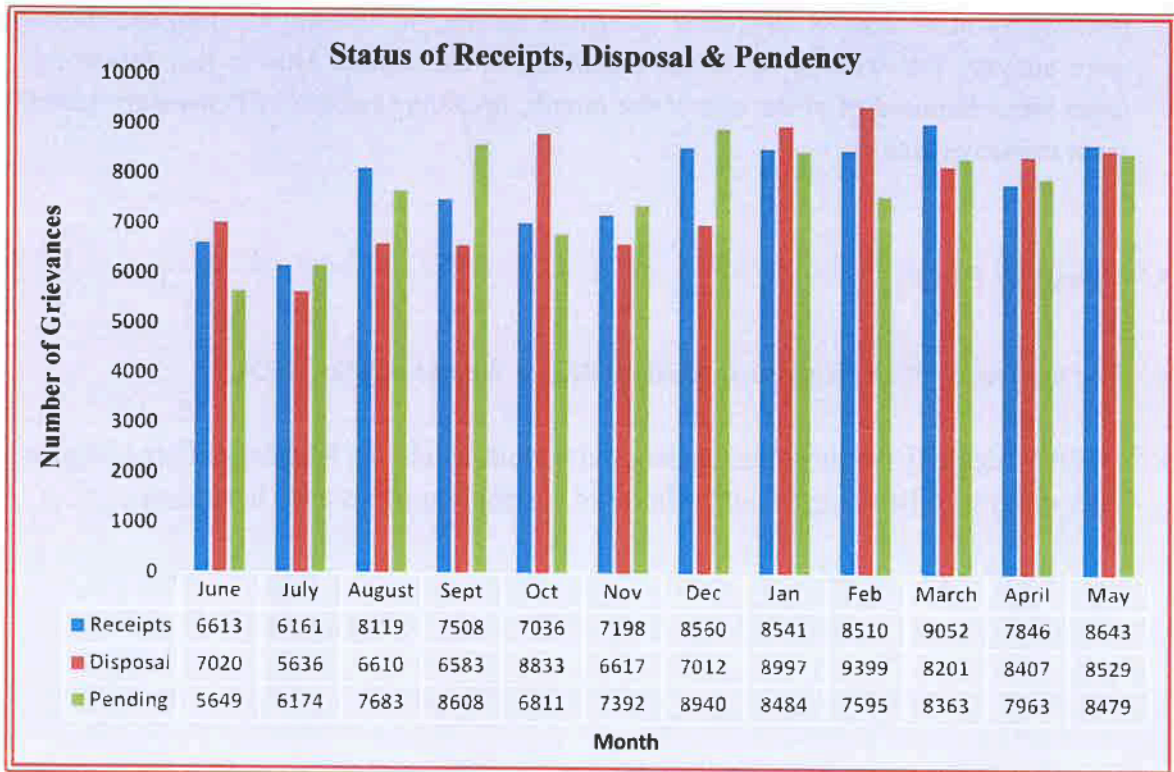
2. Review of Status of Grievances

2.1 Overview



(01/06/2023 to 31/05/2024)

2.2 Month-wise status of Grievances

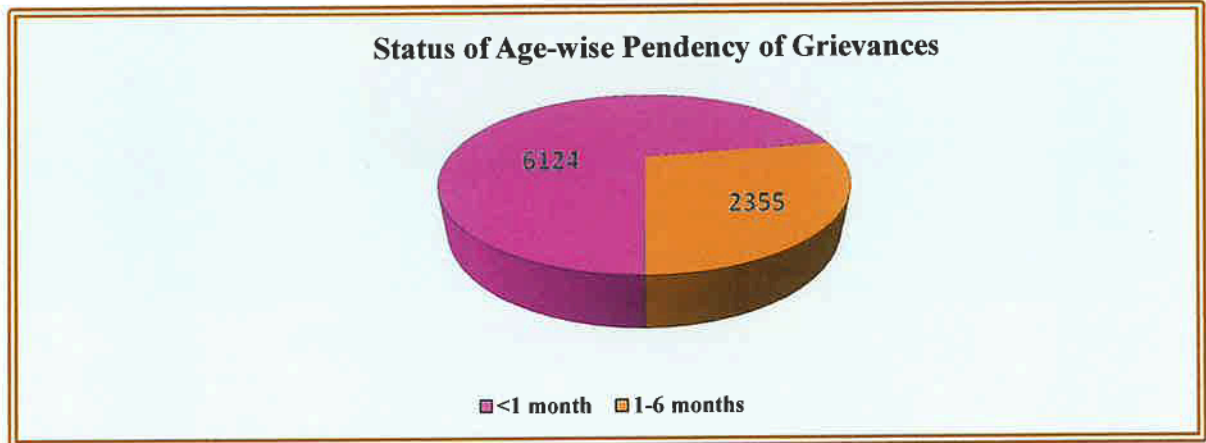


(Time Period: 01/06/2023 to 31/05/2024)

- 8643 grievances were received in May, 2024 with maximum grievances from Department of Ex-Servicemen Welfare.
- For the 6th month in a row, the number of pension grievances redressed per month has crossed the mark of 7000 with 8529 redressals in May, 2024.
- The rate of redressal [8529] is keeping pace with the receipts [8643] 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: 01/05/2024 to 31/05/2024)

- Total pending cases are 8479 with number of cases pending for more than 30 days is 2355.
- **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 Defence Finance	1158
2.	Department of Ex Servicemen Welfare	717
3.	PR. CDA Pension Allahabad	281
4.	Ministry of Home Affairs	141
5.	Department of Financial Services (Banking Division)	18
6.	Ministry of Railways (Railway Board)	14
7.	Central Board of Direct Taxes (Income Tax)	11
8.	Department of Personnel and Training	10
9.	Ministry of Civil Aviation	9
10.	Ministry of Culture	7

3.2. Disposal



(Time Period: 01/06/2023 to 31/05/2024)

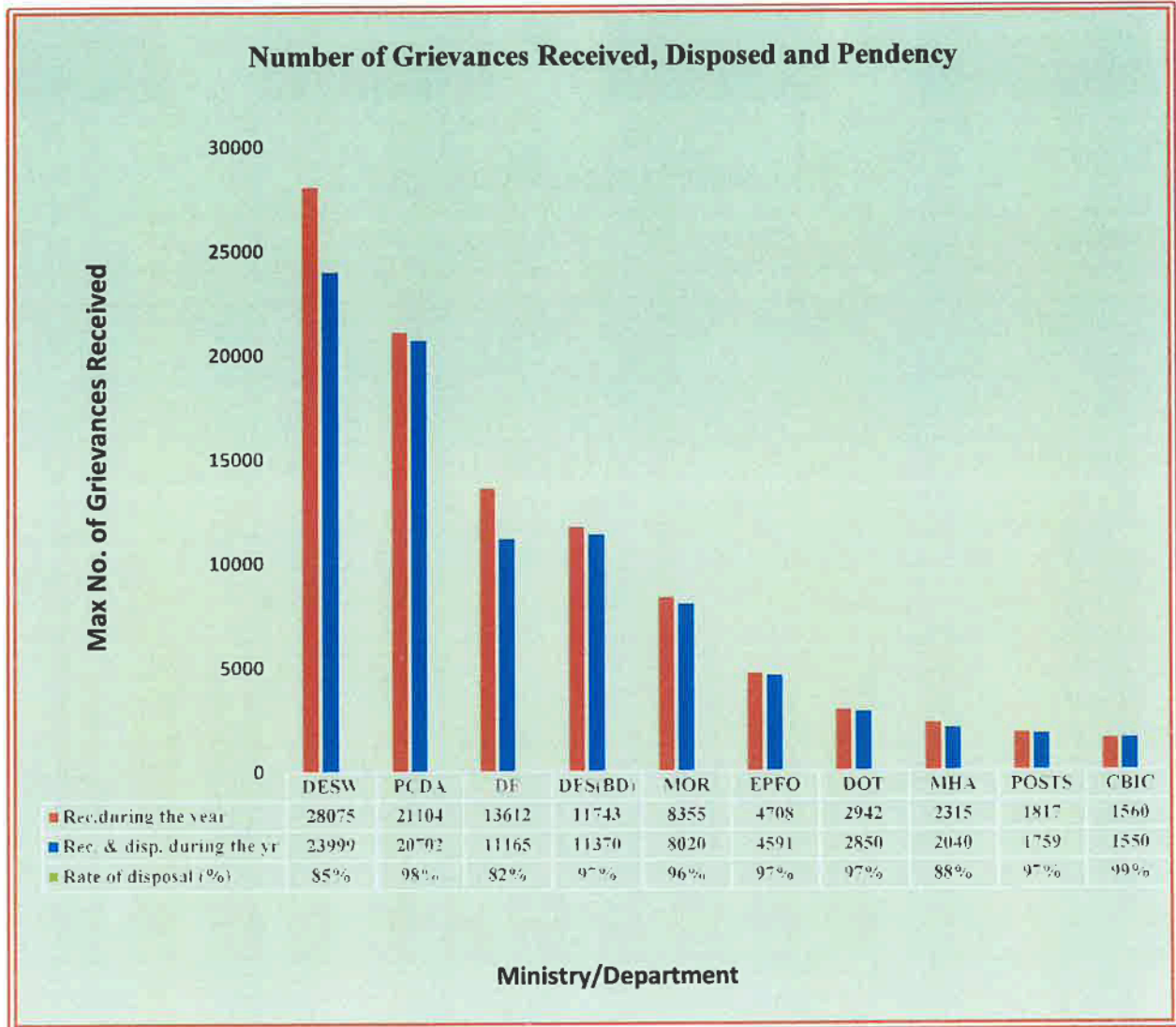
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.06.2022 to 31.05.2023, 54,594 cases were redressed through the portal while this figure has reached to 91,484 in the period from 01.06.2023 to 31.05.2024. The active interaction and monitoring by DOPPW has strengthened the capacity of redressals of the CPENGRAMS Portal.
- Performance of top 10 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	99.92 %
2.	Department of Defence	97.99 %
3.	Department of Posts	96.72 %
4.	Employees Provident Fund Organisation	96.67 %
5.	Ministry of Railways (Railway Board)	94.48 %
6.	Department of Financial Services (Banking Division)	93.13 %
7.	Department of Ex Servicemen Welfare	77.59 %
8.	PR. CDA Pension Allahabad	53.41 %
9.	Department of Defence Finance	47.92 %
10.	Ministry of Home Affairs	47.28 %

**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

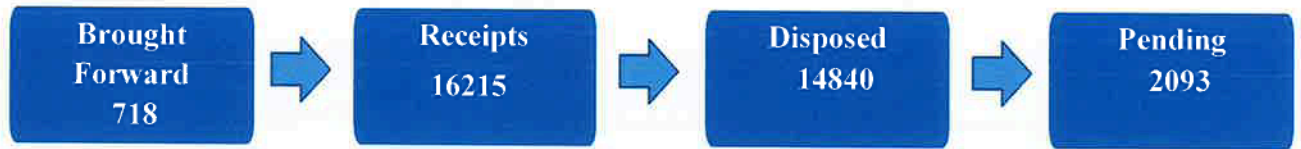


(Time Period: 01/06/2023 to 31/05/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 16,578 cases whereas, other remaining 5 are having average of 2,668 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) (97%) Ministry of Railways (96%) and Ministry of Defence with rate of redressal of 85%.

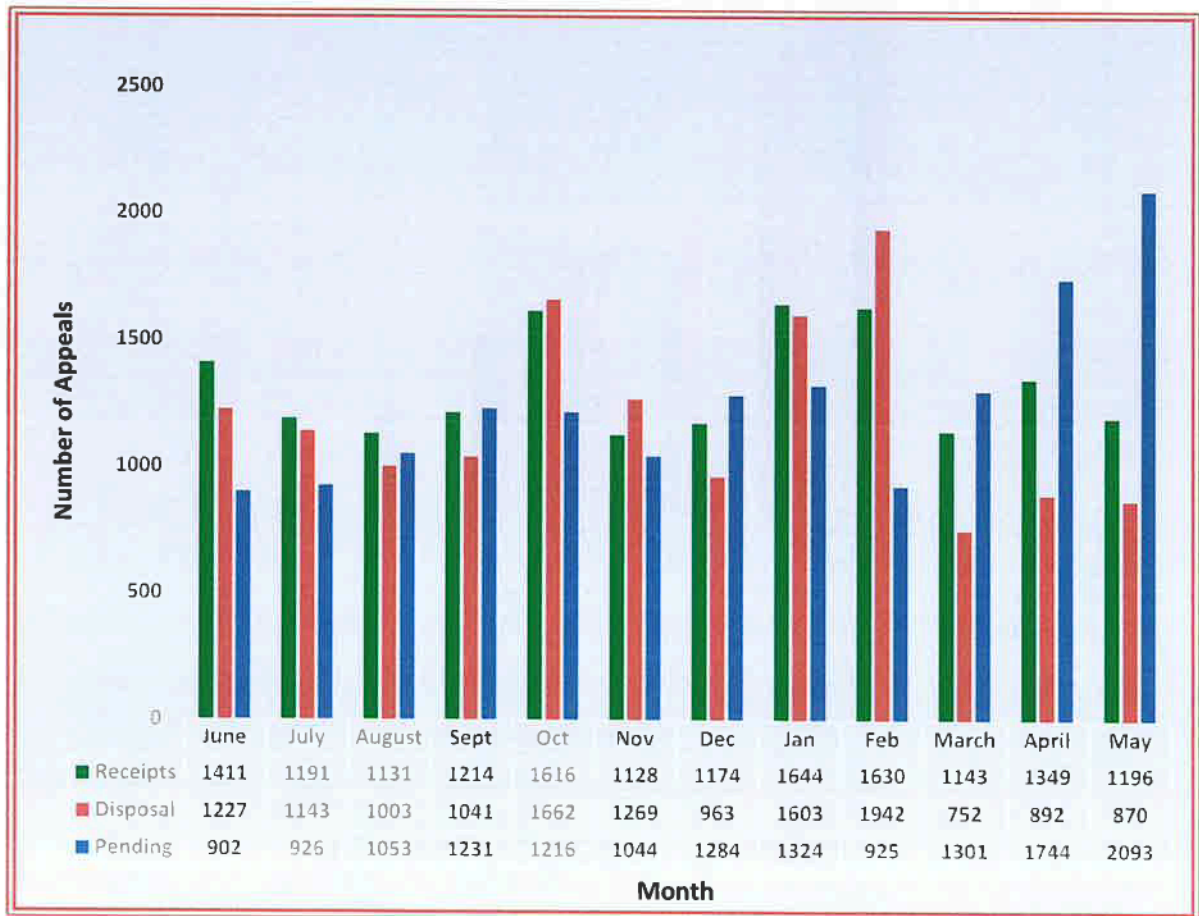
5. Appeal Dashboard

5.1 Overview



(Time Period:01/06/2023 to 31/05/2024)

5.2 Month-wise status of Appeals

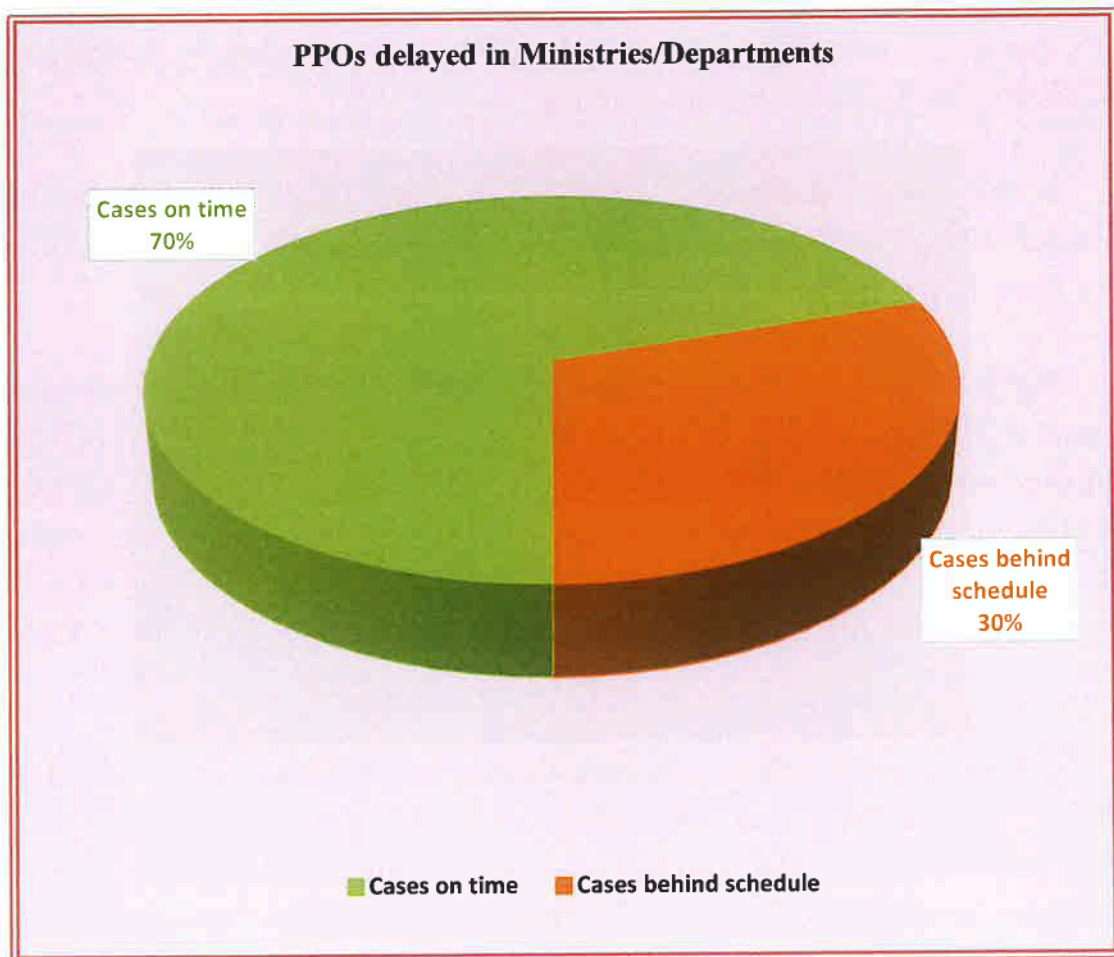


(Time Period: 01/06/2023 to 31/05/2024)

- During the time period from 01.06.2023 to 31.05.2024, the number of appeals has increased as with the enhanced rate of filing and redressal of grievances.
- In the last one year, 15,827 appeals have been filed against total disposal of 91,484 grievances in the same time period. The rate of appeal is 17.30 % of the total disposed grievances.

6. Bhavishya

- As on 31.05.2024, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 944 attached offices through 8215 DDOs.
- Further, this application has so far cumulatively processed and issued 2,41,881 PPOs in respect of pensioners. 4339 PPOs were issued through Bhavishya System in the month of May, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period:01/11/2023 to 30/04/2024)

- A total number of 24,068 employees are going to retire in the next 15 months. Out of which, 16,849 cases are on time while remaining 7,219 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: Shri Rameshwar Dayal Meena

Gist of Success Story: Payment of pension arrear of Rs. 8,09,338/-from 2007 to 2023 after more than 04 years

Shri Rameshwar Dayal Meena, a retired Defence personnel from Armed Corp was not getting the pension arrears for the period from 01st January 2007 to 30th September 2023, pending for 4 years and 5 months against the PPO dated 20.08.2019. Owing to the transfer of his pension account to the SPARSH portal, the arrear was not paid to him as the Non-Payment Certificate (NPC) had to be issued by Punjab National Bank (PNB), the Pension Disbursing Bank.

In the month of Januray, 2024 he got NPC from the bank and he filed a grievance (**DOPPW/E/2024/0008080**) on 02nd February, 2024 on CPENGRAMS Portal regarding non-payment of his pension arrears.

The grievance was forwarded to Department of Defence Finance. It was actively pursued at their level. The data was promptly updated and a copy of the Pension Payment Order (PPO) was uploaded on the CPENGRAMS Portal. To expedite the resolution, a reminder was issued by DOPPW to Department of Defence Finance on 08th May 2024. This reminder emphasized the need to resolve the grievance urgently as per extant rules to avoid receiving a 'Poor' feedback rating on the CPENGRAMS portal.

Following these actions, the Non-Payment Certificate (NPC) issued by Punjab National Bank (PNB) was thoroughly reviewed and validated by the Pension Authorities in PCDA. As a result, the arrear amounting to **Rs. 8,09,338/-** was sanctioned and disbursed to him on 16th May 2024. The case was successfully resolved and closed on the CPENGRAMS portal on 20th May 2024, providing financial relief to him and showcasing the efficiency of the grievance redressal process.

7.2 Name: Ms. Shon Kanwar

Gist of Success Story: Persistent efforts of 108 years old family pensioner and her grandson led to sanction of Additional Pension arrear amounting to Rs. 16,66,993/- after 28 years

Ms. Shon Kanwar, widow of Late Hony Capt. Bijai Singh of the Indian Army, was sanctioned Ordinary Family Pension after her husband's death. Upon attaining the age of 80 in 1996, she was entitled to additional pension, which she did not receive, despite pursuing the matter with her bank.

She filed a grievance on the CPENGRAMS Portal (**DOPPW/E/2023/0042398**) in June, 2023 and the same was forwarded to PCDA which in turn sent it to Record Office. After examining her case, Record Office issued letter to SBI, the Pension Disbursing Bank, confirming that as per their records, she was 70 years old in 1986 and, therefore, she was entitled to the additional pension w.e.f. 01.01.2006. Thereafter, the case was closed.

In the meantime, her pension account was migrated from SBI to SPARASH Portal in October, 2023.

Subsequently, Ms. Kanwar lodged the grievance (**DOPPW/E/2023/0058147**) on December 6, 2023 regarding denial of her additional pension due to a mismatch in her date of birth. The PCDA closed the case on January 19, 2024, after requesting the SBI to issue a non-payment certificate and due drawn statement to the SPARSH Army-3 Section of the PCDA office. With this correspondence, the case was again closed on January 16, 2024.

Her grandson, Sh. Bhagirath Singh, then filed grievances and with his persistent efforts, SBI issued NPC and due drawn statement on 23.02.2024. The final grievance (**DOPPW/E/2024/0017269**) was filed on March 7, 2024 and was transferred to the Department of Defence Finance. DOPPW closely monitored the progress of the grievance.

After a prolonged process with numerous follow-ups and reminders, Ms. Shon Kanwar was finally informed on May 6, 2024 that arrear amounting to **Rs. 16,66,993/-** had been paid to her on May 2, 2024. This resolution came after persistent efforts and multiple grievances filed by her and her grandson through the CPENGRAMS Portal.

7.3 Name: Shri Bhanwar Lal Jat

Gist of Success Story: Correction of Rank in PPO leading to revision of Pension and Payment of OROP II arrears of Rs. 2,16,565/-

Shri Bhanwar Lal Jat was retired from Air Force with the rank of Master Warrant Officer (MWO). However, his rank was mentioned as Warrant Officer (WO) during the migration of Pension Account to SPARSH Portal.

Therefore, he sought the revision of his OROP-II pension due to wrong rank, effective from 01.07.2019. He filed grievance on the CPENGRAMS Portal on October 9, 2023 (**DOPPW/E/2023/0046590**). His case was forwarded to the PCDA.

After two months, the case was closed by stating that his net qualifying service was 38 years, 7 months and 6 days, and his rank was recorded as Warrant Officer. Based on this rank, he was eligible for a pension of Rs. 35,500/-, but he was already receiving a basic pension of Rs. 36,897/-. Therefore, the revision was deemed not beneficial to him.

Subsequently, on January 1, 2024, Shri Bhanwar Lal Jat filed another grievance (**DOPPW/E/2024/0000157**), asserting that his correct rank was MWO, however, it was mistakenly recorded as WO. This grievance was forwarded to the Department of Ex-Servicemen Welfare. However, the grievance was prematurely closed on the CPENGRAMS Portal.

Shri Jat then filed another grievance (**DOPPW/E/2024/0011410**) stating that his correct rank was MWO, but due to the migration to the SPARSH portal, his pension slip showed the rank as WO.

This case was again forwarded to the Department of Ex-Servicemen Welfare on the same day. Within 15 days, the grievance was redressed and the Department of Ex-Servicemen Welfare informed Shri Bhanwar Lal Jat that his pension had been revised to Rs. 39,925/- as per his rank of MWO. Additionally, OROP II arrears amounting to Rs. 2,16,565/- effective from 01.07.2019 were paid to him.

7.4 Name: Shri Mahabir Singh

Gist of Success Story: Payment of the arrear of disability element of the Pension along with interest amounting to 11,50,679/- and inclusion of disability element in the monthly pension after 05 years of order of Armed Force Tribunal

Shri Mahabir Singh retired from the Artillery centre, Nakshik. Thereafter, he applied for disability element in his pension. However, the same was not granted by the authorities. Thereafter, he approached Armed Force Tribunal which decided the case in his favour in 2019.

PPO incorporating the disability element was issued by PCDA in 2021. However, despite an order from the parent department to the Punjab National Bank (PNB) concerning the non-payment of the disability element along with arrears, he did not receive the payment.

Subsequently, he lodged grievance on CPENGRAMS portal in November, 2022 (**DOPPW/E/2022/35276**) which was forwarded to Department of Ex Servicemen Welfare. It issued a reminder to PNB to make payment to him. The case was closed marking the copy of the letter to him.

Hence, he was not able to get his dues even after lapse of 3 years of the order of Armed Force Tribunal. However, he kept following his case with the Bank and the Department.

Thereafter, he again filed grievance on CPENGRAMS Portal (**DOPPW/E/2024/0002641**) on 10th January 2024 on the same issue. DOPPW sent reminders in the matter, with final reminder sent on 17.05.2024. Also, the case was taken up for the Inter-ministrial Review Meeting, chaired by Secretary (Pension), being pending for more than 60 days.

After numerous reminders and follow-ups, the grievance was successfully closed on 17th May 2024, with the remarks that an arrear amount of **Rs. 11,50,679/-** including interest in compliance with the Armed Forces Pension (AFP) order, had been credited to Shri Mahabir Singh's bank account on 16th May 2024.

8. TESTIMONIALS

1. **Smt. Mansa Sankar (DOPPW/E/2024/0020770)**, a Defence family pensioners from Indian Air Force, graded his experience after commencement of family pension since February-2023.

“Thank you so much to all authorities concerned for considering my application and its speedy action”.

2. **Shri Hem Raj Sharma (DOPPW/E/2024/0028624)**, a Defence pensioner from Military Engineering Service, expressed his gratitude after revision of his pension as per 7th CPC.

“Lot of thanks my pension revision case is coming to closure , and the credit goes to this portal. Convey my thanks and regards to all concerned with this case.”

3. **Smt. Malakshi Holeyachi (DOPPW/E/2024/0030126)**, a widow of Defence pensioner from Arty Records Nasik, expressed his gratitude after commencement of family pension since July, 2021.

“This digital process is very helpful and very easy to resolve issues. Thank you”

4. **Shri Gajjan Singh (DOPPW/E/2024/0015726)**, a Defence pensioner from Indian Army, shared his gratitude after receiving his stopped pension since January-2024.

“Bundle of thanks for quick action. Long live long live Thanks”.

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

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	225
2	Ministry of Finance	Department of Revenue	95
3	Ministry of Home Affairs	Department of Home	93
4	Ministry of Information & Broadcasting	-	92
5	Union territories of India	UT of Andaman and Nicobar	65
6	Ministry of Housing and Urban Affairs	-	54
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	39
8	Union territories of India	UT of Delhi	33
9	Ministry of Home Affairs	Department of Justice	27
10	Union territories of India	UT of Lakshadweep	23
11	Ministry of Culture	-	19
12	Comptroller and Auditor General	-	14
13	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	13
14	Ministry of Mines	-	8
15	Ministry of Skill Development and Entrepreneurship	-	8
16	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	8
17	Ministry of Home Affairs	Central Police Organisation	7
18	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	7
19	Ministry of Environment, Forest and Climate Change	-	6
20	Department of Space	-	4
21	Ministry of Statistics & Programme Implementation	-	4
22	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	4
23	Ministry of Science & Technology	Department of Science and Technology	4
24	Ministry of Commerce and Industry	Department of Commerce	3
25	Ministry of Labour & Employment	-	3
26	Ministry of External Affairs	-	3
27	Ministry of Earth Sciences	-	2
28	Ministry of Electronics & Information Technology	-	2

S.No.	Ministry	Department	No. of PPOs Pending
29	Ministry of Civil Aviation	-	2
30	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	2
31	Ministry of Law & Justice	Department of Legal Affairs	2
32	Ministry of Social Justice & Empowerment	Department of Social Justice and Empowerment	1
33	Ministry of Communications	Department of Telecommunications	1
34	Ministry of Education	Department of Higher Education	1
35	Ministry of Finance	Department of Economic Affairs	1
36	Ministry of Finance	Department of Financial Services	1
37	Ministry of Coal	-	1
38	Ministry of Corporate Affairs	-	1
39	Ministry of Food Processing Industries	-	1
40	Ministry of Micro, Small and Medium Enterprises	-	1
41	Ministry of Road Transport & Highways	-	1
42	Ministry of Tourism	-	1
43	Ministry of Youth Affairs & Sports	-	1
Total			883

