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V. Srinivas, IAS
सचिव
Secretary



भारत सरकार
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय
पेंशन एवं पेंशनभोगी कल्याण विभाग,
लोकनायक भवन, खान मार्किट,
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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: 12th December, 2023

Dear Secretary,

I am enclosing the Monthly Progress Report for November, 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 November, 2023, 7392 Pension related Grievance cases and 894 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





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

November 2023

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

- Secretary (Pension) chaired a meeting on 30.11.2023 with the CPENGRAMS Nodal Officers of Ministries/Departments/Organizations having with grievances pending for a period exceeding 180 days. In the meeting, Secretary (Pension) expressed concern on the delayed disposal of the grievances and stressed that necessary action may urgently be taken for expeditious disposal of the grievances within stipulated time frame.
- In the meeting, road map forward for timely disposal of grievances was discussed in detail and it was encouraged to adopt the following measures :
 - All Ministries / Departments to adhere time limit of 30 days to resolve the grievances. In case, it is likely to take longer time to redress, an interim reply with reasons for delay should be sent to the petitioner on the portal.
 - All Ministries/Departments may ensure that grievances are closed only after the complete resolution of the grievance and not just by forwarding to other ministries/departments/banks/desks.
 - For speedy disposal of grievances in case of long pendency, monitoring should be done at the level of senior officers so that timely redressal of the grievance is ensured.
- Regular follow-up is being done in the cases which are pending for more than 30 days. In this regard, reminders on the portal were issued in 1150 grievances with weekly reminders in the cases of family pensioners and super-seniors.
- Cases of 1422 complainants, which had been disposed of on the portal, were examined by the Feedback Call Centre. Thereafter, 84 cases have been re-registered in the deserving cases. Due to the regular follow ups through e-mails and VC, Pensionary benefits have been received in several already re-registered cases.

2. Status of receipt of Pension Grievance Cases

- In November, 2023, **7198 pension grievance cases were received** on the CPENGRAMS portal, **6617 pension grievance cases were redressed**. And there exists a **pendency of 7392 pension grievance cases**, as of 30th November, 2023.
- About 65% of the grievances were received by 3 Ministries/Departments. PCDA, Pension Allahabad [2433 grievances], Department of Ex-Serviceman Welfare [1901] and Department of Financial Services (BD) [941 grievances] have received the maximum number of grievances in November, 2023.

3. Status of disposal and pendency of Pension Grievance Cases

- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 30th November, 2023 is **26 Days**.
- The **pendency of the grievances has increased from 6811 to 7392 grievances**, out of which 67.3% of the grievances are pending for less than 30 days.
- Out of 6617 redressed grievance cases, PCDA, Pension Allahabad [2105 grievances], Department of Ex-Servicemen Welfare [1649] and Department of Financial Services (Banking Division) [1009 grievances] have the highest number of redressal.
- Amongst the pendency of 7392 pension grievance cases, PCDA, Pension Allahabad [2918 grievances], Department of Ex-Servicemen Welfare [1928 grievances], Department of Defence Finance [462 grievances] and Department of Financial Service (Banking Division) [462 grievances] have the highest number of pending grievances.
- PCDA, Pension Allahabad [998 grievances], Department of Ex-Servicemen Welfare [570 grievances] and Department of Defence Finance [253 grievances] have the highest number of grievances pending for more than 30 days.

4. Appeals

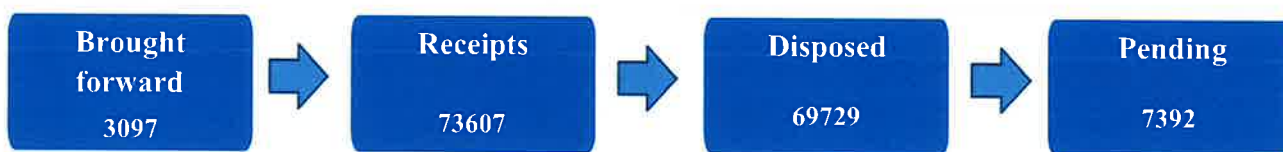
- In November, 2023, 1128 appeals were received and 1269 appeals were disposed. There is a pendency of 1044 appeals at the end of November, 2023.
- The pendency of appeals has decreased from 1216 at the end of October, 2023 to 1044 at the end of November, 2023.
- Department of Defence Finance [635], Department of Financial Services (Banking Division) [84 appeals], and Ministry of Railways [61 appeals] have maximum pendency of appeals as on 30th November, 2023.

5. Pending PPOs

- The number of PPOs, not issued on time has decreased from 1010, as at the end of October, 2023 to 894, at the end of November, 2023.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.
- Specific interaction and follow up is done where pendency is on higher side

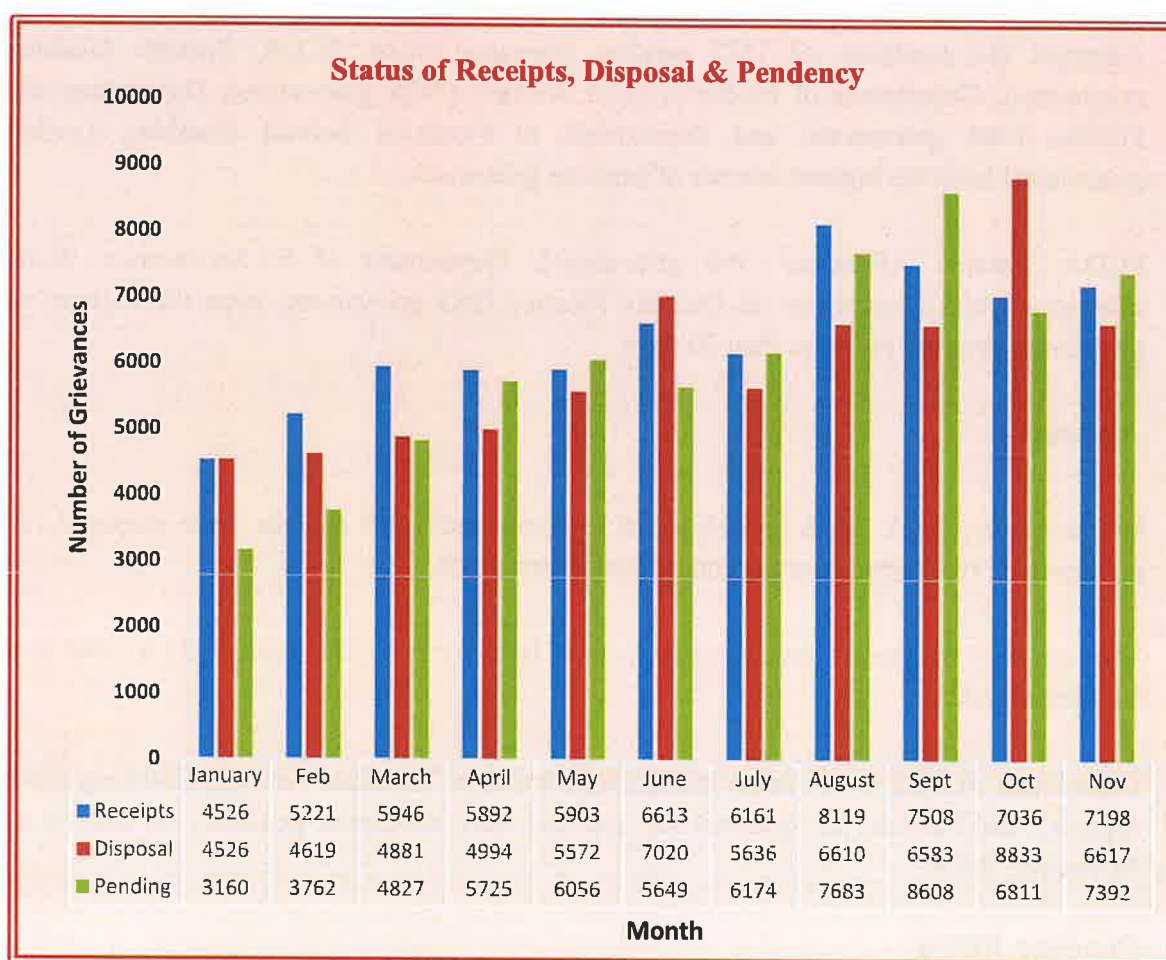
2. Review of Status of Grievances

2.1 Overview



(01/12/2022 to 30/11/2023)

2.2 Month-wise status of Grievances

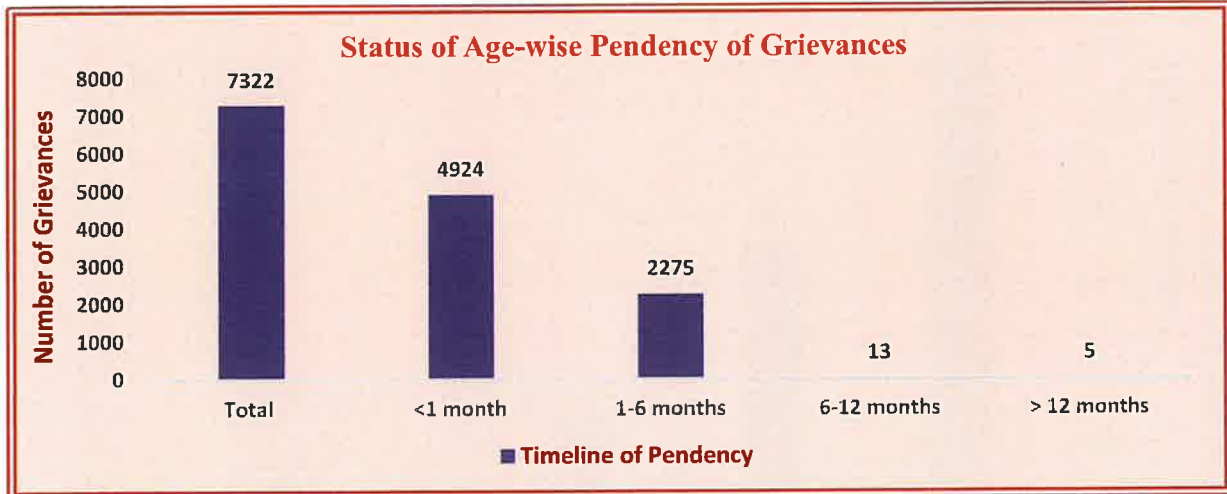


Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

- The number of grievances received in a month has increased from the beginning of the calendar year and reached at 8119 at the end of August, 2023. Thereafter, there is a decline in the number of grievances and it has now steadied in the month of October and November.
- Higher receipts in the month of August 2023 have also resulted in higher rate of disposal, which is 8833 in the month of October, 2023. However, it has now settled at the normal rate.

3. Age-wise Status of Grievances on CPENGRAMS

3.1 Pendency



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

PCDA Pension, Allahabad has the highest number of grievances pending for more than 30 days [998 grievances], which contributes to ~34.20% of the total pendency of more than 30 days [2918 grievances]. It is due to the fact that bulk of the receipts of the grievances pertains to Ministry of Defence. However, a sharp declining trend is noticed in subsequent time period and there is not a single case pending beyond 6 months.

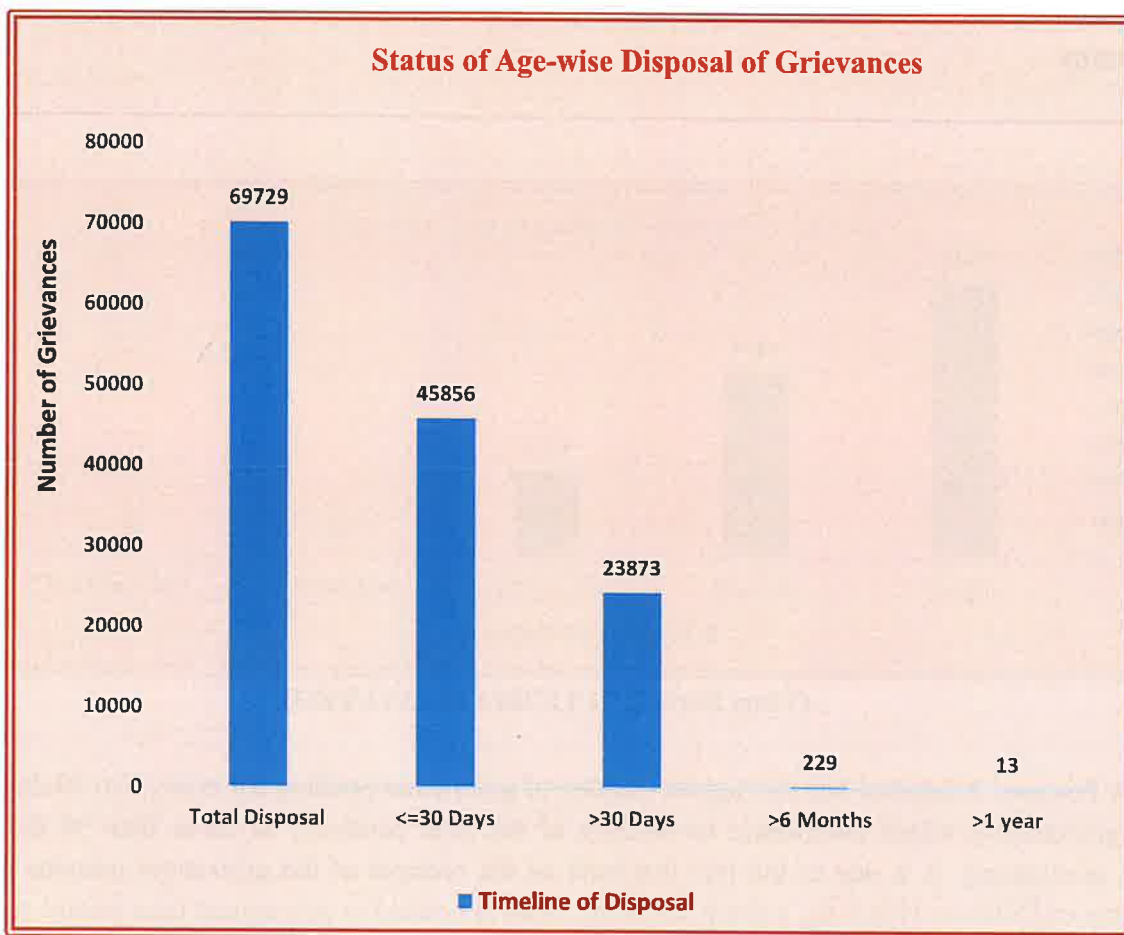
3.2 Top 5 Ministries/Departments pending grievances for more than 6 months.



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

Ministry of Home Affairs ranks 7th in the number of grievances received. However, maximum number of cases pending for more than 06 months pertains to MHA with majority share of BSF.

3.3. Disposal

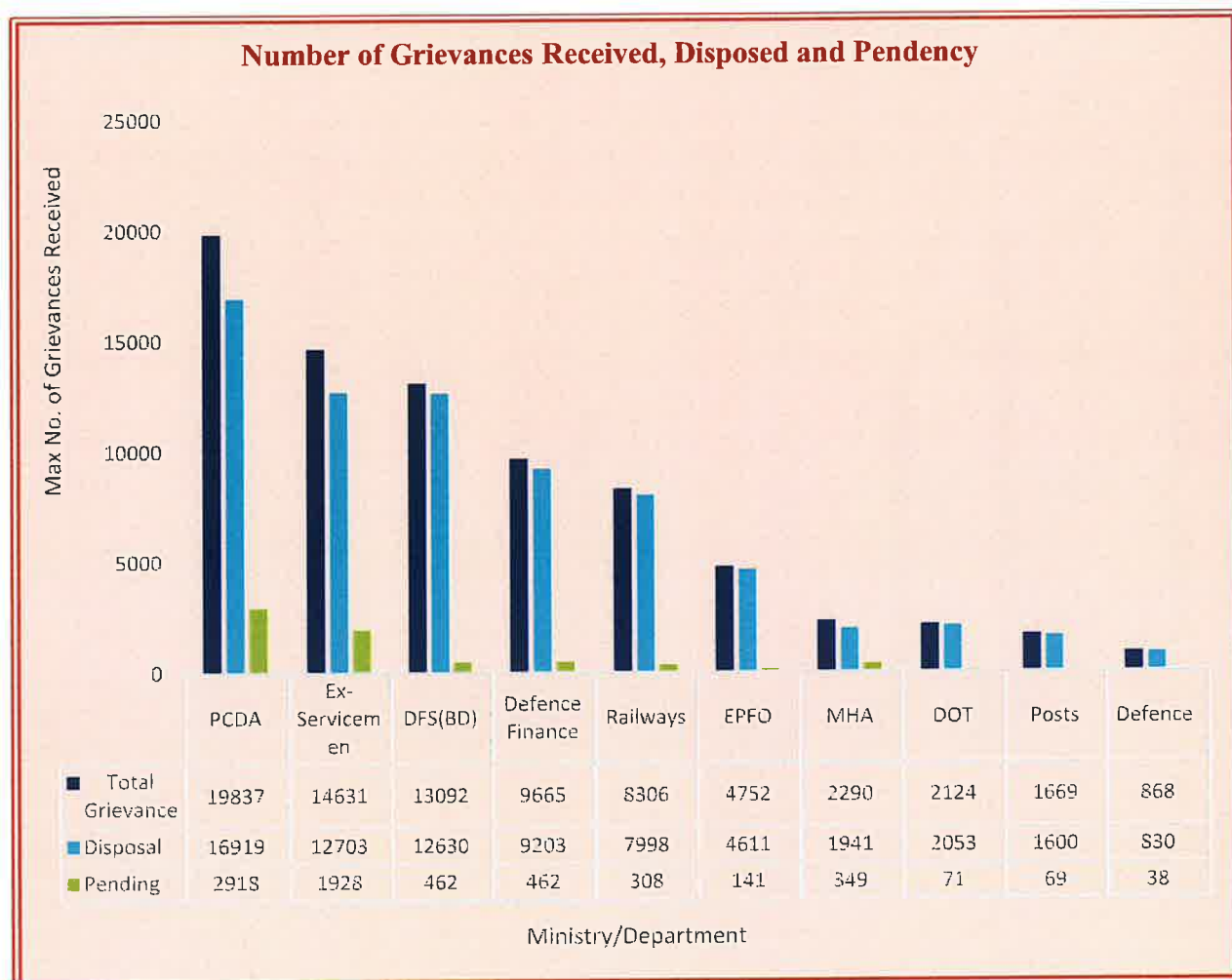


(Time Period: 01/12/2022 to 30/11/2023)

- Out of total disposal, about 65.76 % of the grievances are disposed of within the stipulated time limit of 30 days.
- Only 0.3 % of the total disposals have been done after 6 months of the receipt of grievances. For checking such delay in disposal, the Department conducts Inter-Ministerial Review Meetings regarding cases pending for more than six months, on monthly basis.
- Department of Financial Services (Banking Division) has disposed the maximum number of grievances within 30 days' time period [10971 grievances] which is 86.8% of its total disposal [12629 grievances].
- Ministry of Home Affairs (BSF) is having maximum cases with disposal time exceeding 6 months

4. Performance of Ministries/Departments/Organisations

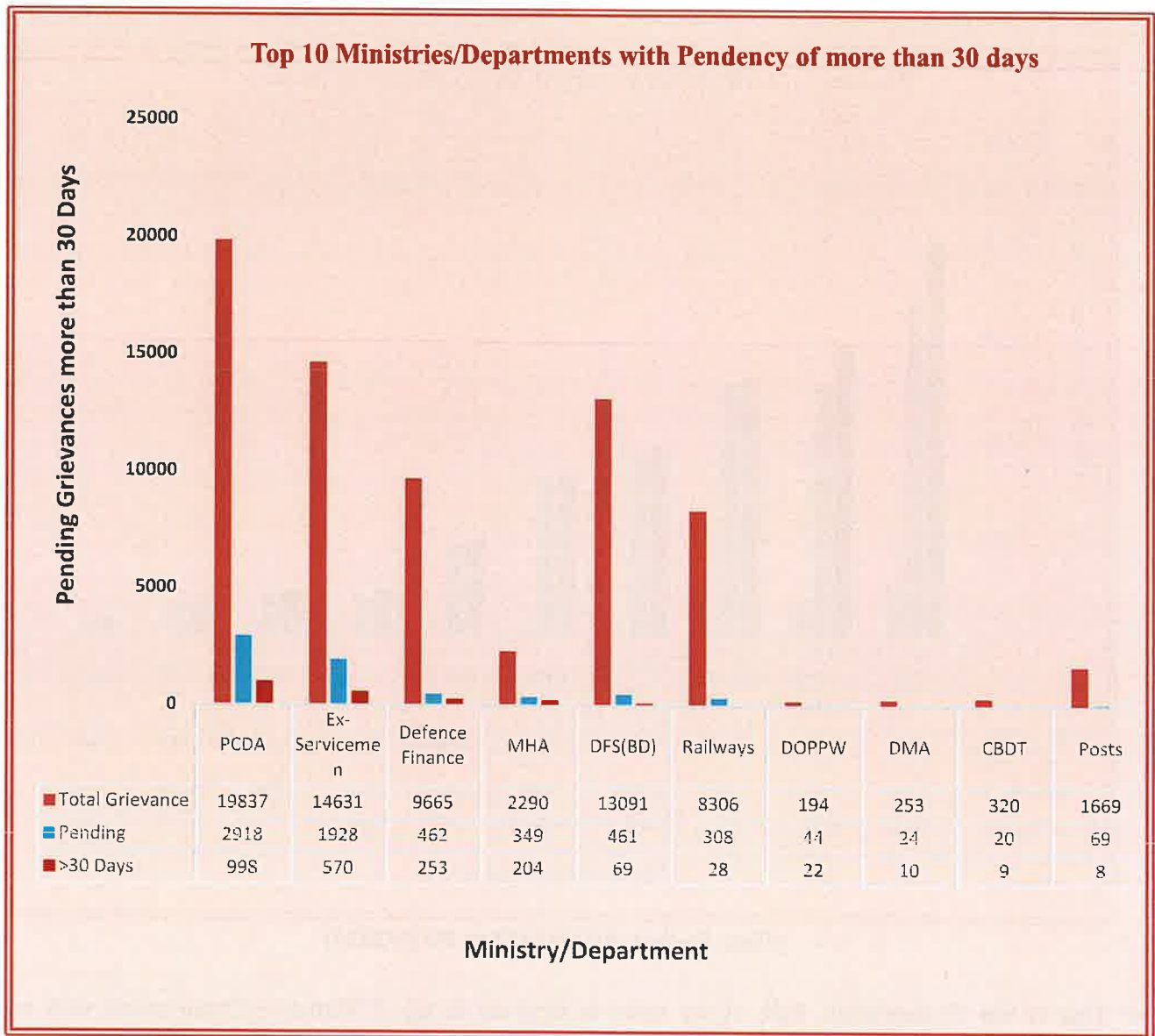
4.1. Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/12/2022 to 30/11/2023)

- Out of top 10 ministries, bulk of the cases is received in top 5 Ministries/Departments with an average of 13,106 cases whereas other remaining 5 are having average of 2340 cases.
- Among top 5 Ministries/Departments, the percentage of pendency/total grievances is 14.70, 13.17, 3.52, 4.78 and 3.70 respectively. Amongst remaining 5, the percentage is highest in Ministry of Home Affairs (15.24).
- Among top 5 Ministries/Departments, Employee Provident Fund Organisations has the highest rate of disposal (97.03%) followed by Department of Telecommunications which is 96.65 %.
- Ministry of Home Affairs (84.75%) and PCDA, Pension, Allahabad (85.29 %) have comparatively lower rate of disposal.

4.2. Pending grievances for more than 30 days

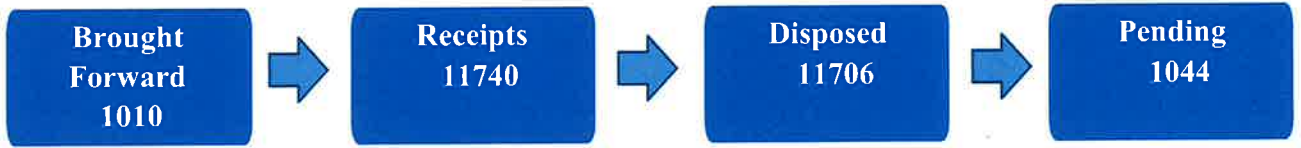


(Time Period: 01/12/2022 to 30/11/2023)

- There has been contrasting difference in the number of grievances received in top 6 ministries and remaining 4 ministries.
- Among the top 6 Ministries/Departments, the percentage of grievance pending more than 30 days to the total receipts is 5.03, 3.89, 2.61, 8.90, 0.52 and 0.33 respectively.
- Ministry of Home Affairs has the highest rate of pendency beyond 30 days while it is lowest in Ministry of Railways.

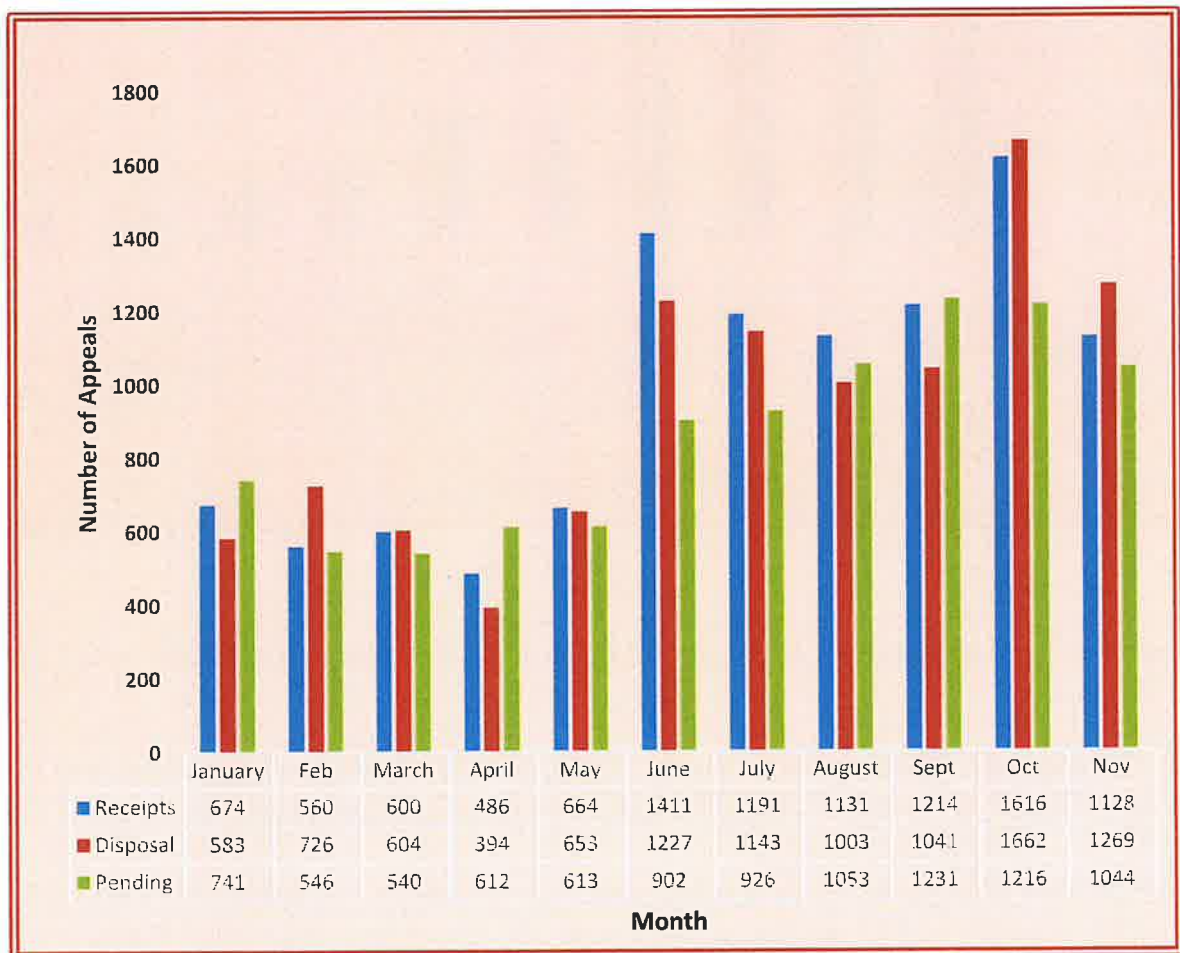
5. Appeal Dashboard

5.1 Overview



(Time Period: 01/12/2022 to 30/11/2023)

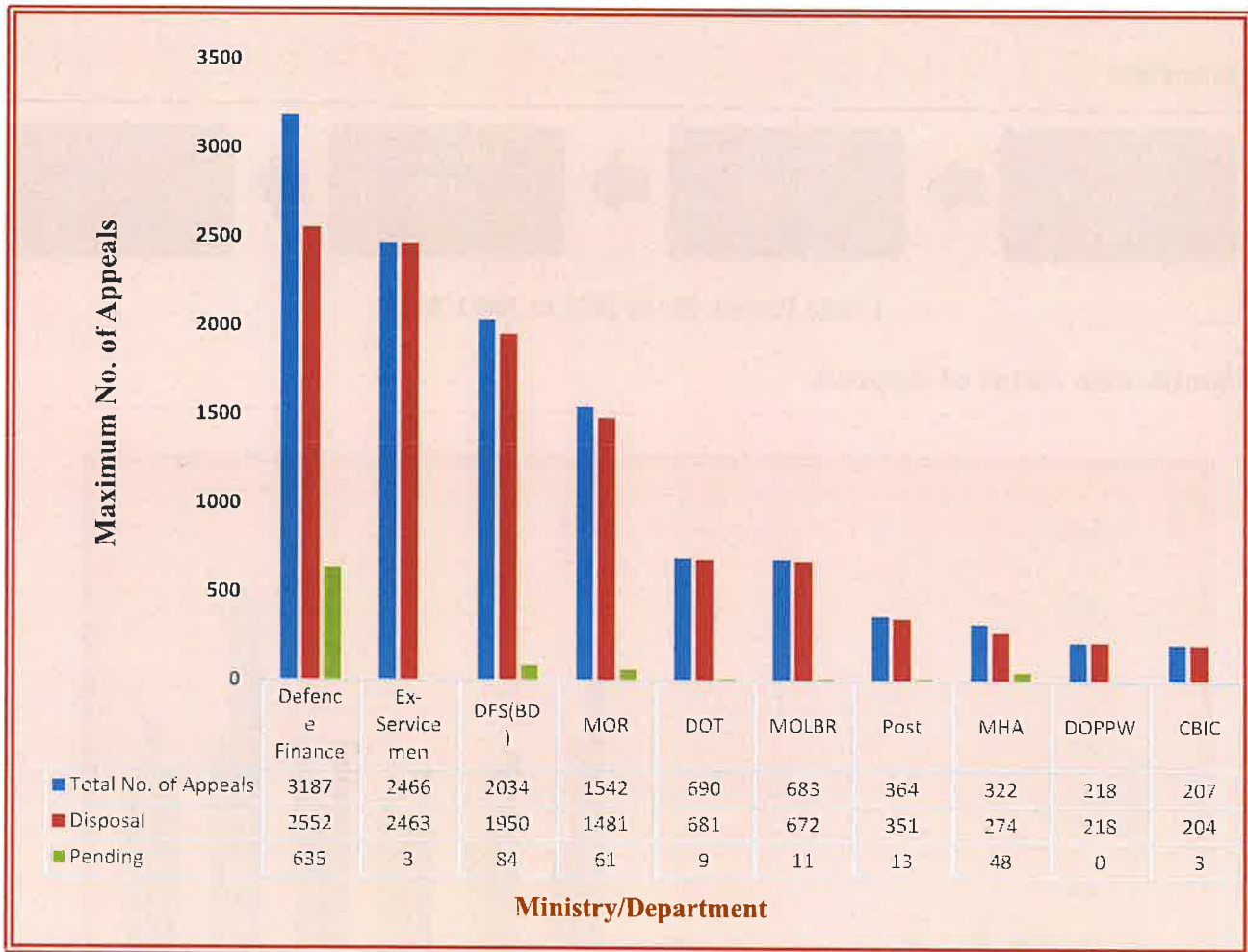
5.2 Month-wise status of Appeals



Status of Appeals-Receipts, Disposal & Pendency

- During the time period from 01.12.2022 to 30.11.2023, 11740 appeals have been filed against total disposal of 69729 grievances in the same time period.
- Hence, rate of appeal is about 16.83% of the total disposed grievances.

5.3 Top 10 Ministries/Departments/Organisations Analysed

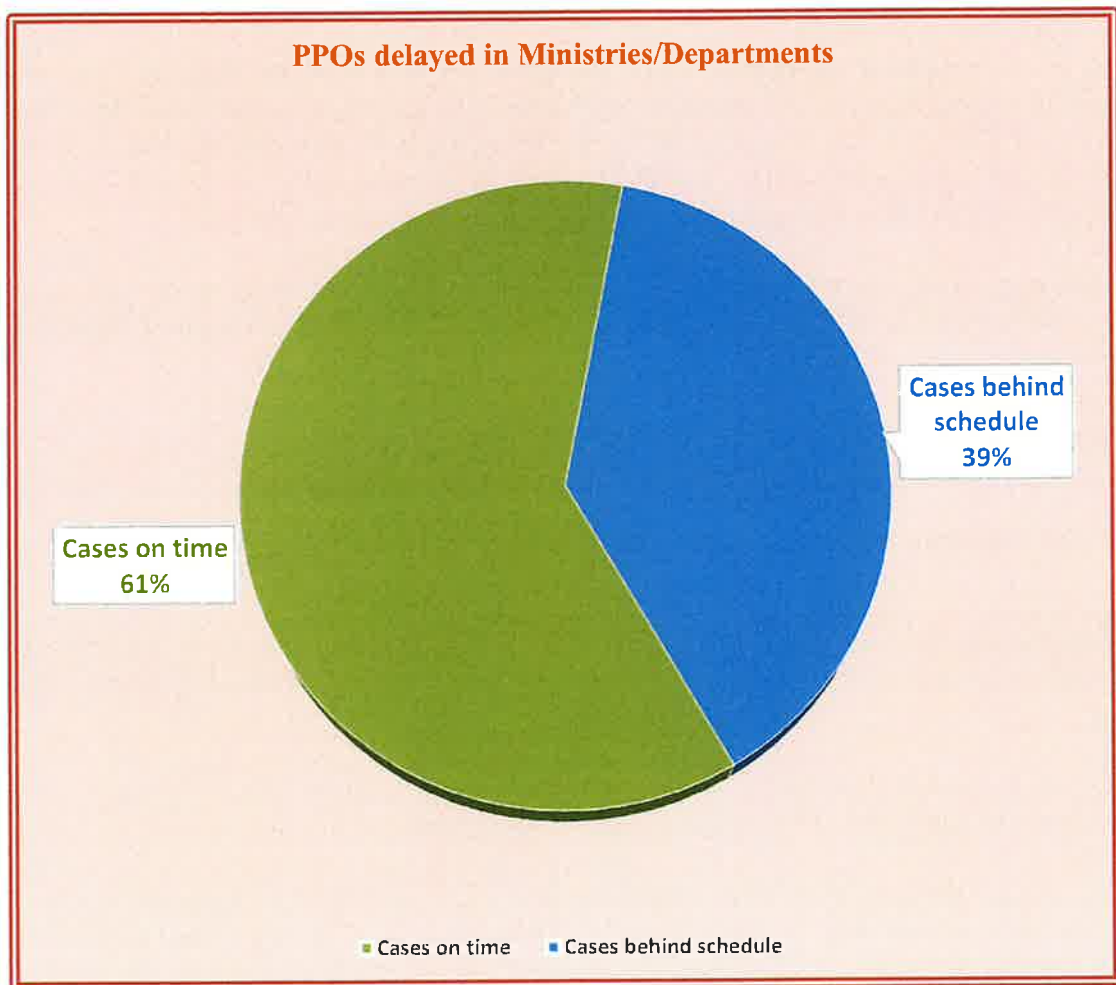


Number of Appeals Received, Disposed and Pendency (Time Period: 01/12/2022 to 30/11/2023)

- Out of top 10 Ministries/Departments, bulk of the Appeals is received in top 4 Ministries/Departments with an average of 2307 whereas remaining 6 are having average of 414.
- Amongst top 4 Ministries/Departments, the percentage of pendency of appeals is 19.92, 0.12, 4.12 and 3.95 respectively. The percentage of pendency in Department of Defence Finance is much higher than the other three Ministry/Departments.
- Amongst remaining 6, it is highest in Ministry of Home Affairs (14.90%).
- There is a need to strengthen the appeal disposal mechanism in Department of Defence Finance & Ministry of Home Affairs.

6. Bhavishya

- As on 30.11.2023, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 868 attached offices through 8140 DDOs.
- Further, this application has so far cumulatively processed and issued 2,20,309 PPOs in respect of pensioners. 2792 PPOs have been issued through Bhavishya System in the month of November, 2023.



(Time Period: 01/05/2023 to 31/10/2023)

- A total number of 23981 employees are going to retire in the next 15 months. Out of which, 14699 cases are on time while remaining 9282 are running behind the schedule.
- The details of delayed PPOs in different Ministries/Departments/Organizations are annexed as Annexure-A.

7. SUCCESS STORIES: FEEDBACK UNIT & PORTAL

7.1 Smt. Roshni Devi – Non Payment of Family Pension in respect of spouse after 2 years

Smt. Roshni Devi, widow of Late Sh. Ram Lal from Army did not receive her Family Pension and arrear since November, 2021. She had registered the case in March, 2023 which was closed within a month calling for additional documents. Hence, it was a pre-mature closure of grievance.

Thereafter, in the month of September, 2023, the case was examined by Feedback Unit and she was contacted as to enquire whether she had received the benefits. However, it was found that Family pension had not started. Her case was found to be fit for re-registration. Accordingly, her grievance was re-registered on 29th September 2023 on CPENGRAMS Portal. Also, an e-mail was sent to the CPENGRAMS Nodal officer with the request to accord highest priority to the case.

The case was also discussed on VC with the concerned Nodal officer. After continuous efforts made by the Feedback Unit, her Family Pension along with arrears was processed and the sum of about **Rs 3,34,339/-** was credited to her account.

The re-registered case was successfully closed within 34 days.

7.2 Smt. J.Gomathi- Sanction of family pension to widow daughter after 1.5 year

After the unfortunate demise of the Pensioner from Department of Posts on 12.06.2022, his widow daughter Smt. J.Gomathi submitted the claim in the month of July, 2022. However, Family Pension was not started.

Thereafter, she registered a grievance on CPENGRAMS Portal in the month of February, 2023 and the same was closed in April, 2023 by furnishing interim reply to her.

Even, after a lapse of more than 05 months she did not receive Family Pension forcing her to live in financial hardship. Meanwhile, feedback team carefully examined her case and, thereafter, she was contacted to know the status of her grievance. Based on her feedback, grievance was re-registered on 29th September, 2023. Multiple follow ups were taken with the concerned department to ensure that her grievance was properly closed.

Thereafter, Family pensioner received a payment of **Rs. 1,71,000/-** on account of arrears and her regular family pension at the rate of Rs. 9000 + DR has also been started.

The re-registered case was successfully closed in 32 days.

7.3 Shri. V China Veeraiah - Non Payment of Gratuity and Commutation after 2.5 years

Mr. V China Veeraiah retired on 30.04.2021 from Army. He was getting his monthly pension on time but did not get the gratuity and commutation amount.

After trying hard to get his pensioner benefits for more than 02 years, he filed a complaint on 27.06.2023 on CPENGRAMS Portal. His case was actively pursued by DoPPW and it was ensured that the case was not closed pre-maturely.

Finally, his pensionary dues amounting to **Rs 4,64,003/-** were paid by his Department and the grievance was closed on 01.11.2023.

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	175
2	Ministry of Home Affairs	Department of Home	121
3	Ministry of Finance	Department of Revenue	109
4	Ministry of Information & Broadcasting	-	100
5	Union territories of India	UT of Andaman and Nicobar	90
6	Ministry of Housing and Urban Affairs	-	49
7	Union territories of India	UT of Delhi	47
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	44
9	Ministry of Culture	-	29
10	Union territories of India	UT of Lakshadweep	20
11	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	13
12	Ministry of Labour & Employment	-	8
13	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	8
14	Comptroller and Auditor General	-	7
15	Ministry of Mines	-	5
16	Ministry of External Affairs	-	5
17	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	5
18	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	4
19	Ministry of Earth Sciences	-	4
20	Ministry of Corporate Affairs	-	4
21	Ministry of Environment, Forest and Climate Change	-	4
22	Ministry of Law & Justice	Department of Legal Affairs	4
23	Ministry of Home Affairs	Department of Official Language	3
24	Ministry of Home Affairs	Department of Justice	3
25	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	3
26	Ministry of Commerce and Industry	Department of Commerce	3
27	Ministry of Skill Development and Entrepreneurship	-	3
28	Ministry of Statistics & Programme Implementation	-	3

S.No.	Ministry	Department	No. of PPOs Pending
29	Ministry of Science & Technology	Department of Science and Technology	3
30	Lok Sabha Secretariat	-	2
31	Ministry of Home Affairs	Central Police Organisation	2
32	Ministry of Textiles	-	2
33	Ministry of Ports, Shipping and Waterways	-	2
34	Ministry of Education	Department of Higher Education	1
35	RAJYA SABHA SECRETARIAT	-	1
36	Ministry of Finance	Department of Financial Services	1
37	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
38	Ministry of Civil Aviation	-	1
39	Department of Space	-	1
40	Ministry of Electronics & Information Technology	-	1
41	Ministry of Steel	-	1
Total			894



Government of India

Department of Pension & Pensioners' Welfare

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