



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

November 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. As per DoPPW OM 14/12/2023-P&PW (CPEN)-9012 dated 16.10.2024, Ministries/ Departments have been advised to redress the pensioners' grievances within 21 days through the employment of technological intervention and development of skill sets of the GROs.

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 November, 2024, **10,448 pension grievance cases were received** on the CPENGRAMS portal, **9,993 pension grievance cases were redressed** and there exists a **pendency of 11, 317 pension grievance cases**, as on 30<sup>st</sup> November, 2024.
- PCDA(P) Prayagraj [5,465 grievances], Department of Ex-Serviceman Welfare [2,584 grievances], Department of Financial Services (BD) [785 grievances] and Ministry of Railways [574 grievances] have received the maximum number of grievances in November, 2024.

## 2. Status of disposal and pendency of Pension Grievance Cases

- The pendency of the grievances has increased from 10,763 to 11,317 grievances. It is due to increase in the receipts of the defence pensioners' grievances on account of the OROP-III. Efforts are made to expeditious redressal of these grievances.
- Out of 9,993 redressed grievance cases, PCDA(P) Prayagraj [4893 grievances], Department of Ex-Servicemen Welfare [2545 grievances], Department of Financial Services (Banking Division) [752 grievances], Ministry of Railways (Railway Board) [606 grievances] and Department of Defence Finance [372 grievances] have the highest number of redressal.
- Out of the pendency of 11,317 pension grievance cases, PCDA(P) Prayagraj [6,629 grievances], Department of Ex-Servicemen Welfare [1,955 grievances], Department of Defence Finance [644 grievances] and Department of Financial Services (Banking Division) [348 grievances] have the highest number of pending grievances.
- PCDA(P) Prayagraj [3101 grievances], Department of Ex-Servicemen Welfare [567 grievances] and Department of Defence Finance [538 grievances] have the highest number of grievances pending for more than 30 days.

### **3. Appeals**

- In November, 2024, 1008 appeals were received and 632 appeals were disposed. There is a pendency of 1373 appeals at the end of November, 2024.
- Department of Ex-Servicemen Welfare [175], Department of Defence Finance [85], Ministry of Railways (Railway Board) [68], and Department of Telecommunications [64] have maximum disposal of appeals as on 30<sup>th</sup> November, 2024.

### **4. Integrated Grievance Cell and Call Centre**

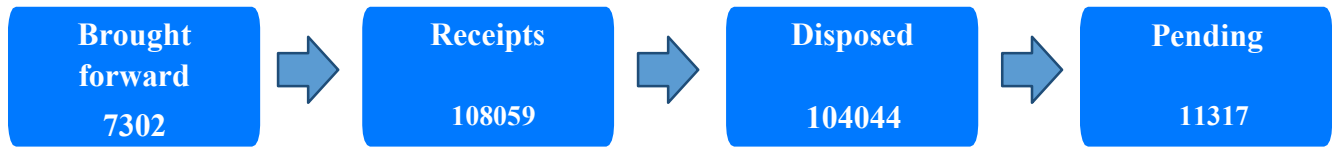
- During the month, 5,499 calls have been received and 966 grievances have been registered on the basis of information provided by the calling complainants. Further, 411 grievances have been filed based on the postal receipts. Also, 4,303 reminders have been issued in the cases pending for more than 50 days through CPENGRAMS Portal.

### **5. Pending PPOs**

- The number of PPOs, not issued on time has increased from 894, at the end of October, 2024 to 989 at the end of November, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

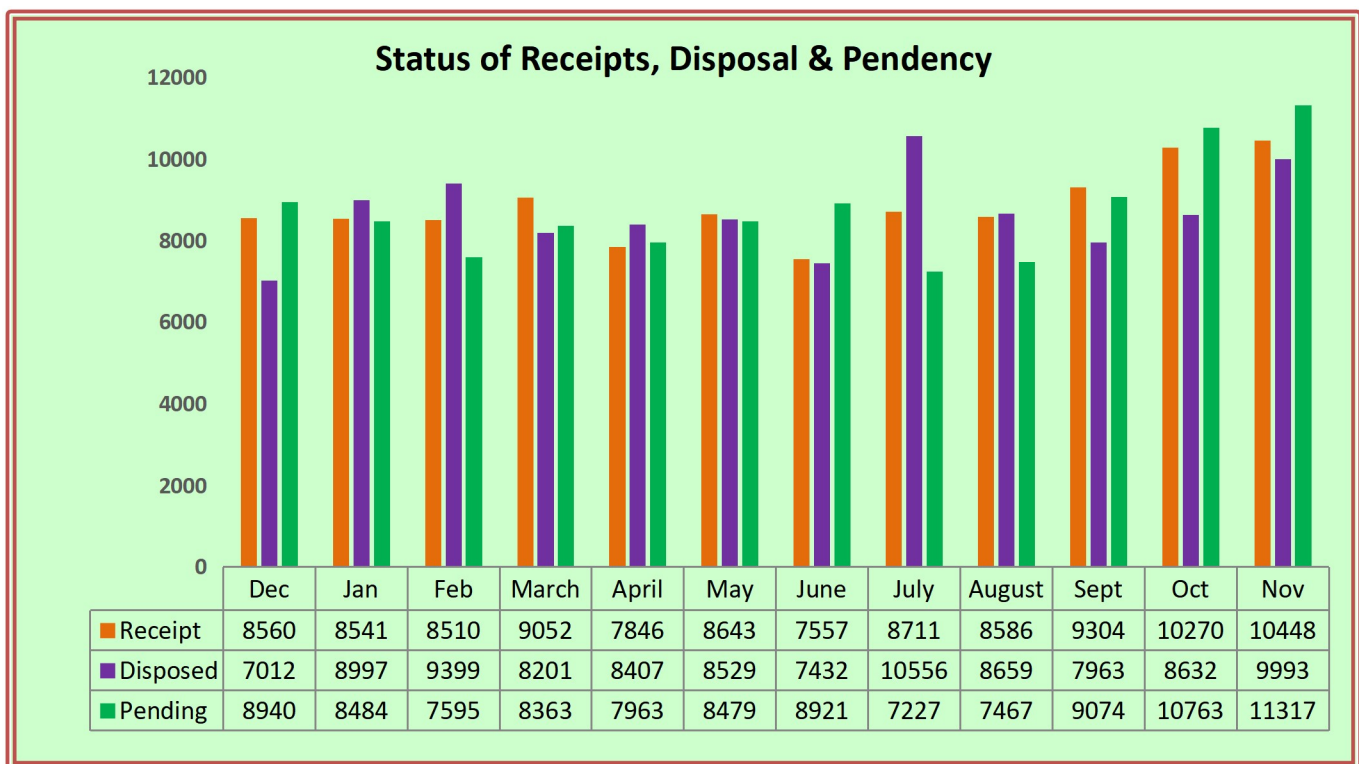
## 2. Review of Status of Grievances

### 2.1 Overview



(01/12/2023 to 30/11/2024)

### 2.2 Month-wise status of Grievances

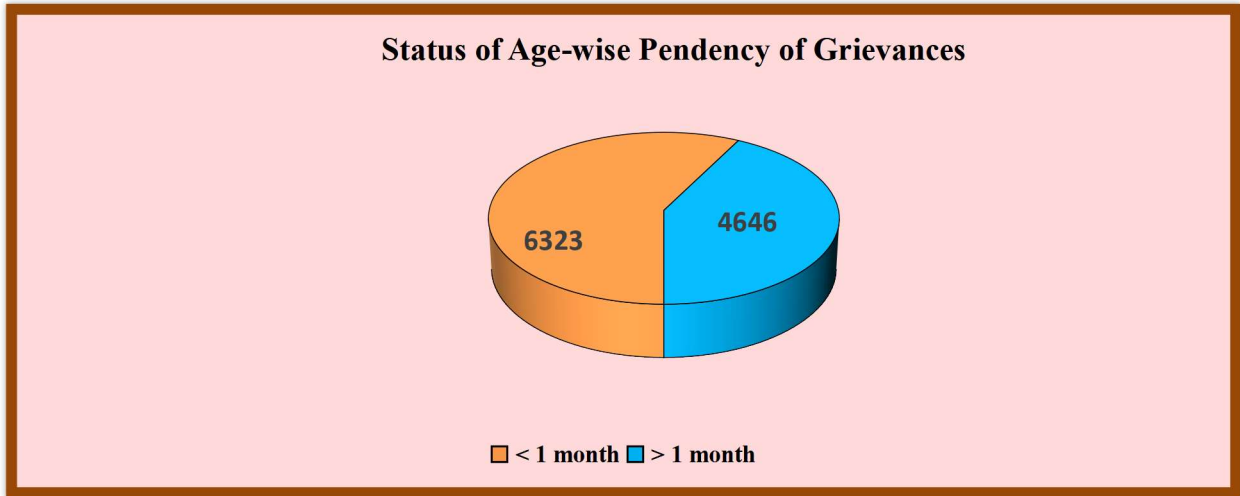


(Time Period: 01/12/2023 to 30/11/2024)

- 10,448 grievances were received in November, 2024 with maximum grievances from PCDA (P) Prayagraj.
- For the 12<sup>th</sup> month in a row, the number of pension grievances redressed per month has crossed the mark of 7,000.

### 3. Age-wise status of Grievances on CPENGRAMS Portal

#### 3.1 Pendency

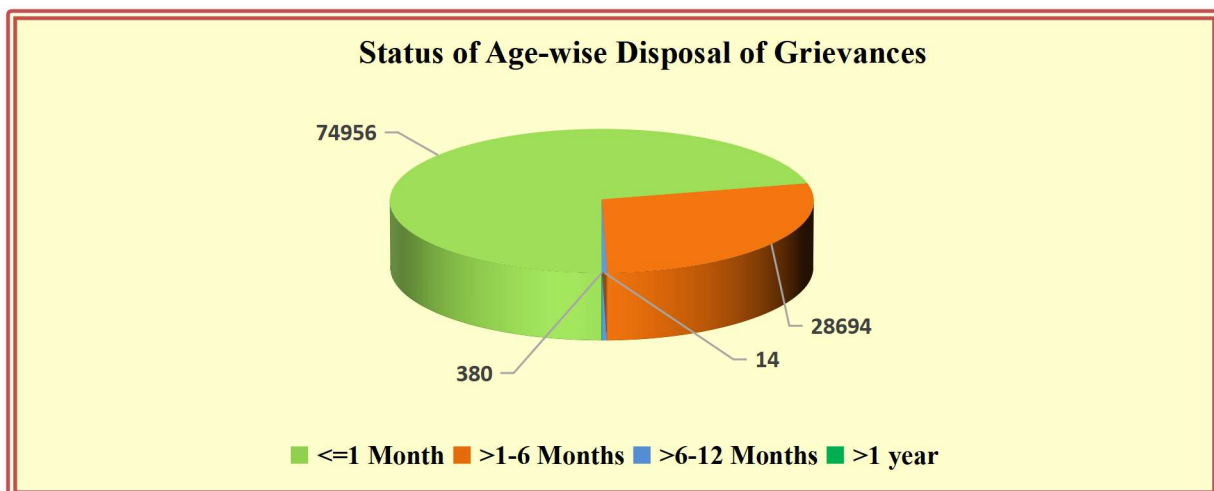


(Time Period: 01/12/2023 to 30/11/2024)

- Total pending cases are 11,317 with number of cases pending for more than 30 days is 4,646
- **Top 08 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 &gt; 30 days</u>
1.	PCDA(P) Prayagraj	3101
2.	Department of Ex Servicemen Welfare	567
3.	Department of Defence Finance	538
4.	Ministry of Home Affairs	196
5.	Central Board of Direct Taxes (Income Tax)	33
6.	Ministry of Railways ( Railway Board)	21
7.	Employee Provident Fund Organization (Head office)	14
8.	Department of Military Affairs	11

## 3.2 Disposal



(Time Period: 01/12/2023 to 30/11/2024)

- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.12.2022 to 30.1.2023, 70,166 cases were redressed through the portal while this figure has reached to 1,04,044 in the period from 01.12.2023 to 30.11.2024. The active interaction and monitoring by DOPPW has strengthened the capacity of redressals of the CPENGRAMS Portal.
- **Performance of top 8 Ministries/Departments in terms of % grievances disposed within 30 days:**

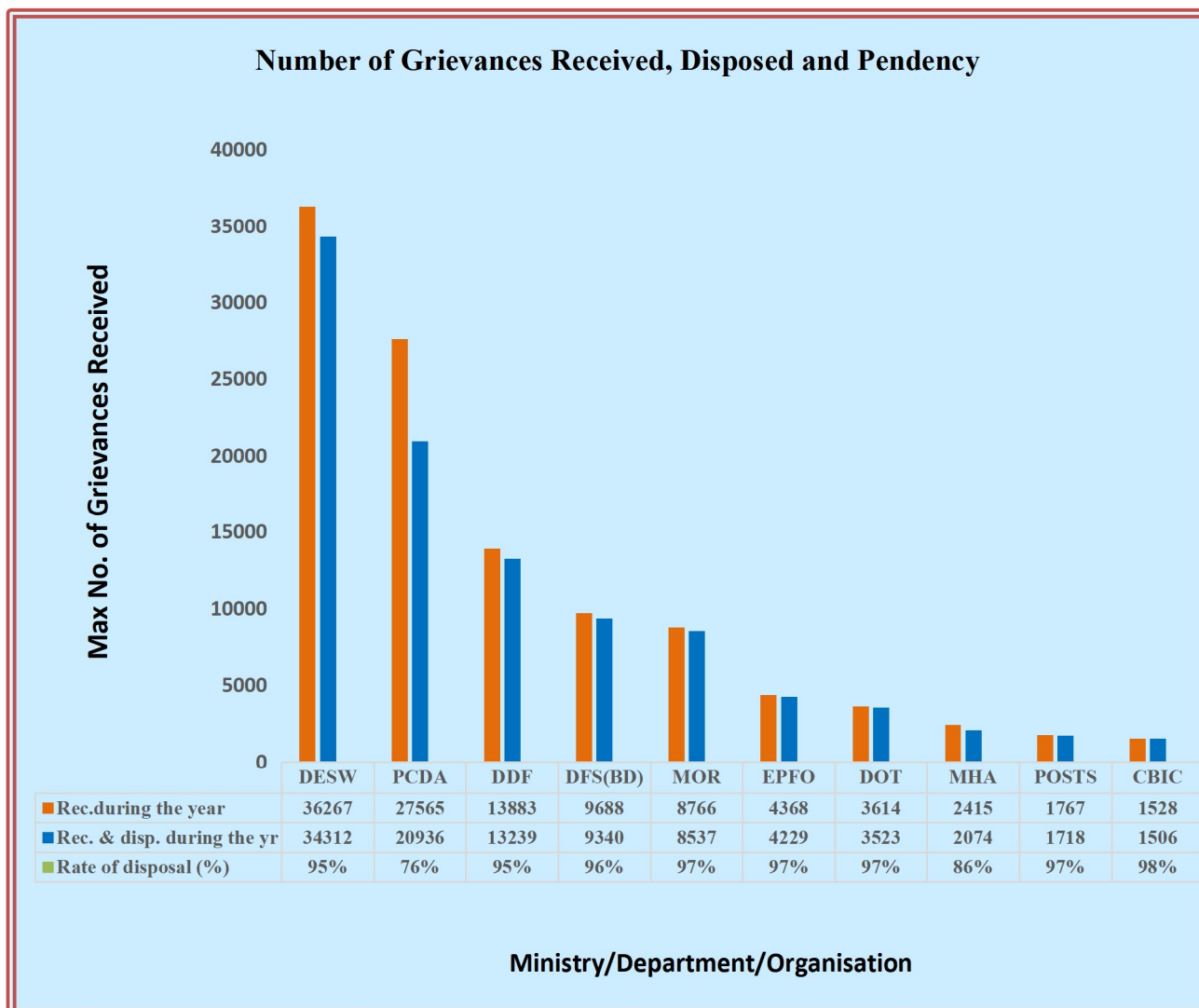
<u>S.No</u>	<u>Name of Ministry/Department</u>	<u>% Disposed &lt;= 30 days</u>
1.	Department of Telecommunication	100%
2.	Department of Financial Services (Banking Division)	95.47 %
3.	Ministry of Railways (Railway Board)	93.56%
4.	Employees Provident Fund Organization (Head Office)	93.14%
5.	Department of Post	83.54%
6.	Department of Ex Servicemen Welfare	79.39%
7.	PCDA(P) Prayagraj	71.43%
8.	Ministry of Home Affairs	61.08%

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



## 4. Performance of Ministries/Departments/Organisations

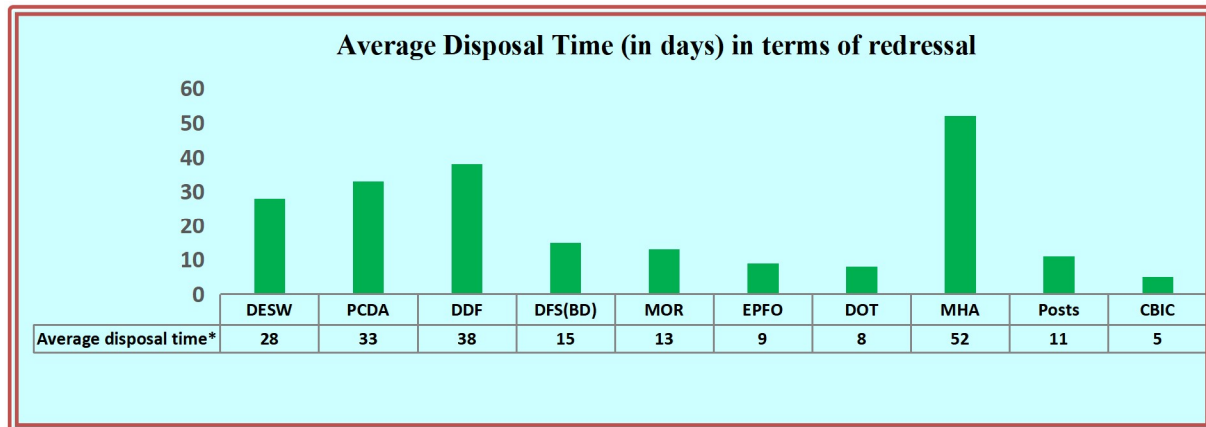
### 4.1 Top 10 Ministries/Departments/Organisations analysed



**(Time Period: 01/12/2023 to 30/11/2024)**

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 19,233 cases whereas other remaining 5 are having average of 2,738 cases.
- Central Board of Indirect Taxes and Customs (CBIC) has the highest rate of disposal (98%), followed by Department of Telecommunications (DOT), Ministry of Railways (Railway), Employees Provident Fund Organisation (EPFO), Department of Posts- all (97%), Department Financial Services (Banking Division) (96%) , Department of Ex-Servicemen (95%) and Department of Defence Finance (95%).

## 4.2 Average Disposal Time in terms of redressal

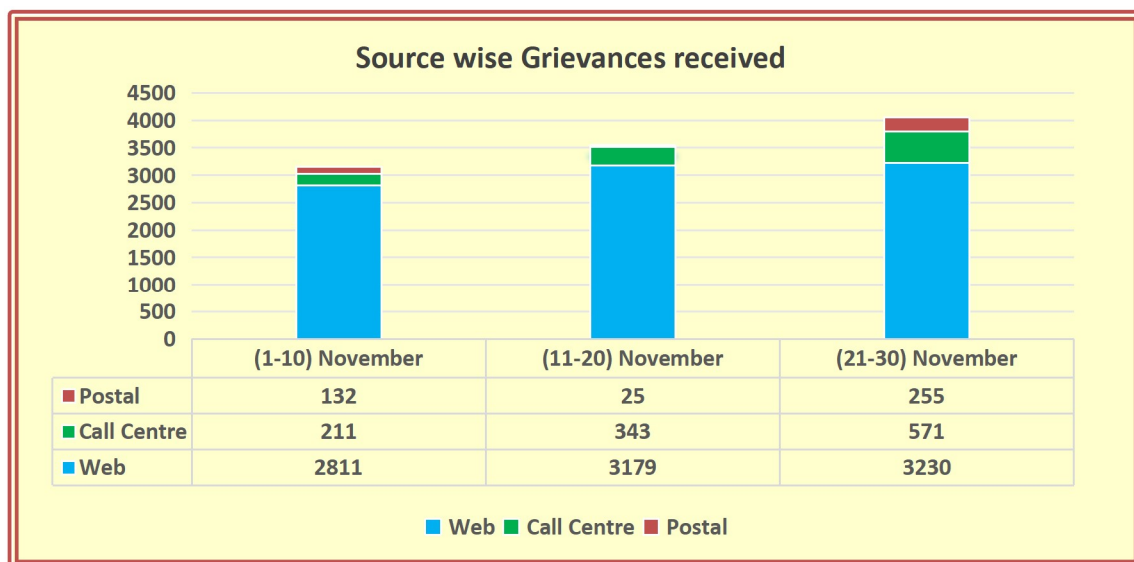


(Time Period: 01/12/2023 to 30/11/2024)

\*Excluding pending days with DoPPW

- The average disposal time is 26 days (excluding pending with DoPPW) November, 2024.
- Average disposal time is significantly higher in respect of the grievances pertaining to Ministry of Home and Department of Defence Finance.

## 4.3. Source-wise grievances received

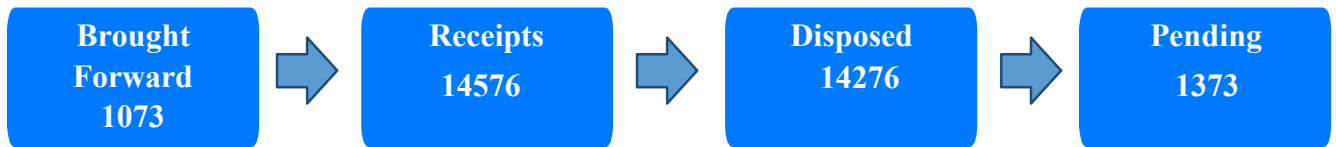


(Time Period: 01/11/2024 to 30/11/2024)

- 88.24 % grievances are received are registered directly through the website while remaining 11.76 % 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.

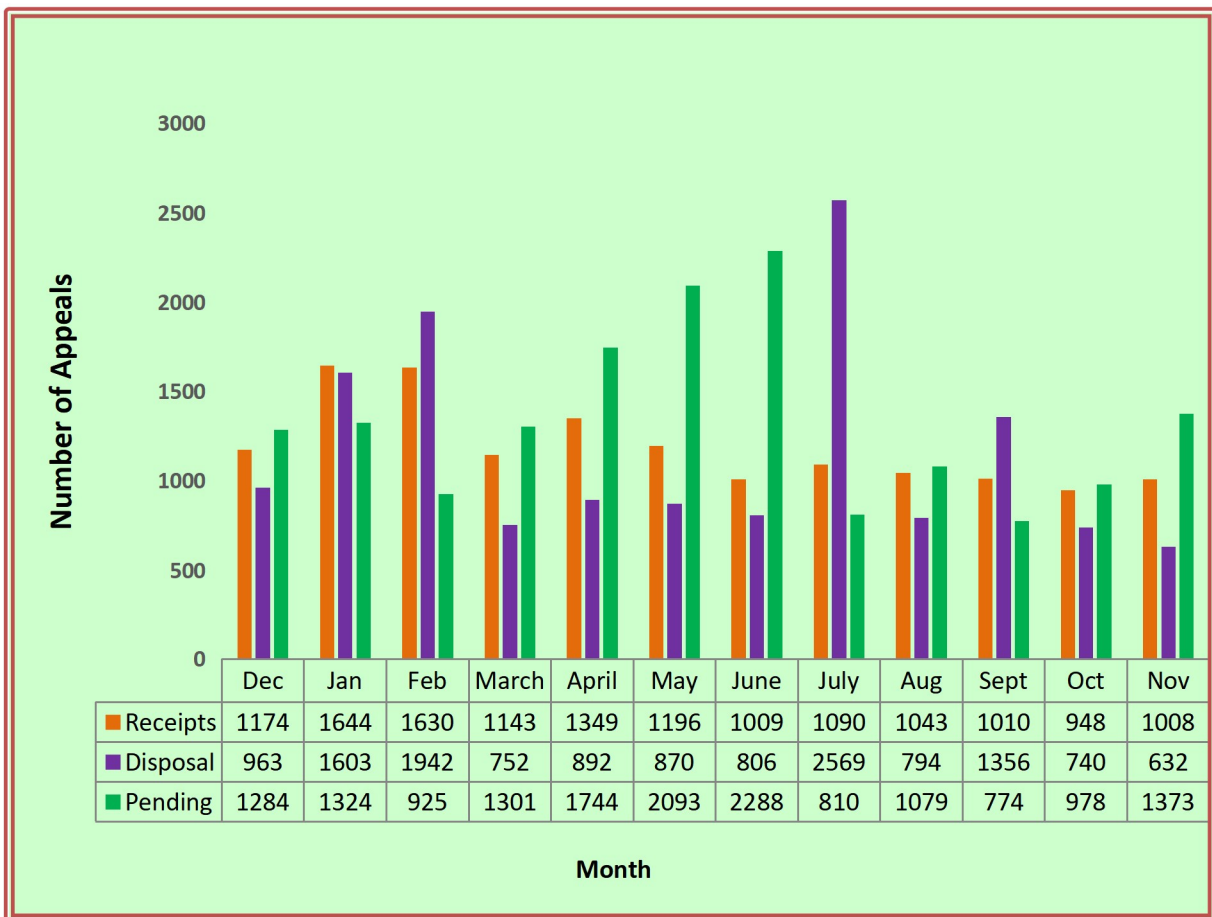
## 5. Appeal Dashboard

### 5.1 Overview



(Time Period:01/12/2023 to 30/11/2024)

### 5.2 Month-wise status of Appeals

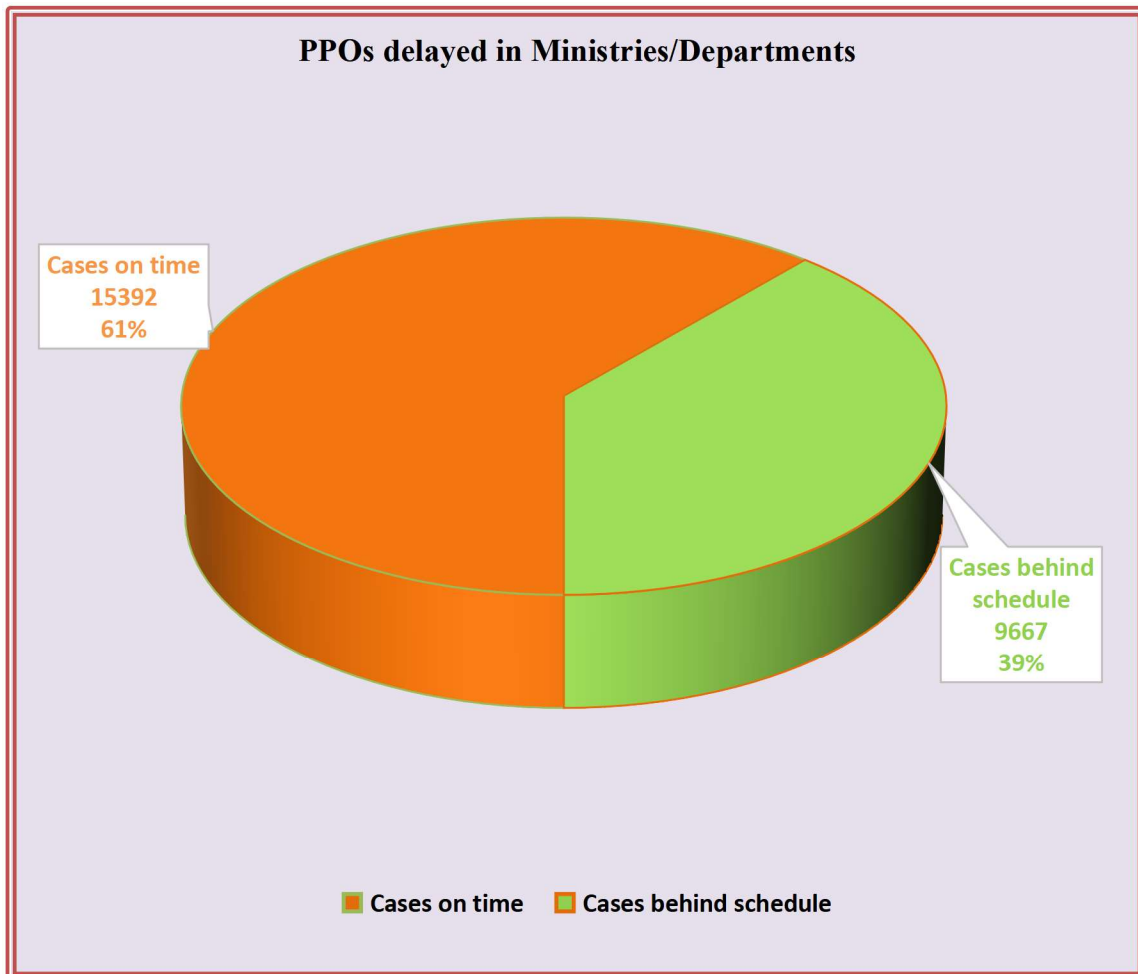


(Time Period: 01/12/2023 to 30/11/2024)

- In the last one year, 14,244 appeals have been filed against total disposal of 1,04,044 grievances in the same time period. The rate of appeal is 13.7 % of the total disposed grievances.
- The number of pending Appeals is 1373 at the end of November, 2024.

## 6. Bhavishya

- As on 30.11.2024, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 1032 attached offices through 9020 DDOs.
- Further, this application has so far cumulatively processed and issued 2,62,013 PPOs in respect of pensioners. 2,637 PPOs were issued through Bhavishya System in the month November, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



**(Time Period: 01/05/2024 to 31/10/2024)**

- A total number of 25059 employees are going to retire in the next 15 months. Out of which, 15,392 cases are on time while remaining 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: Dina Ram (Nagaur, Rajasthan)

**Gist of the story: “Payment of arrears of War Injury Pension from 01.01.2006 to 31.08.2022 amounting to Rs. 30.09 Lakh to the pensioner after 18 years.”**

Sh. Dina Ram, Ex-Subedar of the Indian Army, retired on medical grounds on June 30, 1993, after a commendable service of 28 years. His tenure in the army included a significant and challenging period during Operation Blue Star in Punjab. Unfortunately, he sustained injuries during this operation, impacting his health and financial stability over the years.

After his retirement, Sh. Dina Ram was granted both a service pension and a disability pension. However, his disability pension was considerably less than what he was entitled to. Aggrieved, Sh. Dina Ram made an appeal to the department for the revision of his disability pension w.e.f. 01.01.2006. However, the process was taking time.

Ultimately, Sh. Dina Ram, in hope of resolution, lodged his grievance on the CPENGRAMS Portal via Registration No. **DOPPW/E/2024/0063334** on 11.09.2024 for revision of his disability pension and payment of his War Injury disability element arrears. The grievance was forwarded to PCDA for necessary action.

His case was actively pursued and reminders were sent to the PCDA for timely resolution of his grievance. Due to these constant efforts, Sh. Dina Ram’s grievance has finally been resolved, and the payment of Rs. 28.87 Lakh as War Injury disability element arrears has been credited to his bank account thereby providing him with the much needed financial support in old age and allowing him to live with dignity in society

## 7.2 Name: - Sh. Bibhu K Pandey (Kharagpur, West Bengal)

**Gist of the Story: - “Revision of disability element of the pension and payment of arrears amounting to Rs. 4.20 lakh to the specially abled pensioner after 6 years.”**

Sh. Bibhu K Pandey was an Ex Leading Seamen, Indian Navy. He had retired from the service on 31.08.2017. Disability Pension @ 100 % was sanctioned to Sh. Pandey for a period of one year and after that on recommendation of Medical Board, his disability pension was revised @ 50 % for a period of 03 years. However, his disability pension was not paid to him irrespective of sanction of revised disability pension. As he was facing financial hardship, he requested the department to expedite the release of his revised disability pension with arrears without any delay.

After many years of several petitions, his disability pension arrears from September, 2018 upto December, 2021 amounting to Rs.3.82 lakh, were paid to him in the month of August, 2022.

Thereafter, he again applied for revision of his disability pension. Thereafter, revised PPO dated 11.07.2024, sanctioning Disability Pension @ 50 % for lifetime, was issued to him but arrears were not yet paid. For this he filed a grievance (**DOPPW/E/2024/0071248**) on the CPENGRAMS portal on 08.10.2024, which was sent to PCDA for further necessary action.

His case was actively followed up and regular reminders were sent to the PCDA. Due to these constant efforts, Sh Bibhu K Pandey's grievance has finally been resolved, and the payment of Rs.4.20 Lakh as arrears of disability pension has been credited to his bank account. The resumption of Disability Pension has provided mental satisfaction and financial stability to him.

### 7.3 Name:- Sh. Shiv Charan Jangid (Dausa, Rajasthan)

**Gist of the Story:- “Commencement of Pension and payment of its arrears along with other Post-retiral benefits pending since 3 months of retirement.”**

Sh. Shiv Charan Jangid, Ex HS-I of the Indian Air Force retired from service on 31<sup>st</sup> July 2024. However, following his retirement, he did not receive his service pension and any of his other entitled retirement benefits. Due to this, he was facing financial hardship. To resolve the issue, Sh. Jangid explored numerous avenues but to no avail.

In the meantime, he filed grievance on the CPENGRAMS portal (**DOPPW/E/2024/0060989**) on 02.09.2024. after analysing the case, the grievance was forwarded to PCDA.

Recognizing the urgency of his situation, the Department of Pension and Pensioners' Welfare (DoPPW) actively followed up his case. The case was constantly monitored ensuring that the matter reached finality.

After sustained efforts, the efforts yielded results and Sh. Jangid's grievance was resolved successfully. He finally received his service pension, DCRG and CVP, totaling ₹25.36 lakhs. This substantial amount has provided him with crucial financial support after his retirement.

#### **7.4 Name:- Ms. Anamika Pandey (Ara Bhojpur, Bihar)**

**Gist of the Story:- “Sanction of Family Pension with payment of arrears amounting to Rs. 19.5 lakh to the unmarried daughter after 14 years.”**

Ms. Anamika Pandey is the unmarried daughter of the late Sh. Sukhdev Pandey, Ex-CIT of the Indian Railways. Following her father's demise, her mother, Ms. Urmila Pandey received a family pension. After her mother's death in September, 2010, Ms. Anamika was facing both emotional and financial hardships, as she was completely dependent on her mother. She requested the Ministry to sanction her family pension and release her family pension arrears urgently.

In her pursuit of resolution, she lodged complaints on various platforms but received no relief. Ultimately, in hope of finding a solution, she filed a grievance (**DOPPW/E/2023/0056358**) on the CPENGRAMS portal. She was asked to submit the clarifications regarding Date of Birth and Unmarried Certificate.

Determined to get her dues, she again registered her case on the portal but to no avail. Her case was actively followed up by the DoPPW and escalated for discussion in the Inter-Ministerial Review Meeting for expeditious resolution.

After sustained efforts and due to intense focus on her case, her family pension was finally commenced and Ms. Anamika received arrears of her family pension amounting to Rs. 19.5 lakh. This has provided her with much-needed financial and emotional relief.



## 8. TESTIMONIALS

1. **Ms. Amarpal Kaur (DOPPW/E/2024/0042741)**, a family pensioner from Indian Army, graded her experience excellent after revision of family pension and payment of arrears after 22 months.

*"I am very thankful to all staff of sparsh and CPENGRAMS portal to solve my problem. It is an excellent way to solve the problems of all pensioners."*

2. **Shri Dhiren Boraik (DOPPW/E/2024/0058943)**, a pensioner from Indian Air Force, expressed his gratitude after correction of his Group in the PPO.

*"I highly appreciate your efforts for solving my financial problem as well as data updation in SPARSH."*

3. **Ms. Sushila Gupta (DOPPW/E/2024/0071294)**, spouse of Late Sh. Radheshyam Gupta, Ex Employee, Ministry of Mines, expressed her gratitude on commencement of her family pension after 10 months.

*"Really a good platform to register the grievance and track the status, also it is very helpful to avoid the unnecessary delay and undue demands by officials, thanks for launching such a wonderful tool in favor of citizens."*

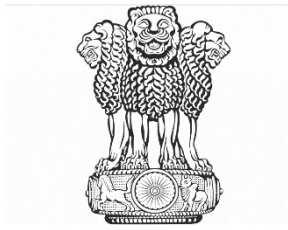
4. **Brigadier Kultar Singh (DOPPW/E/2024/0071981)**, Ex Brigadier, Indian Army, conveyed his gratitude after revision of his pension as per OROP-III.

*"My grievance has been addressed properly and I am fully satisfied. Thanks to this very useful and responsive portal."*

**Ministries/Departments–PPOs not issued**

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	264
2	Ministry of Information & Broadcasting	-	108
3	Ministry of Finance	Department of Revenue	104
4	Union territories of India	UT of Delhi	81
5	Union territories of India	UT of Andaman and Nicobar	78
6	Ministry of Home Affairs	Department of Home	68
7	Ministry of Housing and Urban Affairs	-	54
8	Union territories of India	UT of Lakshadweep	38
9	Ministry of Health & Family Welfare	Department of Health and Family Welfare	29
10	Ministry of Culture	-	27
11	Comptroller and Auditor General	-	14
12	Ministry of Home Affairs	Department of Justice	14
13	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	14
14	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	9
15	Ministry of Labour & Employment	-	7
16	Ministry of External Affairs	-	6
17	Ministry of Commerce and Industry	Department of Promotion of Industry and Internal Trade	6
18	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	6
19	Ministry of Environment, Forest and Climate Change	-	5
20	Ministry of Earth Sciences	-	5
21	Department of Atomic Energy	-	5
22	Ministry of Statistics & Programme Implementation	-	5
23	Ministry of Mines	-	4
24	Ministry of Ports, Shipping and Waterways	-	4
25	Department of Space	-	4
26	Ministry of Electronics & Information Technology	-	4
27	Ministry of Home Affairs	Central Police Organisation	4
28	Ministry of Commerce and Industry	Department of Commerce	3
29	Ministry of Law & Justice	Department of Legal Affairs	3
30	Ministry of Skill Development and Entrepreneurship	-	3

31	Ministry of Micro, Small and Medium Enterprises	-	2
32	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	2
33	Ministry of Jal Shakti	Department of Drinking Water and Sanitation	1
34	Ministry of Finance	Department of Financial Services	1
35	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
36	Ministry of Home Affairs	Department of Official language	1
37	Ministry of Rural Development	Department of Land Resources	1
38	Ministry of Youth Affairs & Sports	-	1
39	NITI Aayog	-	1
40	President Secretariat	-	1
41	Ministry of Civil Aviation	-	1
<b>Total</b>			<b>989</b>



**Government of India**

**Department of Pension & Pensioners' Welfare**

3rd Floor, Lok Nayak Bhawan

Khan Market, New Delhi - 110003