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V. Srinivas, IAS
सचिव
Secretary



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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: 17th November, 2023

Dear Secretary,

I am enclosing the Monthly Progress Report for October, 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 October, 2023, 6811 Pensioners' related Grievance cases and 1010 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

To,

All Secretaries to Government of India





भारत सरकार
पेंशन एवं पेंशनमोगी कल्याण विभाग
GOVERNMENT OF INDIA
DEPARTMENT OF PENSION & PENSIONERS' WELFARE

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CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments
October 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

- **Hon'ble MOS (PP), Dr. Jitendra Singh** inaugurated 9th Nationwide Pension Adalat (on Delayed PPOs) on 23.10.2023 in Vigyan Bhawan, New Delhi. In the Adalat, 150 cases of Pensioners were deliberated for their resolution and 125 cases were resolved on the spot. Honb'le MoS (PP) has personally interacted with pensioners and Department in 15 cases during Pension Adalat. As follow up, matter is being taken up with concerned Ministries/ Departments for resolution of 25 pending Cases of Pension Adalat.
- **Secretary (Pension)** conducted a meeting with CGA and CPAO on 12.10.2023 on the issue of delayed PPOs. In the meeting, it was informed that constant monitoring of PPOs pendency on Bhavishya Portal has resulted in a sharp decline in pending cases. He opined that all the concerned officers should ensure that the processing of pension papers of the retirees commence timely, to enable timely issue of e-PPOs.
- In the meeting, road map forward for timely processing of e-PPOs and manual PPOs was discussed in details and a three pronged strategy was envisaged which includes :
 - (i) Greater adoption of Bhavishya/PFMS platforms
 - (ii) Periodic reviews with Ministries/Departments on pendency
 - (iii) Focus on family pension cases
- Meeting with Grievance Redressal Officers of the Ministries/Departments was held on 25th October, 2023, to review the pendency and disposal of pension grievances cases, pending for more than 180 days.
- 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 1375 grievances with weekly reminders in the cases of family pensioners and super-seniors.
- 4774 complainants whose cases have been disposed of on the CPENGRAMS portal were contacted by Feedback team to know their response about the redressal of their grievances. Out of these, about 62% were satisfied and about 20% were not satisfied. Also, about 18% did not pick up the calls. The cases where the complainants were not satisfied, were analyzed and the process of re-registering of the cases has been initiated.
- **The pendency of the grievances has decreased from 8608 to 6811 grievances**,out of which 53.42% of the grievances are pending for less than 30 days.
- Average Grievance Redressal Time in all the Ministries/Departments in the year 2023, from 1st January to 31th October, 2023 is **26 Days**.

2. Status of receipt of Pension Grievance Cases

- In October, 2023, **7036 pension grievance cases were received** on the CPENGRAMS portal, **8833 pension grievance cases were redressed**. And there exists a **pendency of 6811 pension grievance cases**, as of 31st October, 2023. 62.8% of the grievances were received by 3 Ministries/Departments.
- PCDA, Pension Allahabad [2229 grievances], Department of Ex-Serviceman Welfare [1678] and Department of Financial Services (BD) [1107 grievances] have received the maximum number of grievances in October, 2023.

3. Status of disposal and pendency of Pension Grievance Cases

- Out of 8833 redressed grievance cases, PCDA, Pension Allahabad [3197 grievances], Department of Ex-Servicemen Welfare [1584] and Department of Defence Finance [1275 grievances] have the highest number of redressal.
- Amongst the pendency of 6811 pension grievance cases, PCDA, Pension Allahabad [2589 grievances], Department of Ex-Servicemen Welfare [1673] and Department of Defence Finance [676 grievances] have the highest number of pending grievances.
- PCDA, Pension Allahabad [866 grievances], Department of Ex-Servicemen Welfare [498] and Department of Defence Finance [344 grievances] have the highest number of grievances pending for more than 30 days.

4. Appeals

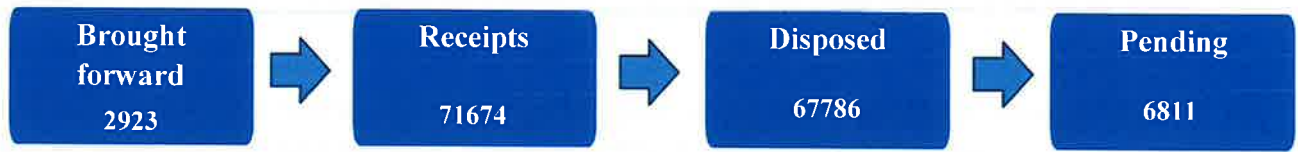
- In October, 2023, 1616 appeals were received and 1662 appeals were disposed. There is a pendency of 1216 appeals at the end of October, 2023.
- The pendency of appeals has decreased from 1262 at the end of September, 2023 to 1216 at the end of October, 2023.
- Department of Defense Finance [696], Department of Financial Services (Banking Division) [145 appeals], and Ministry of Railways [96 appeals] have maximum pendency of appeals as on 31st October, 2023.

5. Pending PPOs

- DoPPW regularly monitors the pendency at various levels including regular interaction with Bhavishya nodal officers of various Ministries and Departments.
- Specific interaction and follow up is done where pendency is on higher side

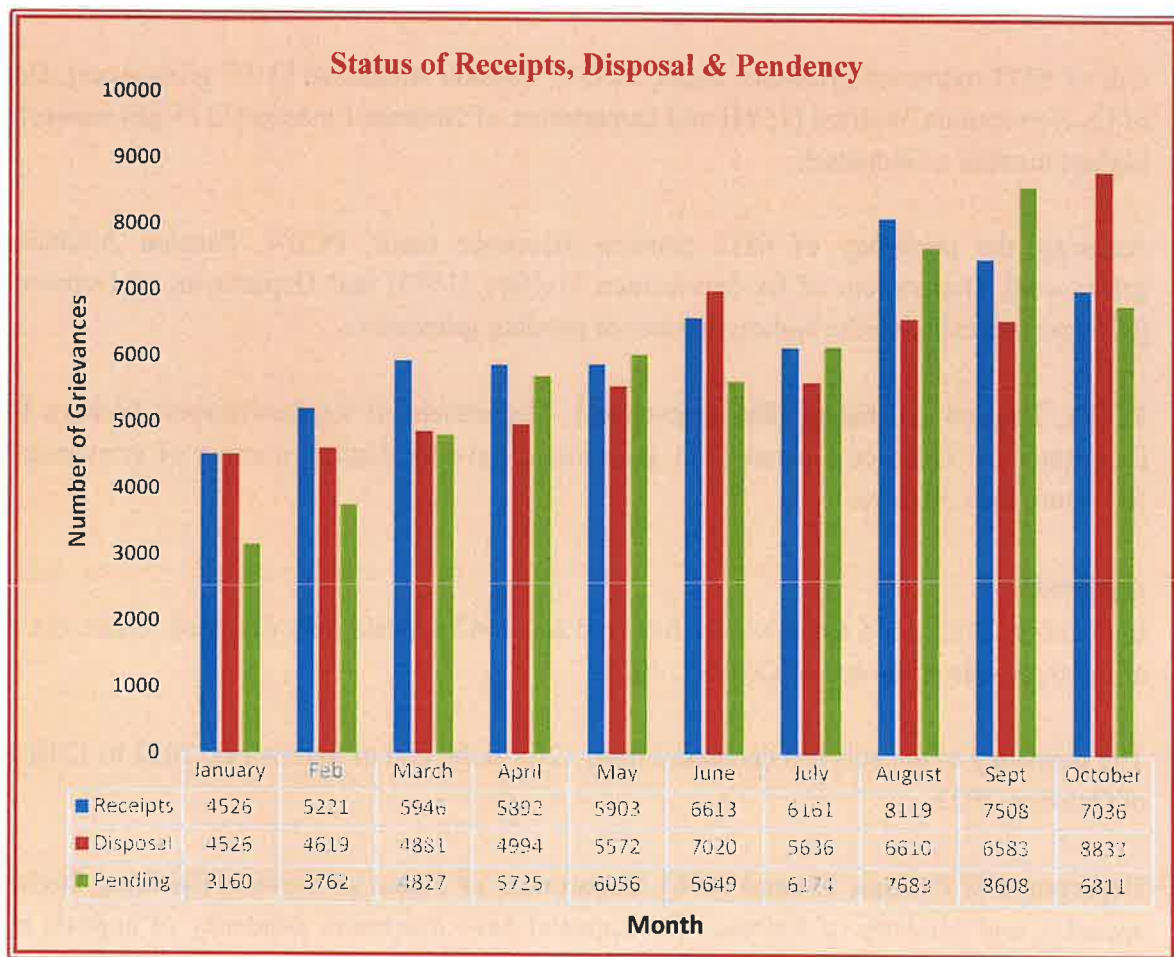
2. Review of Status of Grievances

2.1 Overview



(01/11/2022 to 31/10/2023)

2.2 Month-wise status of Grievances

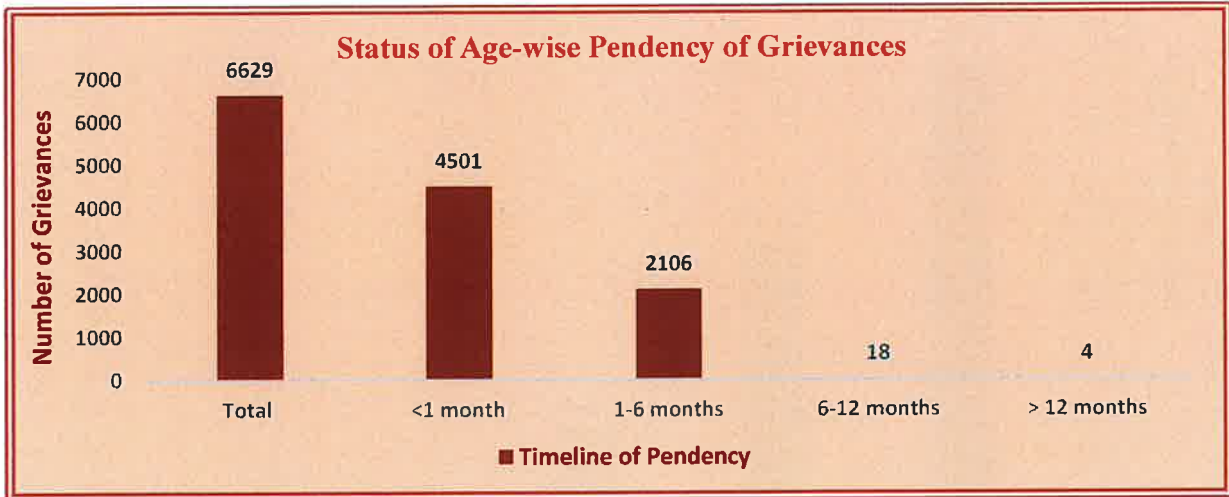


Note: Month-wise data for Receipts, Disposal and Pendency is as per the previously published Monthly Reports

- There was an upward trend in the number of grievances received and it reached at 8119 at the end of August, 2023. Thereafter, there is a decline in the number of grievances and by the end of October, 2023, it has reached at 7036.
- 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.

3. Age-wise Status of Grievances on CPENGRAMS

3.1 Pendency



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

PCDA Pension, Allahabad has the highest number of grievances pending for more than 30 days [866 grievances], which contributes to ~41% of the total pendency of more than 30 days [2128 grievances]. Ministries/Departments viz. Ministry of Home Affairs, Ministry of Culture, Department of Defense Finance and Ministry of Railways have grievances pending for more than 6 months.

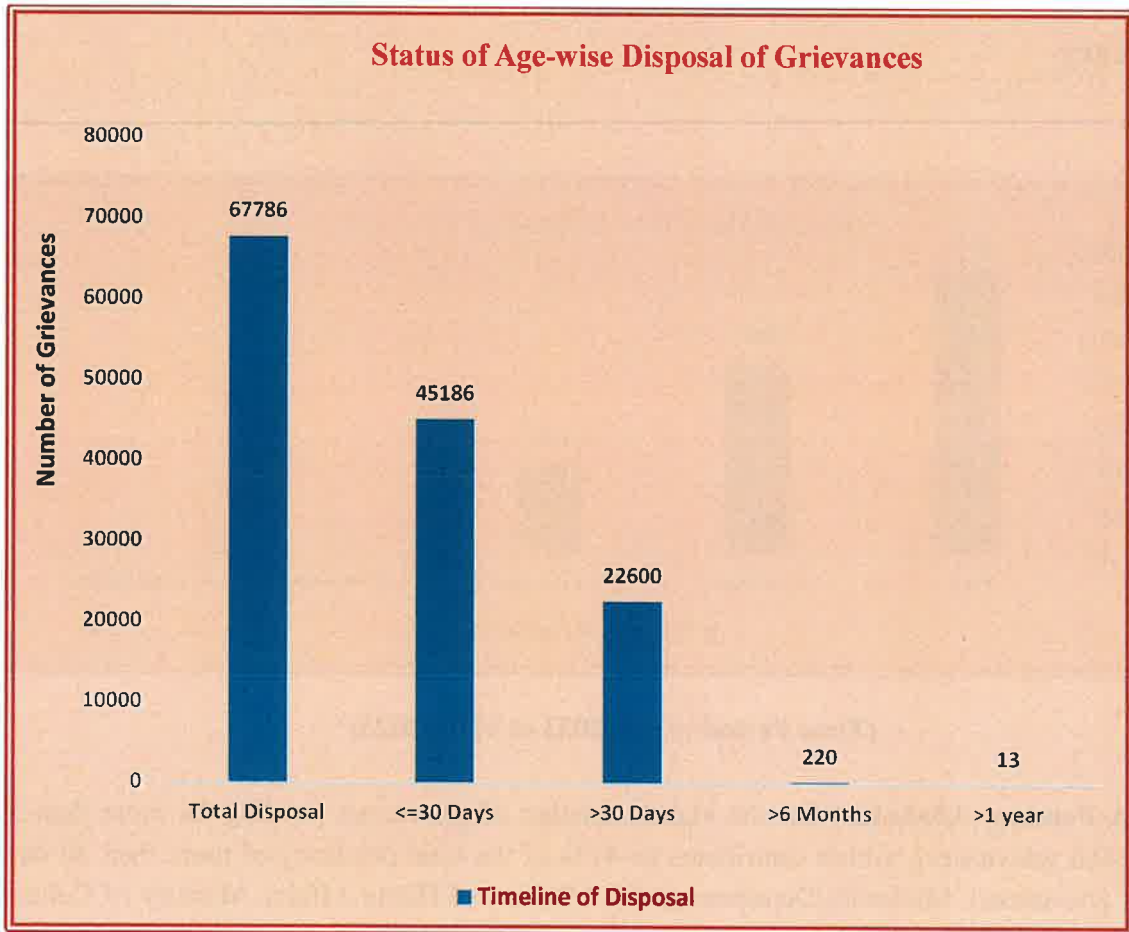
3.2 Top 5 Ministries/Departments pending grievances for more than 6 months.



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

BSF under Ministry of Home Affairs has maximum number of cases pending for more than 06 months.

3.3. Disposal

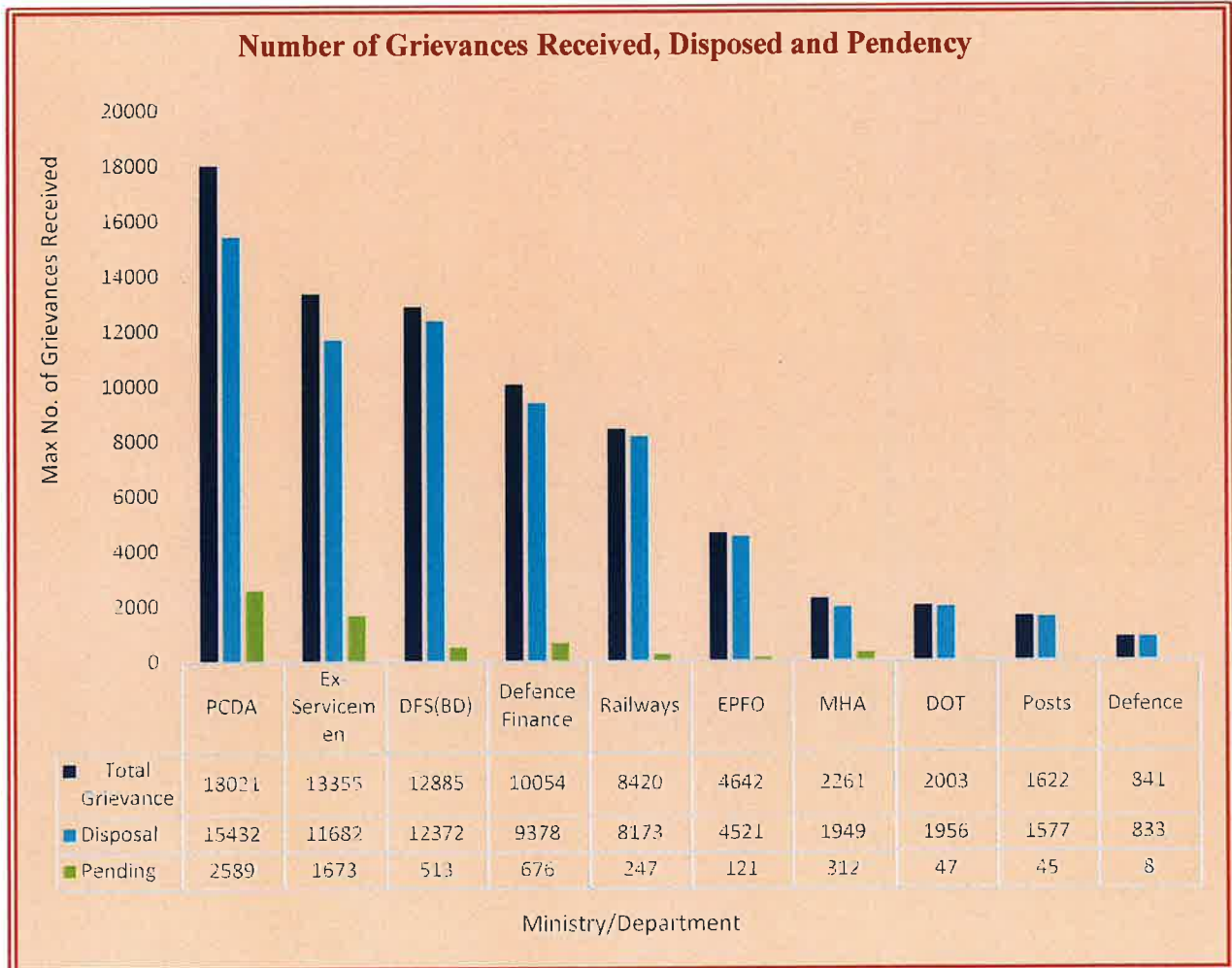


(Time Period: 01/11/2022 to 31/10/2023)

- Out of total disposal, about 66.7 % 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 [10846 grievances] which is 87.6% of their total disposal [12372 grievances].
- Ministry of Home Affairs (BSF) is having maximum cases with disposal time exceeding 6 months

4. Performance of Ministries/Departments/Organisations

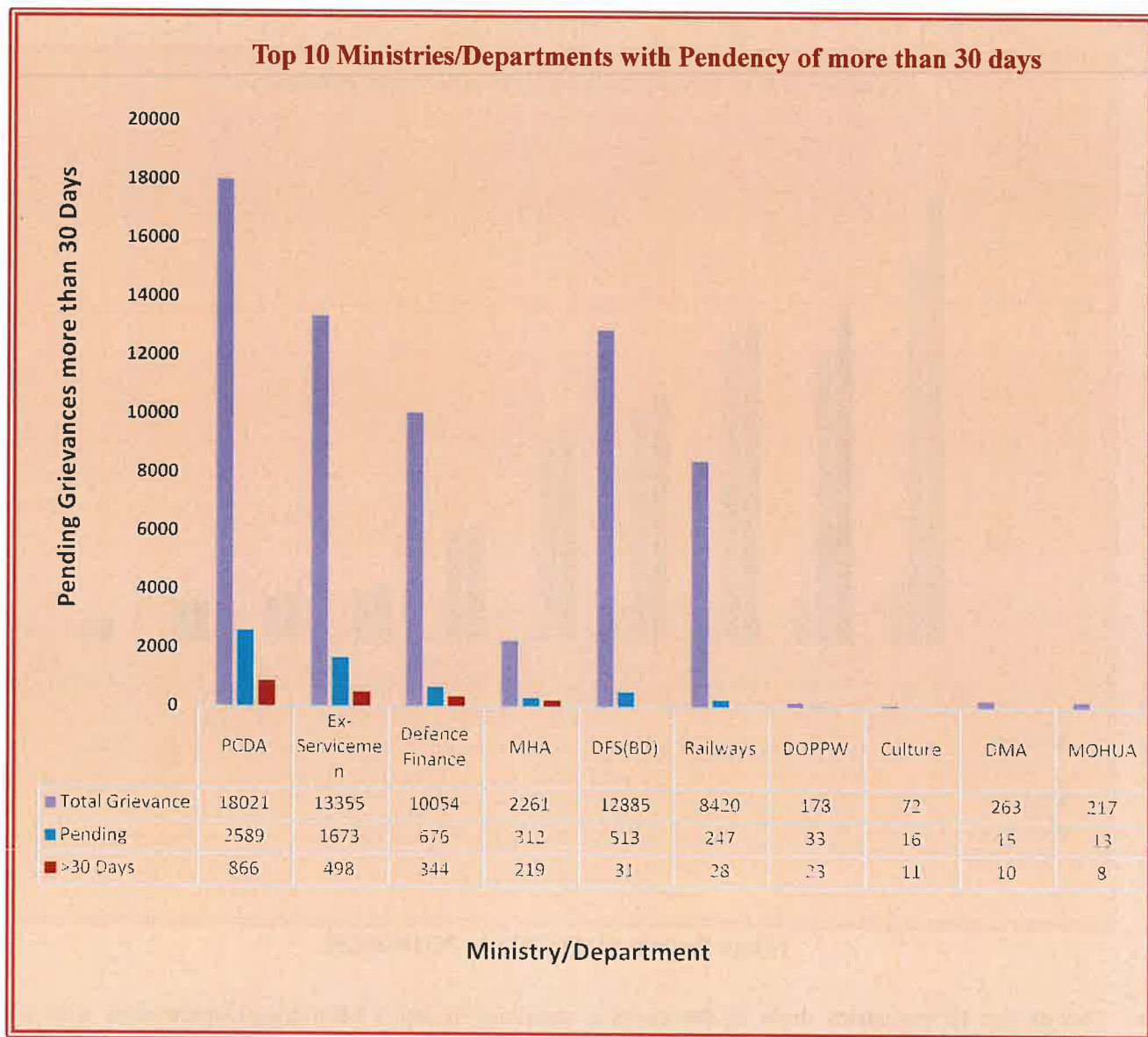
4.1. Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/11/2022 to 31/10/2023)

- Out of top 10 ministries, bulk of the cases is received in top 5 Ministries/Departments with an average of 12,547 cases whereas other remaining 5 are having average of 2273 cases.
- Among top 5 Ministries/Departments, the percentage of pendency/total grievances is 14.33, 12.52, 3.9, 6.72 and 2.93 respectively. Amongst remaining 5, the percentage is highest in Ministry of Home Affairs (13.79).
- Among top 5 Ministries/Departments, Ministry of Railways has the highest rate of disposal (97%) followed by DFS (BD) which is 93.27 %.
- PCDA, Pension, Allahabad (85.6%) and Department of Ex-Servicemen Welfare (87.47 %) have comparatively lower rate of disposal in this category.

4.2. Pending grievances for more than 30 days

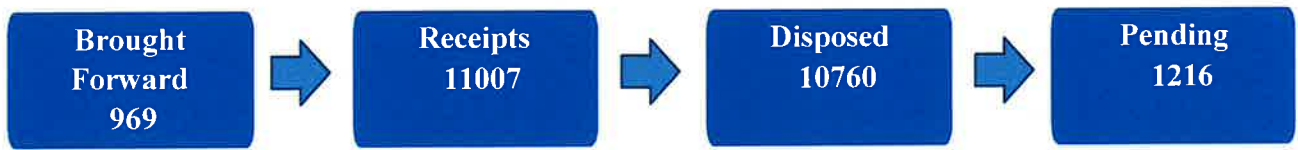


(Time Period: 01/11/2022 to 31/10/2023)

- 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 4.08, 3.72, 3.42, 9.68, 0.24 and 0.33 respectively.
- Ministry of Home Affairs has the highest rate of pendency beyond 30 days while it is lowest in Department of Financial Services (Banking Division).

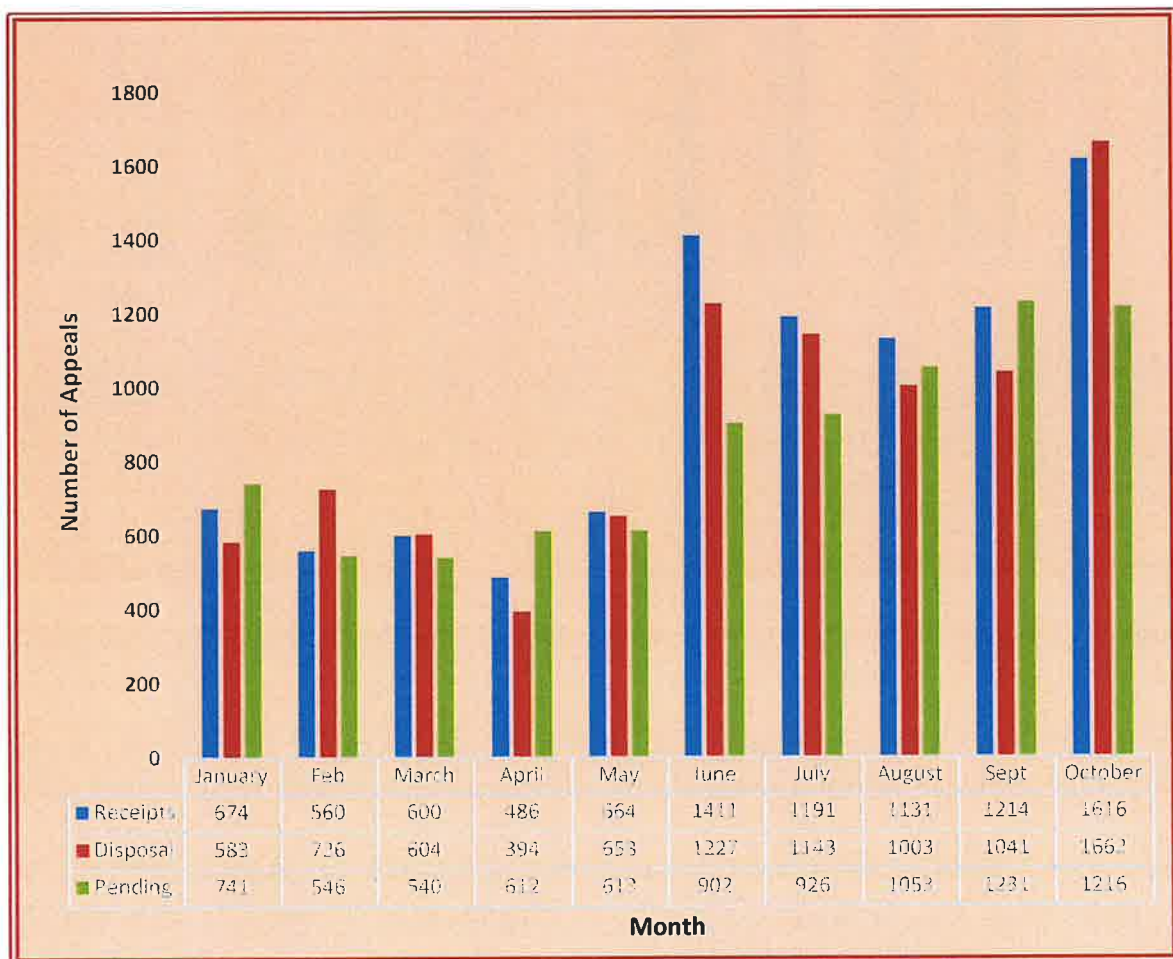
5. Appeal Dashboard

5.1 Overview



(Time Period: 01/11/2022 to 31/11/2023)

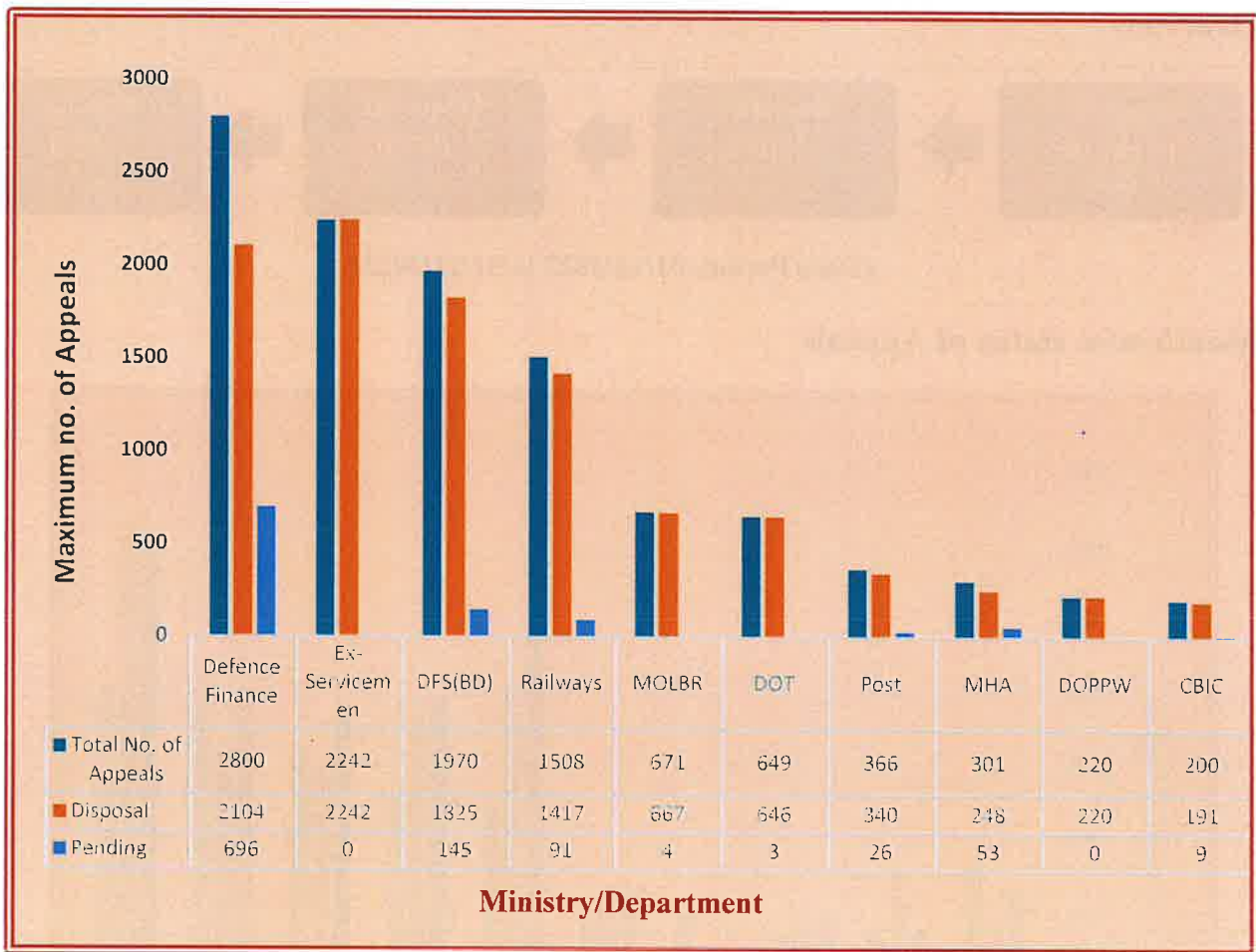
5.2 Month-wise status of Appeals



Status of Appeals-Receipts, Disposal & Pendency

- During the time period from 01.11.2022 to 31.10.2023, 11007 appeals have been filed against total disposal of 67786 grievances in the same time period.
- Hence, rate of appeal is about 16% of the total disposed grievances.

5.3 Top 10 Ministries/Departments/Organisations Analysed

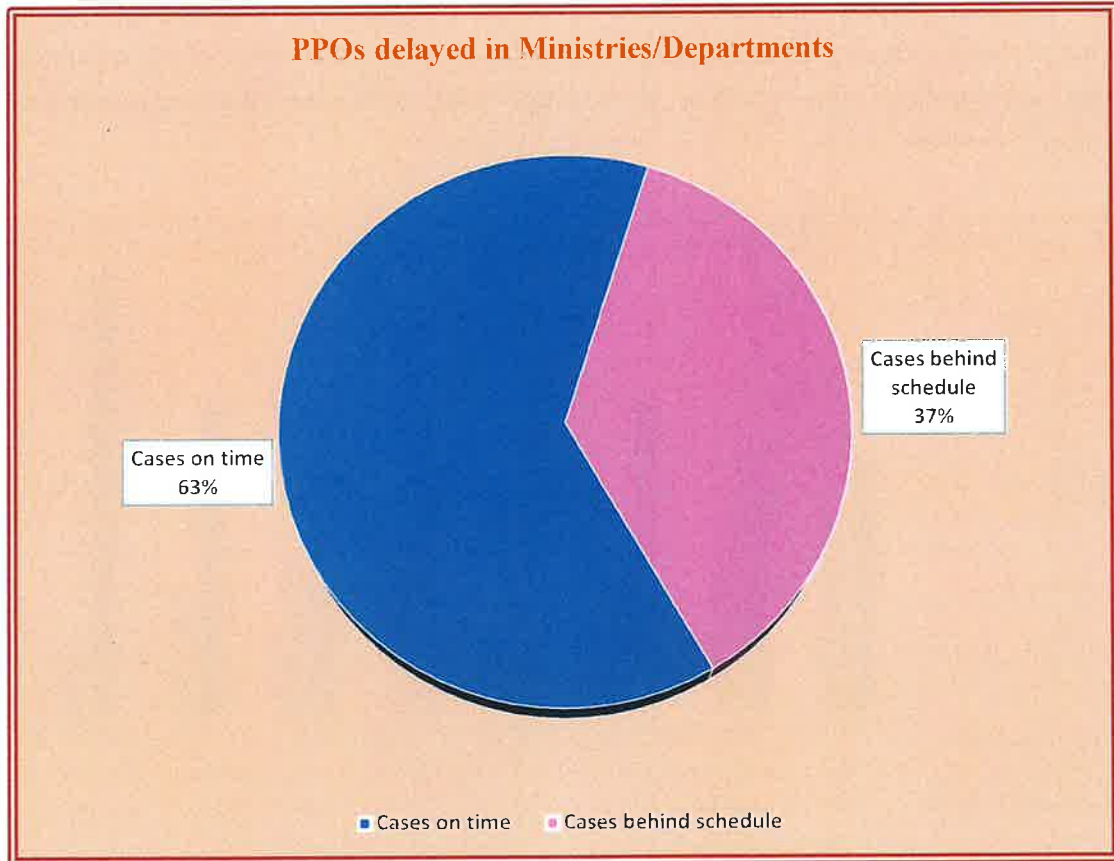


Number of Appeal Received, Disposed and Pendency (Time Period: 01/11/2022 to 31/11/2023)

- Out of top 10 Ministries/Departments, bulk of the Appeals is received in top 4 Ministries/Departments with an average of 2130 whereas remaining 6 are having average of 401.
- Amongst top 4 Ministries/Departments, the percentage of pendency of appeals is 24.85, 0, 7.36 and 6.03 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 (17.60%).
- There is a need to strengthen the appeal disposal mechanism in Department of Defence Finance & Ministry of Home Affairs.

6. PPOs Delayed in Ministries/Departments

6.1 Analysis of PPOs regarding employees going to retire in next 15 months



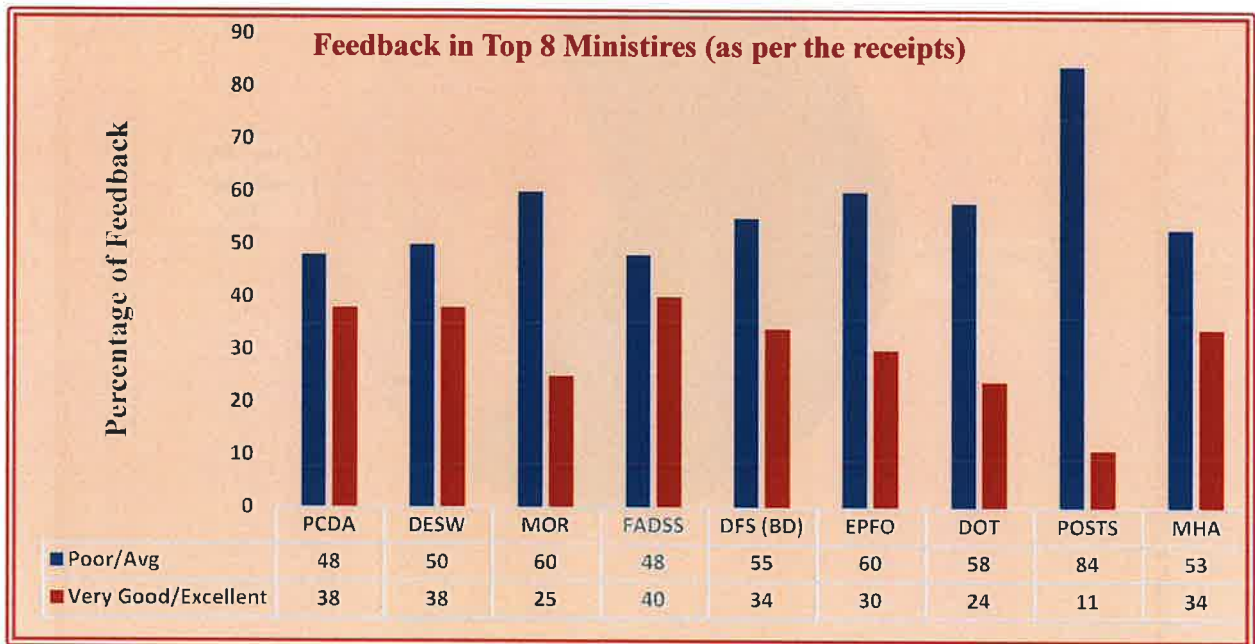
(Time Period: 01/04/2023 to 30/09/2023)

- A total number of 21920 employees are going to retire in the next 15 months. Out of which, 13856 cases are on time while remaining 8064 are running behind the schedule.
- For the 1st time, the department has conducted thematic Pension Adalat regarding delayed PPOs to the retiring employees and family pensioners on 23.10.2023. For this, the concerned Ministries/Departments along with other stakeholders were brought on the single platform and the results are encouraging.
- The thematic Pension Adalat yielded fruitful results and out of 150 cases of Pensioners, 125 cases were resolved on the spot. Due follow up is being done up with concerned Ministries/ Departments for resolution of remaining 25 pending Cases of Pension Adalat.
- The details of pending PPOs in various Ministries/ Departments are annexed as Annexure-A.

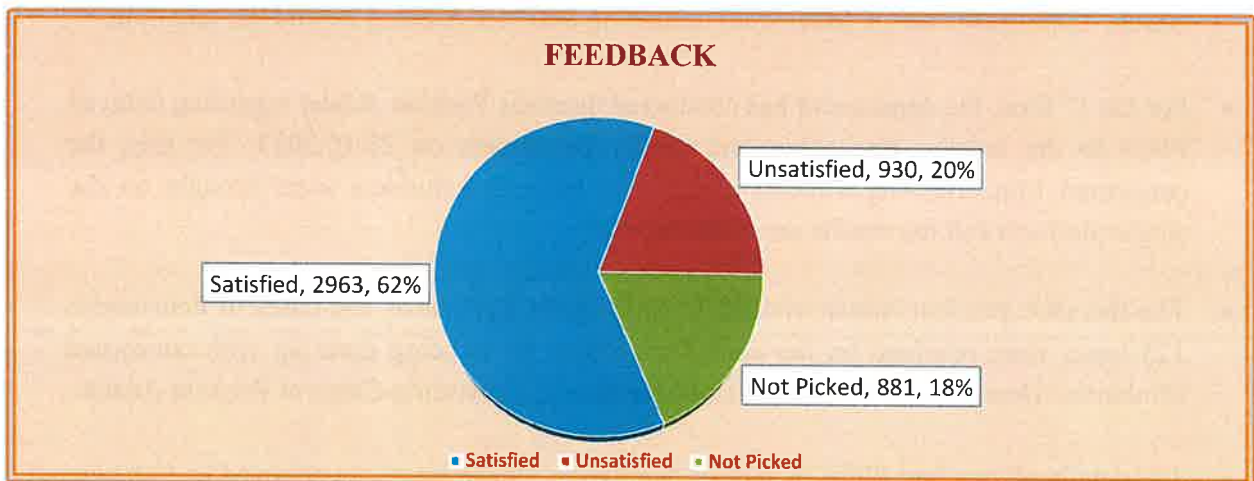
7. FEEDBACK

7.1 Feedback on CPENGRAMS Portal

In the month of October, 8587 grievances have been disposed, out of which 4938 complainants submitted their feedback which is about 57% of the total disposal. 54% of the respondents have graded their responses either as 'Poor' or 'Average' while 35% submitted their responses either as 'Excellent' or 'Very Good'.



7.2 DOPPW Feedback Call Centre: Analysis of 4774 calls



8. SUCCESS STORIES: FEEDBACK CALL CENTRE & PORTAL

8.1 Ms. Anuradha Ghosh- Family Pension payment to unmarried daughter after 8 years

Ms. Anuradha Ghosh had submitted all the documents, related to sanction of family pension, in September, 2015. However, she did not receive her family pension.

Then, after seven years of struggle, she filed a complaint on 12th July 2022. Her case was closed on 09th March 2023 after 182 days. However, she did not receive her pensionary dues.

The case was taken up by the Feedback unit and was re-registered on 8th September 2023 with an e-mail sent to concerned department. Active follow-up was done by the Department and pursuant to this, Ms. Anuradha Ghosh received payment of arrears of **Rs 10,78,167/-**.

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

8.2 Smt. Anita Chatterjee- Non-payment of revised Life Time Arrears of 17 years

The PPO was issued in September, 2022 to Smt. Anita Chatterjee, the family pensioner without mentioning payment of arrears from February, 2007 to September, 2022.

She filed a complaint on 14th March, 2023 on the portal but she did not receive pensionary benefits at the closure of the case.

The Feedback Team contacted her and the case was re-registered. After active intervention from DOPPW through e-mail, VC and personal calls, the family pensioner received the LTA amounting to about **Rs. 14,00,000/-** on 13th October, 2023.

The re-registered case was successfully closed in 20 days.

8.3 Smt. Meera Singh – Nonpayment of revised Life Time Arrears of 7 years

Smt. Meera Singh, widow of late Sh. Deo Narayan Singh did not receive payment of LTA, due from April, 2017 to January, 2021.

Thereafter, she filed a complaint on 24th March, 2023 on portal and the case was closed on 15th April, 2023 without paying actual benefits to her.

The case was examined and it was found that her case is fit for re-registration. Accordingly, the case was re-registered on 3rd October, 2023. Also, an e-mail was sent to the concerned department. The matter was also discussed on VC with the concerned PG officer. Thereafter, LTA was processed and the sum of about **Rs 5,00,000/-** was credited to the family pensioner's account.

The re-registered case was successfully closed in 10 days.

8.4 Ms. Geeta Chatterjee - Sanction of family pension to unmarried daughter after 1 year

After the unfortunate demise of the pensioner on 23.07.2022, his unmarried daughter Ms. Geeta Chatterjee was not getting pension despite submitting the requisite documents.

She registered a grievance at the CPENGRAMS portal on 24th April, 2023. However, the same was closed within 3 days.

The grievance was re-registered after taking feedback from her and examining the case on merit. Also, an e-mail was sent to the CPENGRAMS Nodal officer with the request to accord highest priority to the case.

Thereafter, the family pensioner who was facing financial hardship, received a payment of **Rs. 1,03,301/-** and her regular family pension had also been started.

The re-registered case was successfully closed in 3 days.

8.5 Smt. Sheela- Grant of Additional Pension after 2 years

She is a family pensioner, aged 90, bed-ridden since last 03 years and had exhausted all her savings on her treatment. Since February, 2021, she was trying hard to get her additional pension. However, she could not succeed. Her hardships were vividly mentioned in her grievance application.

Thereafter, she filed complaint on the CPENGRAMS portal and the case was closed within 21 days. As per telephonic conversation with her, PPO has been revised and arrears of **Rs. 10,00,000/-** (approx.) has been credited in her bank account.

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Department of Home	214
2	Ministry of Home Affairs	Central Armed Police Forces	166
3	Ministry of Finance	Department of Revenue	124
4	Ministry of Information & Broadcasting	-	109
5	Union territories of India	UT of Andaman and Nicobar	90
6	Ministry of Housing and Urban Affairs	-	53
7	Union territories of India	UT of Delhi	44
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	32
9	Ministry of Culture	-	30
10	Union territories of India	UT of Lakshadweep	26
11	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	14
12	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	9
13	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	8
14	Comptroller and Auditor General	-	8
15	Ministry of Labour & Employment	-	8
16	Ministry of Earth Sciences	-	7
17	Ministry of Environment, Forest and Climate Change	-	7
18	Ministry of External Affairs	-	6
19	Ministry of Statistics & Programme Implementation	-	5
20	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	5
21	Ministry of Textiles	-	4
22	Ministry of Mines	-	4
23	Ministry of Corporate Affairs	-	3
24	Ministry of Ports, Shipping and Waterways	-	3
25	Ministry of Skill Development and Entrepreneurship	-	3
26	Ministry of Home Affairs	Department of Justice	3
27	Ministry of Law & Justice	Department of Legal Affairs	3

S.No.	Ministry	Department	No. of PPOs Pending
28	Ministry of Home Affairs	Central Police Organisation	3
29	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	3
30	Ministry of Commerce and Industry	Department of Commerce	3
31	Ministry of Finance	Department of Financial Services	2
32	Ministry of Home Affairs	Department of Official Language	2
33	Ministry of Education	Department of Higher Education	1
34	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
35	Ministry of Steel	-	1
36	Ministry of Panchayati Raj	-	1
37	Ministry of Electronics & Information Technology	-	1
38	Department of Space	-	1
39	Lok Sabha Secretariat	-	1
40	Ministry of Coal	-	1
41	Ministry of Communications	Department of Telecommunications	1
Total			1010



Government of India

Department of Pension & Pensioners' Welfare

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