

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: 27.11.2024

OFFICE MEMORANDUM

विषय: - अक्टूबर 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 October, 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 October, 2024, 10,763 Pension related Grievance cases and 894 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 पेंशनभोगी कल्याण विभाग
GOVERNMENT OF INDIA
DEPARTMENT OF PENSION & PENSIONERS' WELFARE

75
Azadi Ka
Amrit Mahotsav



CPENGRAMS & BHAVISHYA

Monthly Report - Central Ministries/ Departments
October 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 October, 2024, **10,270 pension grievance cases were received** on the CPENGRAMS portal, **8,632 pension grievance cases were redressed** and there exists a **pendency of 10,763 pension grievance cases**, as of 31st October, 2024.
- PCDA(P) Prayagraj [6281 grievances], Department of Ex-Serviceman Welfare [2290 grievances], Department of Financial Services [692 grievances] and Ministry of Railways [578 grievances] have received the maximum number of grievances in October, 2024.

2. Status of disposal and pendency of Pension Grievance Cases

- The pendency of the grievances has increased from 9,074 to 10,763 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 8,632 redressed grievance cases, PCDA(P) Prayagraj [4234 grievances], Department of Ex-Servicemen Welfare [2153 grievances], Department of Financial Services (Banking Division) [806 grievances], Department of Defence Finance [655 grievances] and Ministry of Railways (Railway Board) [611 grievances] have the highest number of redressal.
- Out of the pendency of 10,763 pension grievance cases, PCDA(P) Prayagraj [6,016 grievances], Department of Ex-Servicemen Welfare [1,906 grievances], Department of Defence Finance [864 grievances] and Department of Financial Services (Banking Division) [305 grievances] have the highest number of pending grievances.
- PCDA(P) Prayagraj [1696 grievances], Department of Ex-Servicemen Welfare [806 grievances] and Department of Defence Finance [801 grievances] have the highest number of grievances pending for more than 30 days.

3. Appeals

- In October, 2024, 948 appeals were received and 740 appeals were disposed. There is a pendency of 978 appeals at the end of October, 2024.
- Department of Defence Finance [218], Ministry of Railways (Railway Board) [152] Department of Ex-Servicemen Welfare [75], and Department of Financial Services (Banking Division) [70] have maximum disposal of appeals as on 31st October, 2024.

4. Integrated Grievance Cell and Call Centre

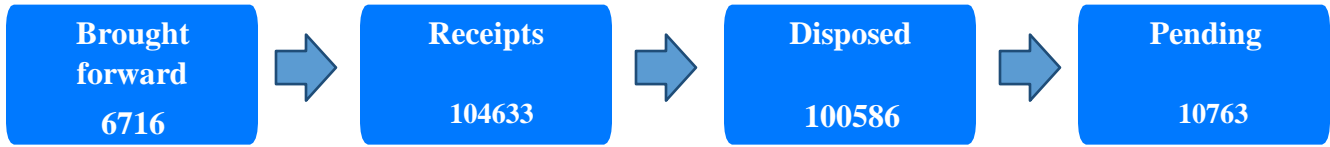
- During the month, 4,744 calls have been received and 751 grievances have been registered on the basis of information provided by the calling complainants. Further, 522 grievances have been filed based on the postal receipts. Also, 3,276 reminders have been issued in the cases pending for more than 50 days through CPENGRAMS Portal.

5. Pending PPOs

- The number of PPOs, not issued on time has increased from 846, at the end of September, 2024 to 894 at the end of October, 2024.
- DoPPW regularly monitors the pendency at various levels viz. Bhavishya Portal, regular interaction with Bhavishya nodal officers of various Ministries and Departments.

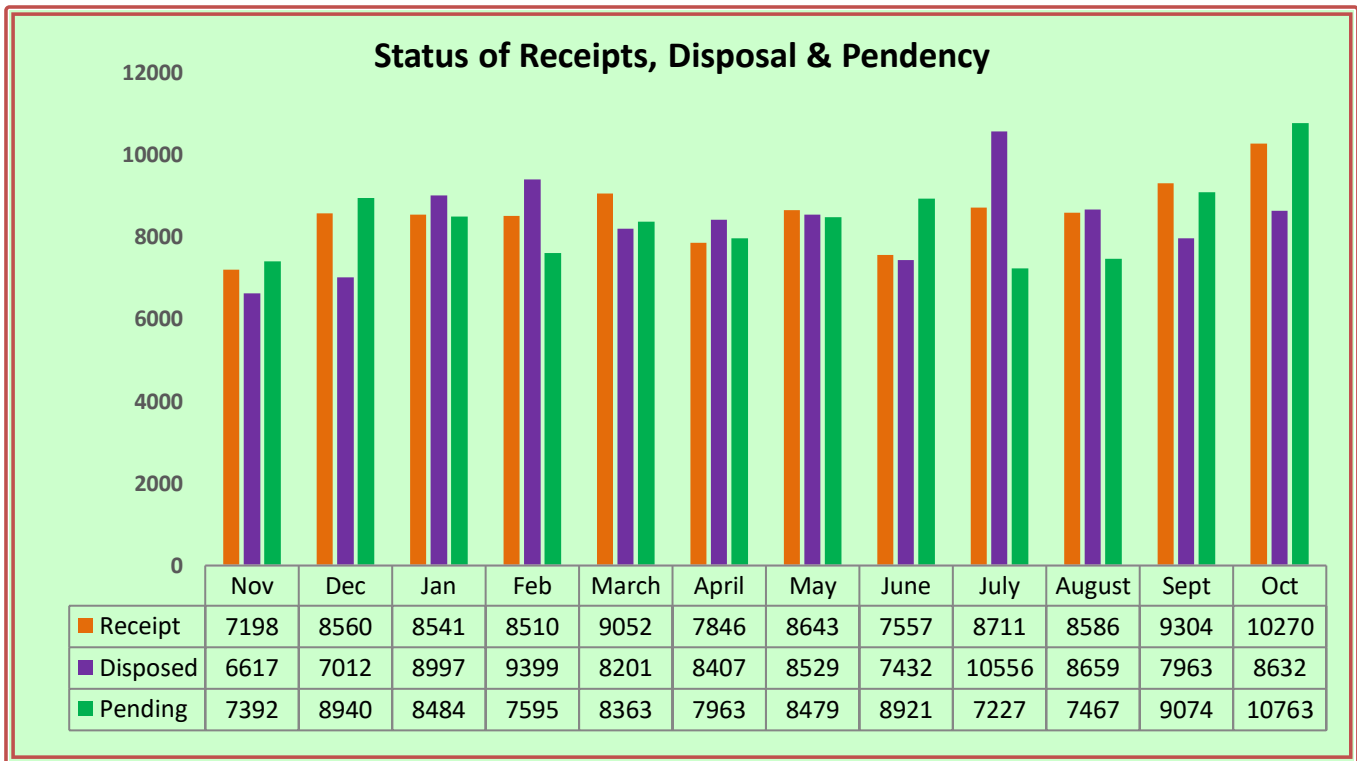
2. Review of Status of Grievances

2.1 Overview



(01/11/2023 to 31/10/2024)

2.2 Month-wise status of Grievances

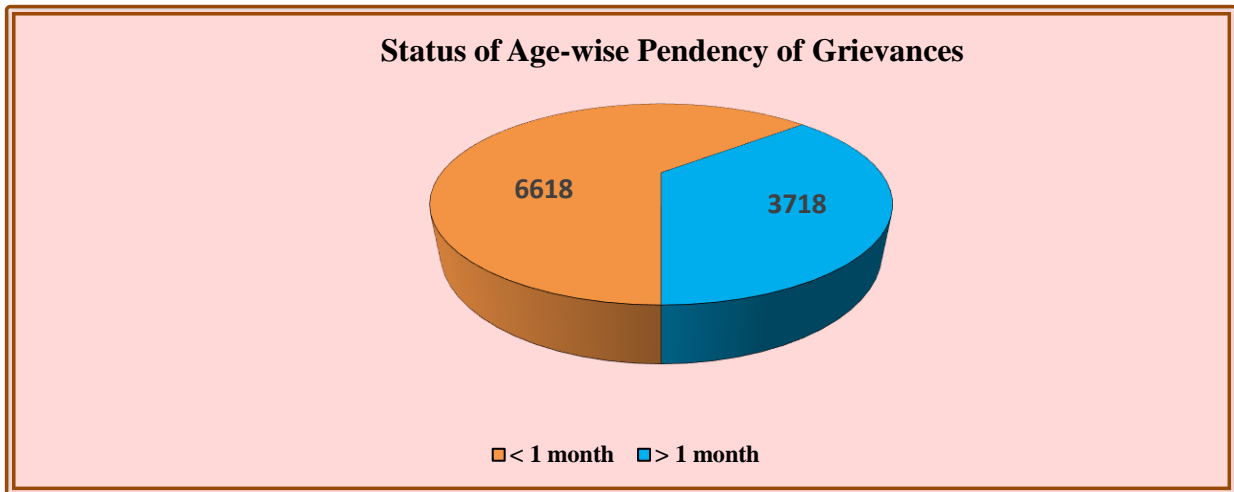


(Time Period: 01/11/2023 to 31/10/2024)

- 10,270 grievances were received in October, 2024 with maximum grievances from PCDA (P) Prayagraj.
- For the 11th 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

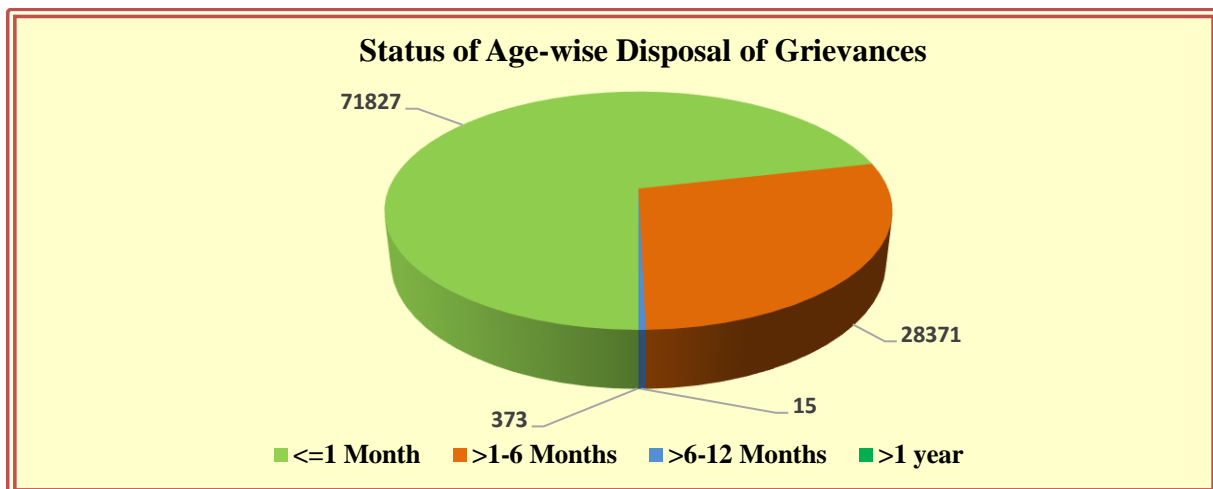


(Time Period: 01/10/2024 to 31/10/2024)

- Total pending cases are 10,763 with number of cases pending for more than 30 days is 3,718
- **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 > 30 days</u>
1.	PCDA(P) Prayagraj	1696
2.	Department of Ex Servicemen Welfare	806
3.	Department of Defence Finance	801
4.	Ministry of Home Affairs	179
5.	Central Board of Direct Taxes (Income Tax)	22
6.	Ministry of Railways (Railway Board)	22
7.	Employee Provident Fund Organization (Head office)	11
8.	O/o the Comptroller & Auditor General of India	10

3.2 Disposal



(Time Period: 01/11/2023 to 31/10/2024)

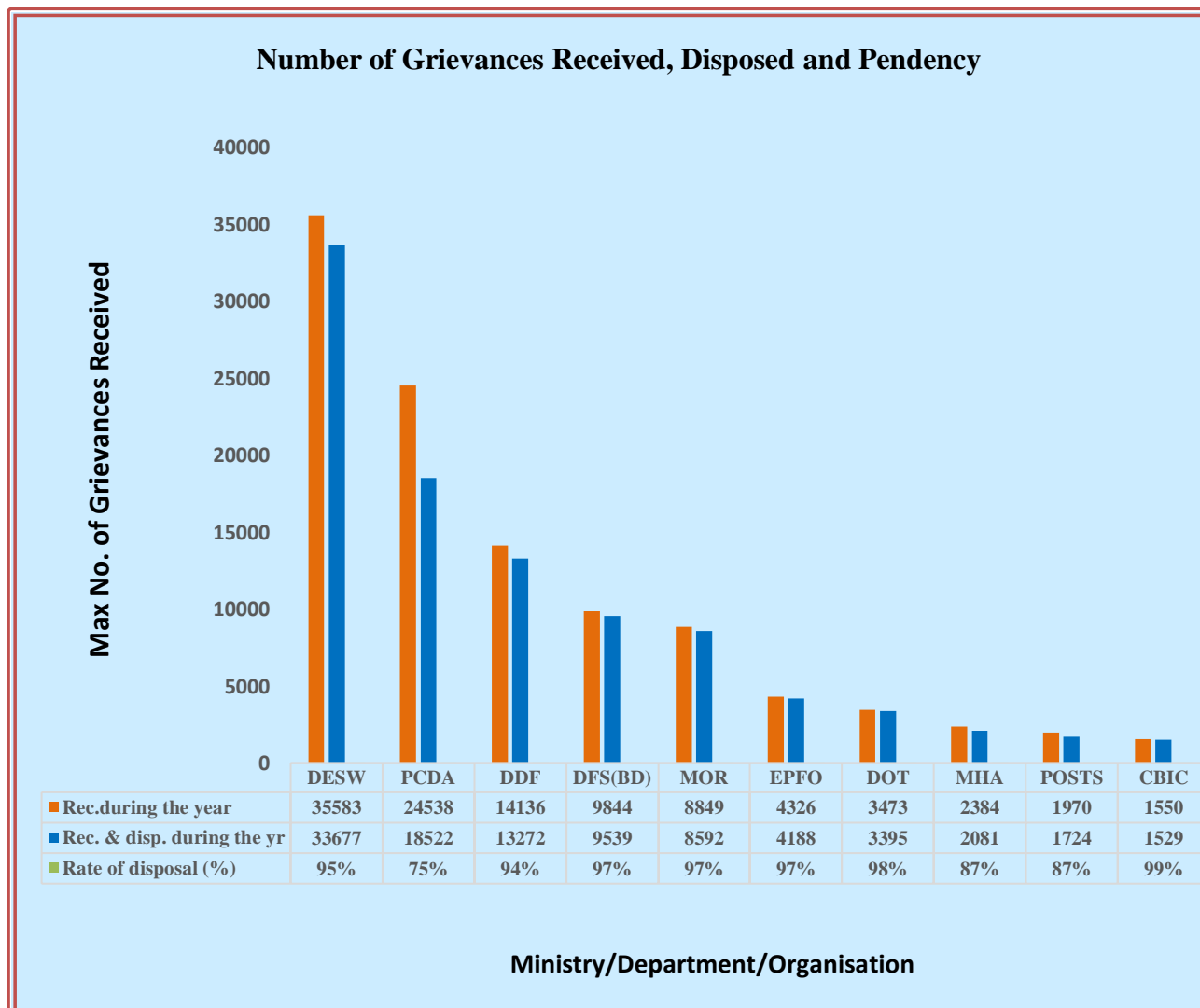
- In the last one year, the redressal rate has maintained the pace with the increased receipts of grievances. From 01.11.2022 to 31.10.2023, 67,778 cases were redressed through the portal while this figure has reached to 1,00,586 in the period from 01.11.2023 to 31.10.2024. The active interaction and 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 <= 30 days</u>
1.	Department of Telecommunication	100%
2.	Employees Provident Fund Organization (Head Office)	97.19%
3.	Department of Financial Services (Banking Division)	96.62%
4.	Department of Post	94.55%
5.	Ministry of Railways (Railway Board)	94.23%
6.	PCDA(P) Prayagraj	88.66%
7.	Department of Ex Servicemen Welfare	71.43%
8.	Ministry of Home Affairs	58.29%

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

4. Performance of Ministries/Departments/Organisations

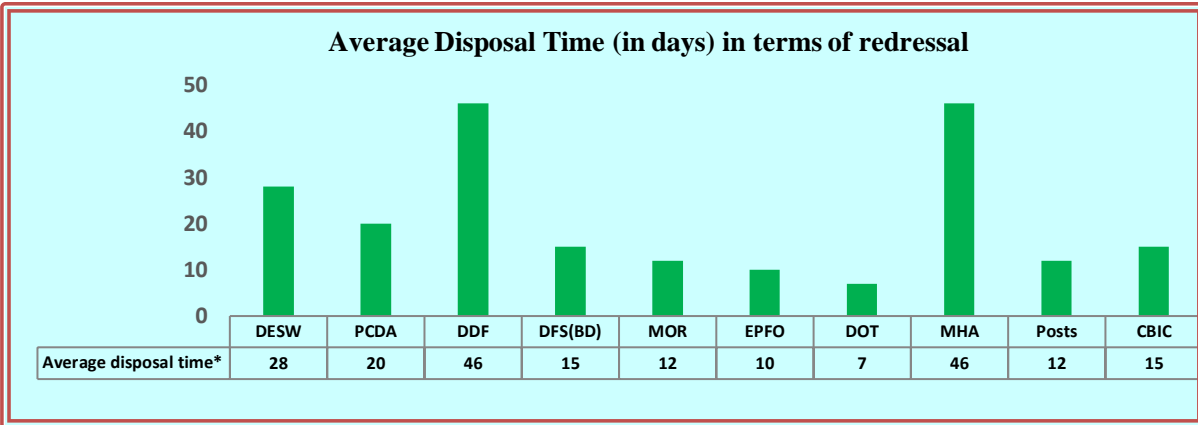
4.1 Top 10 Ministries/Departments/Organisations analysed



(Time Period: 01/11/2023 to 31/10/2024)

- Out of top 10 Ministries/Departments/Organisations, bulk of the cases are received in top 5 with an annual average of 18,590 cases whereas other remaining 5 are having average of 2,740 cases.
- Among top 5 Ministries/Departments/Organisations, Ministry of Railways (Railway Board) and Department of Financial Services (Banking Division) has the highest rate of disposal (97%) followed by Department of Ex Servicemen Welfare (95%), Department of Defence Finance (94%) and while remaining 1 slots are occupied by PCDA (75%).

4.2 Average Disposal Time in terms of redressal

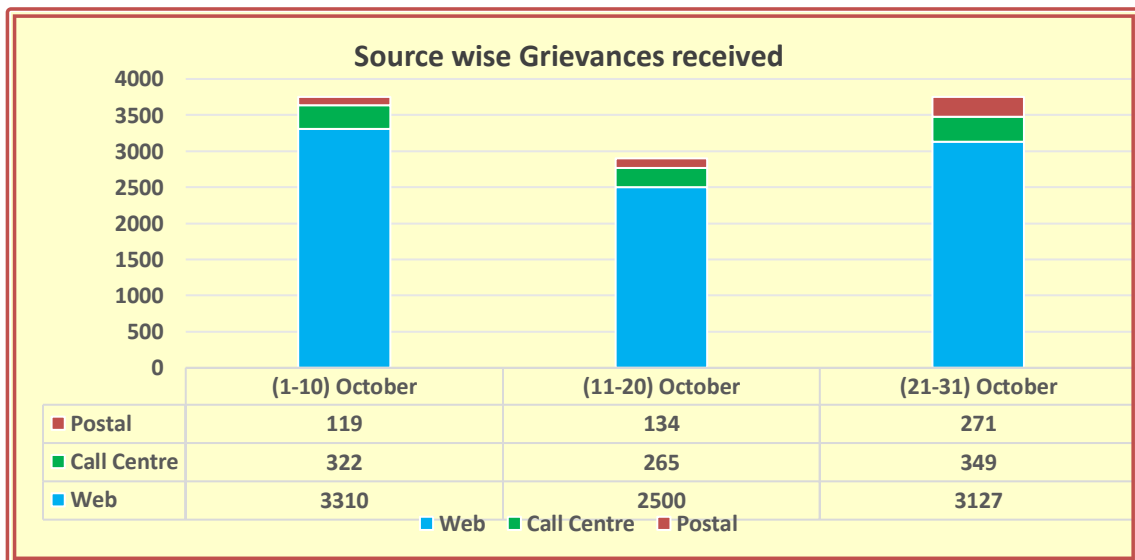


(Time Period: 01/10/2024 to 31/10/2024)

*Excluding pending days with DoPPW

- The average disposal time is 22.04 days (excluding pending with DoPPW) in October, 2024.
- Average disposal time is significantly higher in respect of the grievances pertaining to Ministry of Defence and Ministry of Home Affairs.

4.3. Source-wise grievances received

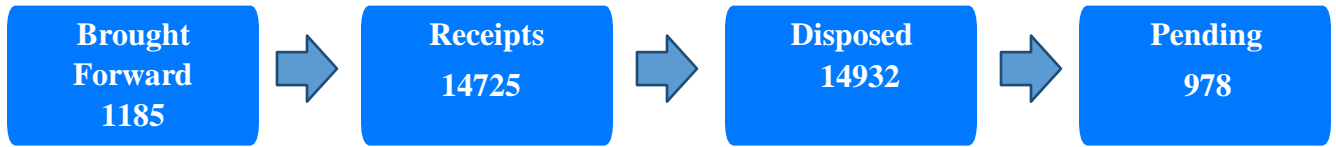


(Time Period: 01/10/2024 to 31/10/2024)

- Around 87 % grievances are received are registered directly through the website while the remaining 13 % 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.

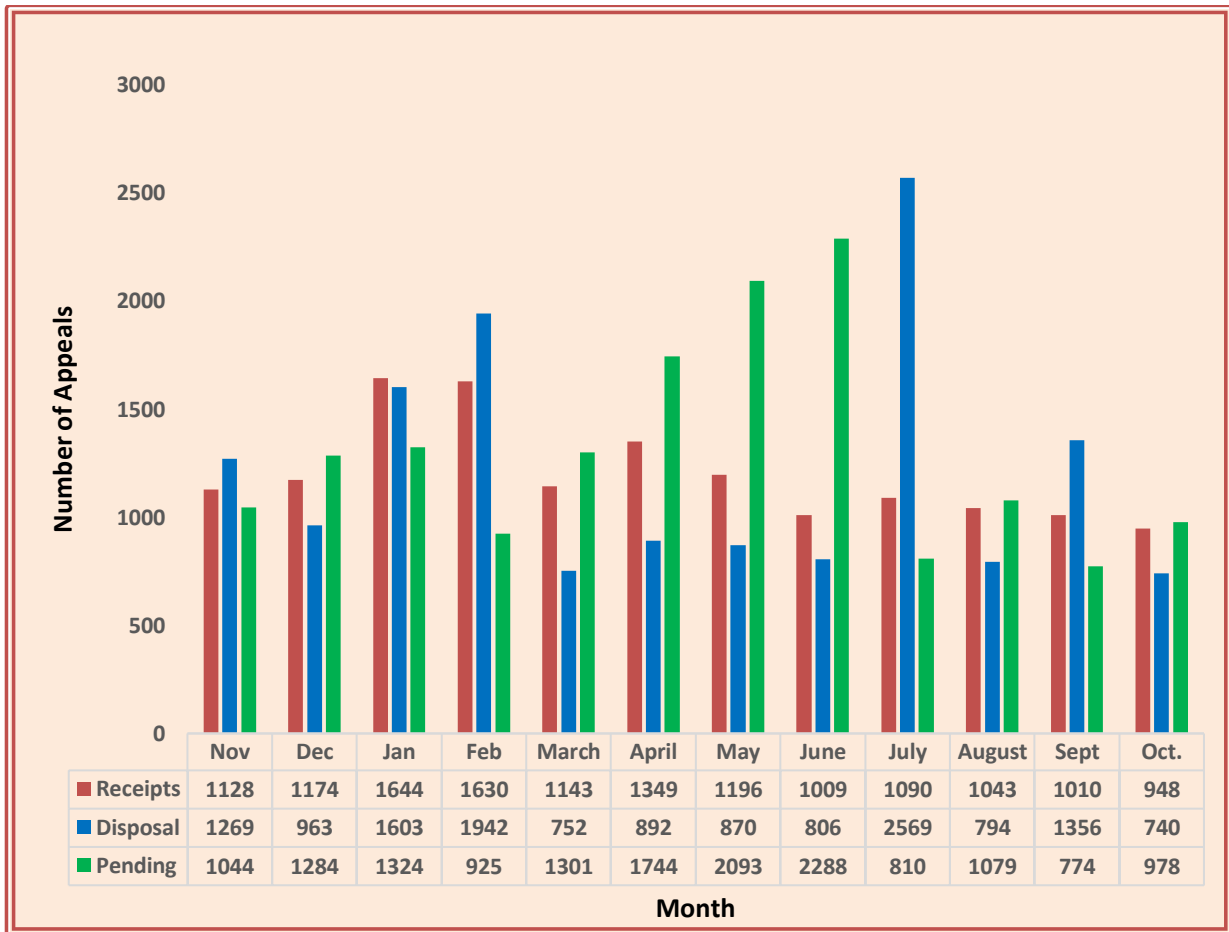
5. Appeal Dashboard

5.1 Overview



(Time Period:01/11/2023 to 31/10/2024)

5.2 Month-wise status of Appeals

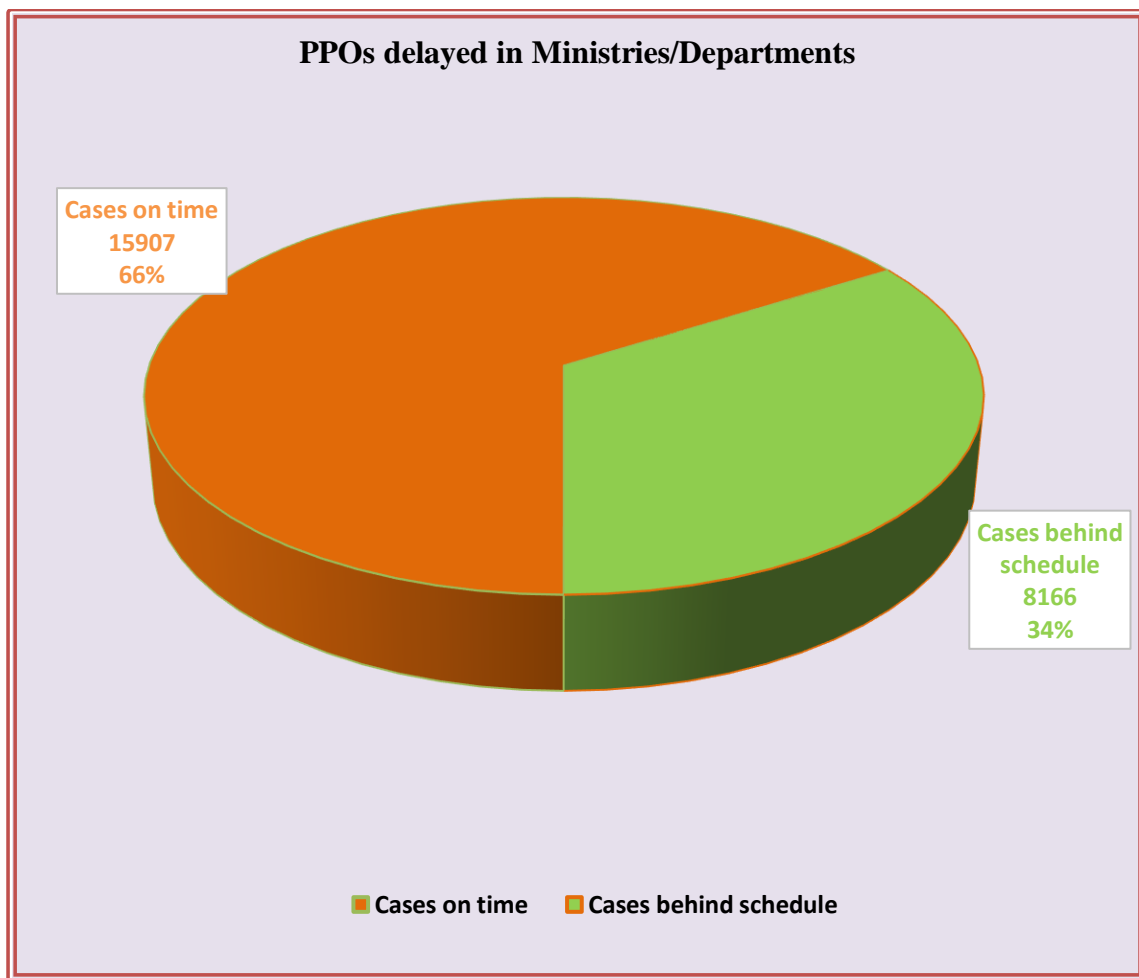


(Time Period: 01/11/2023 to 31/10/2024)

- In the last one year, 14,364 appeals have been filed against total disposal of 1,00,586 grievances in the same time period. The rate of appeal is 14.28 % of the total disposed grievances.
- The number of pending Appeals is 978 at the end of October, 2024.

6. Bhavishya

- As on 31.10.2024, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 1032 attached offices through 8900 DDOs.
- Further, this application has so far cumulatively processed and issued 2,58,852 PPOs in respect of pensioners. 2,947 PPOs were issued through Bhavishya System in the month of October, 2024. Bhavishya has been successfully integrated with PFMS Pension Module for generation of e-PPO.



(Time Period: 01/04/2024 to 30/09/2024)

- A total number of 24,073 employees are going to retire in the next 15 months. Out of which, 15,907 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: Sh. Harbhajan Singh (Kapurthala, Punjab)

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. Harbhajan Singh served in the Sikh Regiment of the Indian Army and retired from the rank of Havildar. His War Injury Pension was sanctioned by PCDA via PPO no. D/BC/278/2000, D/BC/1250/2001 dated 16.03.2020. However, unfortunately, the payment could not be released to him.

After exhausting all known channels and at last in hope of resolution, he lodged his grievance on the CPENGRAMS Portal via Registration No. DOPPW/E/2024/0030190 on 28.04.2024 for payment of his War Injury Pension arrears.

His case was actively pursued and reminders were issued to the PCDA on 08.08.2024 and 03.09.2024 for timely resolution of his grievance. Furthermore, this case was also discussed with PCDA in Inter Ministerial Review Meetings held on 29th August, 2024 and 24th September, 2024.

Due to these constant efforts, the redressal picked up the speed and Sh. Harbhajan Singh's grievance has finally been resolved with the payment of Rs. 30.09 Lakh as War Injury Pension arrears credited to his bank account thereby, providing him with the necessary financial support in the old age and allowing him to live with dignity in society.

7.2 Name: - Ms. Kusum Lata (Muzaffarnagar, Uttar Pradesh)

Gist of the Story: - “Sanction of Gratuity and other benefits including Family pension along with arrears amounting to Rs. 26 lakh to the spouse after the death of husband.”

Ms. Kusum Lata is the wife of Late Shri Shubhash Chandra Verma, Sr Section Engineer, Indian Railways. After the unfortunate demise of her husband on 05.12.2020, she was facing challenges in sanction of Gratuity and other benefits including Family pension along with arrears. For this, she approached various forums and platforms but to no avail.

The delay in the sanctioning of retirement benefits was causing significant distress to her. Due to advanced age and sudden death of her husband, her health was also deteriorating fast.

In her pursuit to resolve this, she lodged a grievance (**DOPPW/E/2024/0058790**) on the CPENGRAMS portal on 25.08.2024. The grievance was closed on 12.09.2024 with the issue of PPO to the concerned bank but actual benefits were not disbursed to Ms. Kusum Lata. The case was then re-registered on 26.09.2024 by the DoPPW.

Due to intense focus on her case, finally her family pension was started and Death cum Retirement benefits along with arrears of family pension, amounting to Rs. 26 lakh were paid to her after 4 years of death of her husband. It has brought much needed financial and emotional relief to her.

7.3 Name:- Ms. Madhuben (Vadodara, Gujrat)

Gist of the Story:- “Updation in date of birth of spouse in the PPO and sanction of Additional Pension to a super senior Family Pensioner after 8 years.”

Ms. Madhuben is the spouse of Late Shri Arvindbhai Joshi, Ex CIOW, Indian Railways. After unfortunate death of her husband on 08.04.2004, PPO was issued to her but unfortunately after revision of her family pension as per 7th CPC, her date of birth was not mentioned in the PPO. Due to this, she was facing difficulty in sanction of additional pension after attaining the age of 80 years.

For this, she lodged complaints on various platforms but to no avail. Finally, she lodged a grievance (**DOPPW/E/2024/0043213**) on the CPENGRAMS portal on 22.06.2024 for the inclusion of her date of birth in PPO and sanction of additional pension.

However, her grievance was closed by Indian Railways by seeking documents. Since the case was being actively followed up by DoPPW, it was re-registered twice and was also taken up in the Inter Ministerial Review Meetings for the fast redressal.

Due to the constant efforts of DoPPW, the case was successfully resolved and her date of birth was included in the PPO with the sanction of additional pension along with payment of arrears amounting to Rs. 9 Lakh, thereby providing her much-needed financial support to a super senior family pensioner.

7.4 Name:- Sh. Pawan Kumar (Kangra, Himachal Pradesh)

Gist of the Story:- “Payment of Commuted Value of Pension (CVP) amounting to Rs. 14.98 Lakh pending since 4 years.”

Sh. Pawan Kumar, Ex Subedar, Indian Army, had retired on 31.12.2020. A Commuted Value of Pension (CVP) for a sum of Rs 15 Lakh (approx.) was sanctioned to him but could not be credited to his account. Due to this, he was facing financial hardship. To release his CVP, he left no stone unturned but the process was taking time.

Meanwhile, he lodged a grievance on the CPENGRAMS portal on 20.10.2022 but the same was closed by PCDA only by sending a letter to the bank. Thereafter, the grievance of Sh. Pawan Kumar was re-registered and forwarded to PCDA. However, the matter remained pending between bank and PCDA.

After several reminders by DoPPW over the extended period and taking up her case in the Inter Ministerial Review Meetings, the difference of gratuity amounting to Rs. 66,066/- was paid but he was yet to receive the Commuted Value of Pension.

His case was again registered on 24.09.2024 and was actively monitored. Finally, the efforts of the DoPPW bore fruits leading to successful resolution of his grievance with payment of CVP amounting to Rs. 14.98 Lakh, offering crucial financial support after 04 years of his retirement.

8. TESTIMONIALS

1. **Sh. Mukesh Kumar (DOPPW/E/2024/0032832)**, a family pensioner from Indian Air Force, graded his experience excellent after revision of pension and payment of arrears after 21 months.

“Sir I am very thankful to you. I am a liver patient run here and there in this condition. Sir you solve, thanks again for your great job.”

2. **Shri Ashok Kumar Prasad (DOPPW/E/2024/0058663)**, a pensioner from Indian Air Force, expressed his gratitude after correction in the name of spouse in the PPO.

“I will give 100 marks out of 100. I am really proud on this portal as well for whom who launch people. Thanks and Regards, Ashok.”

3. **Sh. Amarjeet Singh Jaiswal (DOPPW/E/2024/0052276)**, Ex Havildar, from Indian Army, expressed his gratitude after payment of 3rd and 4th Instalment of OROP-II after 21 months.

“I’m really happy to receive my dues n thanks to the team working for us. May God bless you all.”

4. **Sh. R V S Reddy (DOPPW/E/2024/0055272)**, Ex Wg. Cdr from Indian Air Force, conveyed his gratitude after payment of his OROP-II arrears.

“Thank you so much for getting long pending issue resolved which Sparsh system should have resolved. I am recommending all pensioners to raise their grievances on this site.”

Ministries/Departments–PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	243
2	Ministry of Finance	Department of Revenue	100
3	Ministry of Information & Broadcasting	-	89
4	Union territories of India	UT of Andaman and Nicobar	85
5	Ministry of Home Affairs	Department of Home	64
6	Union territories of India	UT of Lakshadweep	45
7	Ministry of Housing and Urban Affairs	-	53
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	30
9	Union territories of India	UT of Delhi	37
10	Ministry of Home Affairs	Department of Justice	13
11	Ministry of Culture	-	26
12	Comptroller and Auditor General	-	13
13	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	11
14	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	8
15	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	6
16	Ministry of Home Affairs	Central Police Organisation	4
17	Department of Space	-	5
18	Ministry of External Affairs	-	6
19	Ministry of Mines	-	6
20	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	5
21	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	3
22	Ministry of Commerce and Industry	Department of Commerce	6
23	Ministry of Environment, Forest and Climate Change	-	3
24	Ministry of Earth Sciences	-	4
25	Ministry of Electronics & Information Technology	-	6
26	Ministry of Labour & Employment	-	6
27	Ministry of Skill Development and Entrepreneurship	-	1
28	Ministry of Statistics & Programme Implementation	-	3
29	Ministry of Micro, Small and Medium Enterprises	-	2

30	Ministry of Ports, Shipping and Waterways	-	2
31	Ministry of Tourism	-	1
32	NITI Aayog	-	1
33	President Secretariat	-	1
34	Ministry of Civil Aviation	-	1
35	Ministry of Home Affairs	Department of Official language	1
36	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
37	Ministry of Law & Justice	Department of Legal Affairs	1
38	Ministry of Science & Technology	Department of Science and Technology	1
39	Ministry of Communication	Department of Telecommunication	1
Total			894



Government of India

Department of Pension & Pensioners' Welfare

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