



सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

**Department of Pension and Pensioners' Welfare**

**CPENGRAMS**

**&**

**BHAVISHYA**

**MONTHLY REPORT**

**SEPTEMBER 2022**

## INDEX

1. Introduction	3
2. CPENGRAMS Dashboard	4
2.1 Overview	
2.2 Status of Age-wise Pendency of Grievances	4
3. Performance of Ministries/Departments	5
3.1 Top 10 Ministries/Departments Analyzed	5
3.1.1. Maximum Number of Grievances Received	5
3.1.2. Maximum Number of Disposals	6
3.1.3. Maximum Number of Pendency	7
3.2 Top10 Ministries/Departments with Pending Grievances for more than 45 Days	8
4. Category-wise Status	9
5. Appeal Dashboard	10
5.1 Overview	10
5.2 Top 10 Ministries/Departments with Maximum Number of Appeals	11
6. Delay in Issue of Pension Payment Orders by Ministries/Departments	12
7. List of Department of Pension & Pensioners' Welfare issued OM/ Orders and Circulars from 01.01.2022 to 31.08.2022 with Annexure	16

## 1. INTRODUCTION

The Centralized Pension Grievance Redress and Monitoring System (CPENGRAMS) is an online web-enabled grievance redressal module of the Department of Pension & Pensioners' Welfare on which Central Government Pensioner 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 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 Ministries with an outer timeline of 30 days vide DARPG OM No.S-15/21/2021-O/o DS(PG)-DARPG (7085) Dated- 27.07.2022

The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.

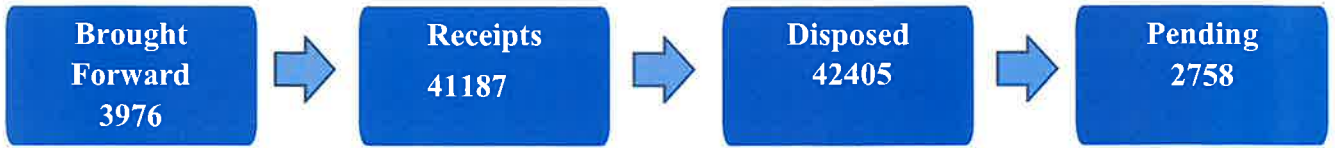


V. Srinivas

**Secretary to Government of India  
(Department of Pension & Pensioners' Welfare)**

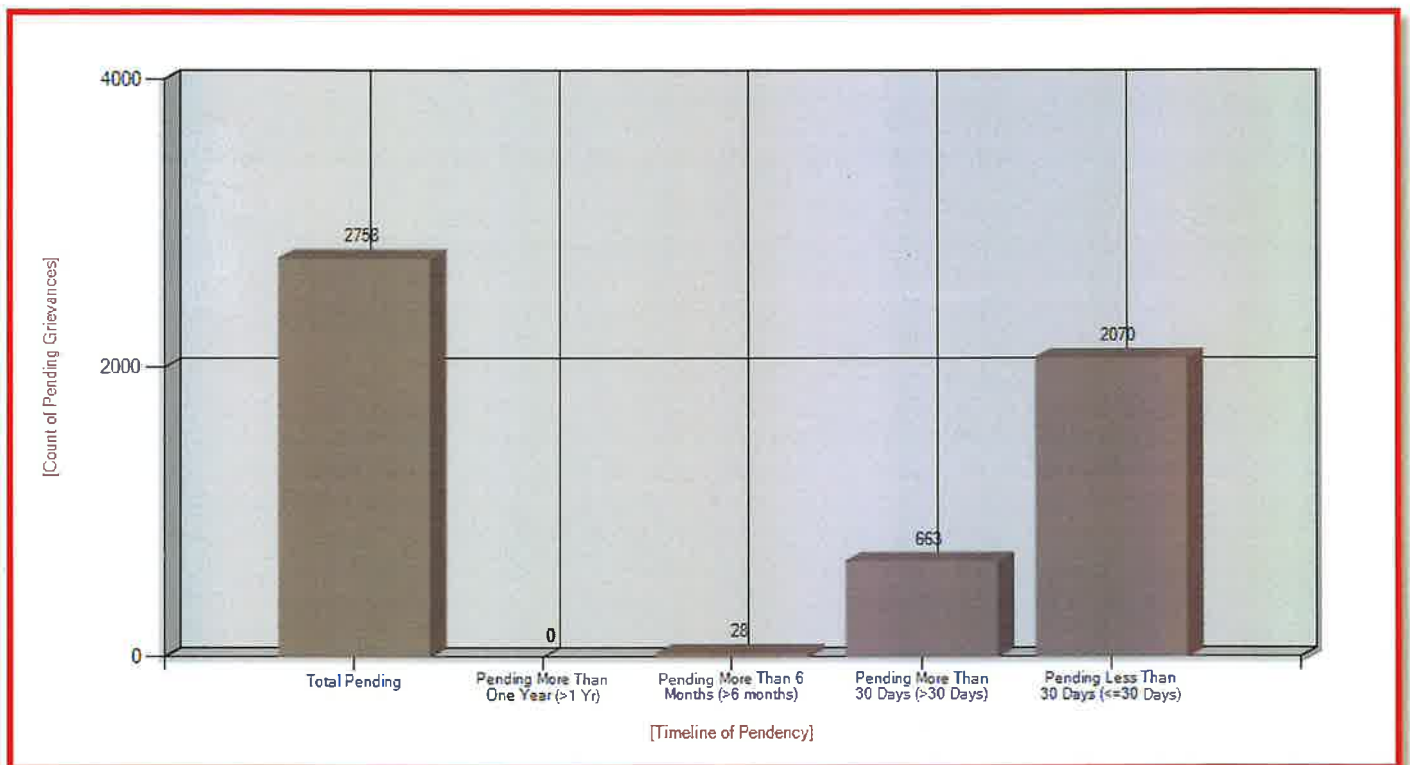
## 2. CPENGRAMS DASHBOARD

### a. Overview



(Time Period: 01/01/2022 to 30/09/2022)

### b. Status of Age-wise Pendency of Grievances



### 3. PERFORMANCE OF MINISTRIES/DEPARTMENTS

#### 3.1 Top 10 Ministries Analyzed

##### 3.1.1 Maximum Number of Grievances Received

(Time Period: 01/01/2022 to 30/09/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	10580	<b>11896</b>	11172	724
2.	Department of Financial Services (Banking Division)	652	8483	<b>9135</b>	8835	300
3.	Ministry of Railways ( Railway Board)	323	7230	<b>7553</b>	7286	267
4.	PR. CDA PENSION ALLAHABAD	11	4479	<b>4490</b>	4125	365
5.	Employees Provident Fund Organisation (Head Office)	334	2597	<b>2931</b>	2811	120
6.	Ministry of Home Affairs	177	1520	<b>1697</b>	1392	305
7.	Department of Ex Servicemen Welfare	107	1434	<b>1541</b>	1373	168
8.	Department of Posts	143	1154	<b>1297</b>	1221	76
9.	Department of Telecommunications	116	916	<b>1032</b>	992	40
10.	Central Board of Indirect Taxes and Customs	61	640	<b>701</b>	653	48

### 3.1.2. Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	10580	11896	<b>11172</b>	724
2.	Department of Financial Services (Banking Division)	652	8483	9135	<b>8835</b>	300
3.	Ministry of Railways ( Railway Board)	323	7230	7553	<b>7286</b>	267
4.	PR. CDA PENSION ALLAHABAD	11	4479	4490	<b>4125</b>	365
5.	Employees Provident Fund Organisation (Head Office)	334	2597	2931	<b>2811</b>	120
6.	Ministry of Home Affairs	177	1520	1697	<b>1392</b>	305
7.	Department of Ex Servicemen Welfare	107	1434	1541	<b>1373</b>	168
8.	Department of Posts	143	1154	1297	<b>1221</b>	76
9.	Department of Telecommunications	116	916	1032	<b>992</b>	40
10.	Central Board of Indirect Taxes and Customs	61	640	701	<b>653</b>	48

### 3.1.3. Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	10580	11896	11172	<b>724</b>
2.	PR. CDA PENSION ALLAHABAD	11	4479	4490	4125	<b>365</b>
3.	Ministry of Home Affairs	177	1520	1697	1392	<b>305</b>
4.	Department of Financial Services (Banking Division)	652	8483	9135	8835	<b>300</b>
5.	Ministry of Railways (Railway Board)	323	7230	7553	7286	<b>267</b>
6.	Department of Ex Servicemen Welfare	107	1434	1541	1373	<b>168</b>
7.	Employees Provident Fund Organisation (Head Office)	334	2597	2931	2811	<b>120</b>
8.	Department of Posts	143	1154	1297	1221	<b>76</b>
9.	Central Board of Indirect Taxes and Customs	61	640	701	653	<b>48</b>
10.	Department of Defence	16	194	210	166	<b>44</b>

### 3.2. Top 10 Ministries/Departments with Pending Grievances for more than 30 Days

S. No.	Name of Ministry/Department	Brought Forward	Received During	Total Receipts	Disposal	Pending	>30 Days
1.	Ministry of Home Affairs	177	1520	1697	1392	305	<b>180</b>
2.	Department of Defence Finance	1316	10580	11896	11172	724	<b>81</b>
3.	Department of Defence	16	194	210	166	44	<b>27</b>
4.	Ministry of Railways ( Railway Board)	323	7230	7553	7286	267	<b>27</b>
5.	Ministry of Information and Broadcasting	67	280	347	303	44	<b>16</b>
6.	PR. CDA PENSION ALLAHABAD	11	4479	4490	4125	365	<b>12</b>
7.	Department of Financial Services (Banking Division)	652	8483	9135	8835	300	<b>11</b>
8.	Central Board of Direct Taxes (Income Tax)	69	287	356	327	29	<b>10</b>
9.	Department of Ex Servicemen Welfare	107	1434	1541	1373	168	<b>10</b>
10.	Controller General Defence Accounts	2	14	16	6	10	<b>9</b>



## 4. CATEGORY-WISE STATUS

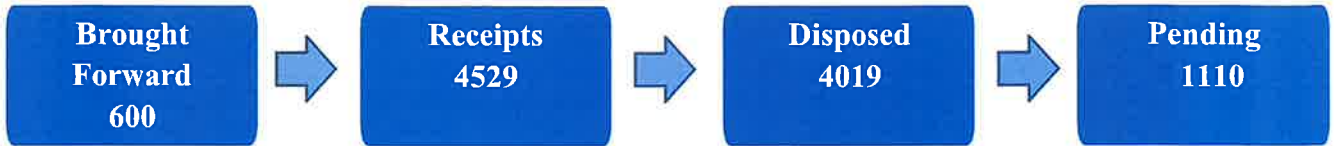
### 4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/01/2022 to 30/09/2022)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1534	15802	<b>17336</b>	16442	894
2.	Revision of pension/family pension/pension payment order	460	5167	<b>5627</b>	5191	436
3.	Non-payment of arrear of pension and other retirement benefits	348	4083	<b>4431</b>	4038	393
4.	Other service related issues such as fixation of pay, MACP	301	2581	<b>2882</b>	2631	251
5.	Issues related to medical facilities	123	1324	<b>1447</b>	1321	126
6.	7th CPC Issues	52	1008	<b>1060</b>	1002	58
7.	Non-payment of DA/DR/merger of DA related issues	57	823	<b>880</b>	833	47
8.	Extra ordinary Pension	75	525	<b>600</b>	573	27
9.	GPF/CPF	16	174	<b>190</b>	165	25
10.	New pension scheme	13	130	<b>143</b>	133	10
11.	Issues relating to qualifying service	1	71	<b>72</b>	61	11
12.	Extension of pension scheme to autonomous bodies/orgns	3	33	<b>36</b>	35	1
13.	Others	1605	13166	<b>14771</b>	13745	1026

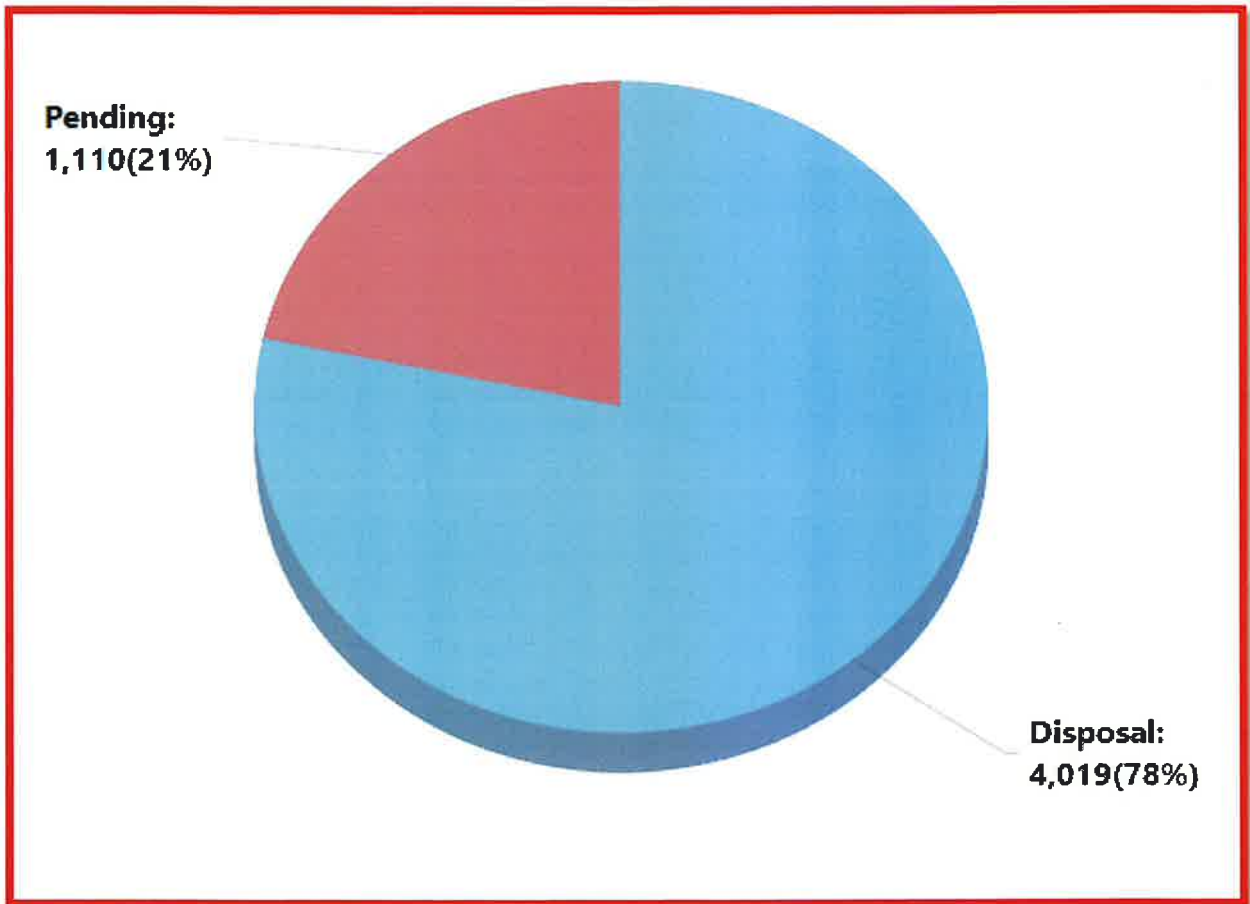
## 5. APPEAL DASHBOARD

### 5.1. Overview



(Time Period: 01/01/2022 to 30/09/2022)

### Status of Total Appeals



## 5.2. Top 10 Ministries/Departments with Maximum Number of Appeals

S. No.	Name of Ministry/Department	Brought Forward	Received During	Total Receipts	Disposal	Pending
1.	Department of Defence Finance	365	1162	<b>1527</b>	1124	403
2.	Ministry of Railways ( Railway Board)	6	827	<b>833</b>	705	128
3.	Department of Financial Services (Banking Division)	17	656	<b>673</b>	576	97
4.	Department of Ex Servicemen Welfare	49	278	<b>327</b>	319	8
5.	Central Board of Indirect Taxes and Customs	2	283	<b>285</b>	249	36
6.	Ministry of Labour and Employment	7	223	<b>230</b>	210	20
7.	Department of Posts	2	201	<b>203</b>	176	27
8.	Department of Pension and Pensioners Welfare	48	143	<b>191</b>	171	20
9.	Department of Telecommunications	11	163	<b>174</b>	170	4
10.	Ministry of Home Affairs	11	139	<b>150</b>	61	89

## 6. PENSION PAYMENT ORDERS DELAYED BY MINISTRIES/DEPARTMENTS

### No. of Employees going to retire (in next 15 Months)

No. of Employees to be Retired	Cases on time	Cases Behind Schedule
19701	13042	6659

### Top Ten Ministries/Departments Cases Behind Schedule

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1128
2	Ministry of Finance	Department of Revenue	1096
3	Ministry of Housing and Urban Affairs		713
4	Comptroller and Auditor General		519
5	Ministry of Information & Broadcasting		428
6	Ministry of Home Affairs	Department of Home	315
7	Union territories of India	UT of Andaman and Nicobar	311
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	240
9			196
10	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	177
Total			5123

### PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	Mar 2022	82
2	Apr 2022	119
3	May 2022	161
4	Jun 2022	207
5	Jul 2022	266
6	Aug 2022	280
Total		1115

**Ministries/Departments – PPOs not issued**

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	376
2	Ministry of Information & Broadcasting		257
3	Union territories of India	UT of Andaman and Nicobar	173
4	Ministry of Finance	Department of Revenue	166
5	Ministry of Housing and Urban Affairs		128
6	Ministry of Home Affairs	Department of Home	99
7	Ministry of Health & Family Welfare	Department of Health and Family Welfare	56
8	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	47
9			38
10	Comptroller and Auditor General		38
11	Ministry of Culture		34
12	Union territories of India	UT of Lakshadweep	25
13	Ministry of Home Affairs	Department of Justice	23
14	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	18
15	Ministry of External Affairs		16
16	Ministry of Commerce and Industry	Department of Commerce	14
17	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	13
18	Ministry of Earth Sciences		13
19	Ministry of Environment, Forest and Climate Change		12
20	Ministry of Communications	Department of Telecommunications	12
21	Ministry of Textiles		10
22	Ministry of Labour &		9

	Employment		
23	Ministry of Mines		7
24	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	7
25	Ministry of Home Affairs	Department of Official Language	6
26	Ministry of Power		4
27	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	4
28	Ministry of Home Affairs	Central Police Organisation	3
29	Ministry of Statistics & Programme Implementation		3
30	NITI Aayog		3
31	Ministry of Civil Aviation		3
32	Ministry of Law & Justice	Department of Legal Affairs	3
33	Ministry of Science & Technology	Department of Science and Technology	3
34	Ministry of Education	Department of Higher Education	2
35	Ministry of Corporate Affairs		2
36	Ministry of Tourism		2
37	Ministry of Ports, Shipping and Waterways		2
38	Ministry of Road Transport & Highways		2
39	Ministry of Women and Child Development		1
40	RAJYA SABHA SECRETARIAT		1
41	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Consumer Affairs	1
42	Ministry of Finance	Department of Economic Affairs	1
43	Ministry of Finance	Department of Financial Services	1
44	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Fisheries	1
45	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Food & Public Distribution	1
46	Ministry of Development of North Eastern Region		1
47	Department of Space		1
48	Lok Sabha Secretariat		1

49	Cabinet Secretariat		1
50	Ministry of Panchayati Raj		1
51	Ministry of Science & Technology	Department of Bio-Technology	1
52	Ministry of Rural Development	Department of Rural Development	1
<b>Total</b>			<b>1647</b>

**7. List of Department of Pension & Pensioners' Welfare issued OM/ Orders and Circulars from 01.01.2022 to 30.09.2022**

S. No.	O.M. No.	O.M. Date	Subject
i.	1(8)/2021-P&PW(H)-7468	30 Sep 22	Submission of Annual Life Certificate
ii.	3/7/2020-P&PW(F)/6728	18 Aug 22	Missing entries in GPF accumulation of subscriber regarding
iii.	38/46/2017-P&PW(A)(4879)	14 Jun 22	Revision of Pension / family pension in respect of the pensioners drawing compulsory retirement pension or compassionate allowance after compulsorily retirement/dismissal/removal from service - reg
iv.	11(45)2022-P&PW (E)	23 May 22	Eligibility for two family pensions- clarification regarding
v.	42/07/2022-P&PW(D)	11 May 22	Grant of Dearness Relief in the 5th CPC series effective from 01.01.2022 to CPF beneficiaries in receipt of basic ex-gratia payment-reg
vi.	57/03/2020-P&PW (B)	28 Apr 22	Provision for extending benefits under CCS (Pension) Rules or CCS (EOP) Rules to family of missing Central Government employees covered under National Pension System (NPS)-reg.
vii.	1/2(40)/2022-P&PW (E)	06 Apr 22	Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears.
viii.	42/07/2022-P&PW(D)	05 Apr 22	Grant of Dearness Relief to Central Government pensioners / family pensioners - Revised rate effective from 01.01.2022
ix.	17/4/2021-P&PW(Coord)-E.7648	04 Apr 22	110th & 113th Report of DRPSC Recommendations : Compliance regarding
x.	1/2(40)/2022-PandPW (E)	31 Mar 22	Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears
xi.	2021-22/6476/2/2	25 Mar 22	Authorization of Kotak Mahindra Bank for disbursement of Pensions.
xii.	No. 4/05/2019-P&PW(D)	23 Mar 22	Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS(OPD) facility and vice-versa - reg
xiii.	12(9)/2020-P&PW(C)-6450	23 Feb 22	Payment of Provisional Pension and gratuity under Rule 62 of the Central Civil Services (Pension) Rules, 2021 in case of delay in issue of PPO authorizing regular pension
xiv.	1/4/2021 P&PW(E) Part I	19 Jan 22	Payment of family pension in respect of a child suffering from a disorder or disability of mind through the person nominated by the Government servant/pensioner/family pensioner



xv.	57/04/2019- P&PW(B)	04 Jan 22	Coverage under Central Civil Services (Pension) Rules, 1972 in place of National Pension System of those Central Government employees whose selection for appointment were finalized before 01.01.2004 but joined Government service on or after 01.01.2004.
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<https://pensionersportal.gov.in/CircularReportForPensionForm1.aspx>

**For any queries or any suggestions, contact details as under:**

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