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V. Srinivas, IAS  
सचिव  
Secretary



सत्यमेव जयते



भारत सरकार  
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: October 10, 2023

*Dear Secretary,*

I am enclosing the Monthly Progress Report for September, 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 September, 2023, 8329 Pensioners' related Grievance cases and 1227 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



सूचना का  
अधिकार





सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

**Department of Pension and Pensioners' Welfare**

**CPENGRAMS**

**&**

**BHAVISHYA**

**MONTHLY REPORT**

**SEPTEMBER, 2023**

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## **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

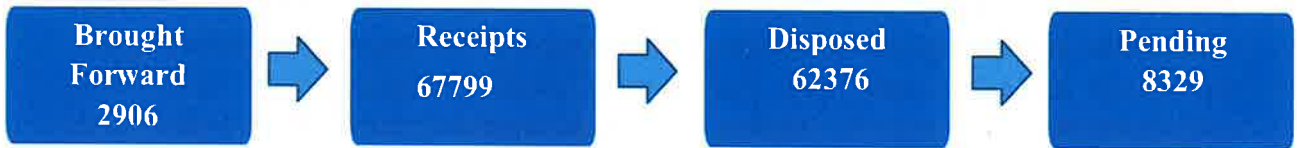
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

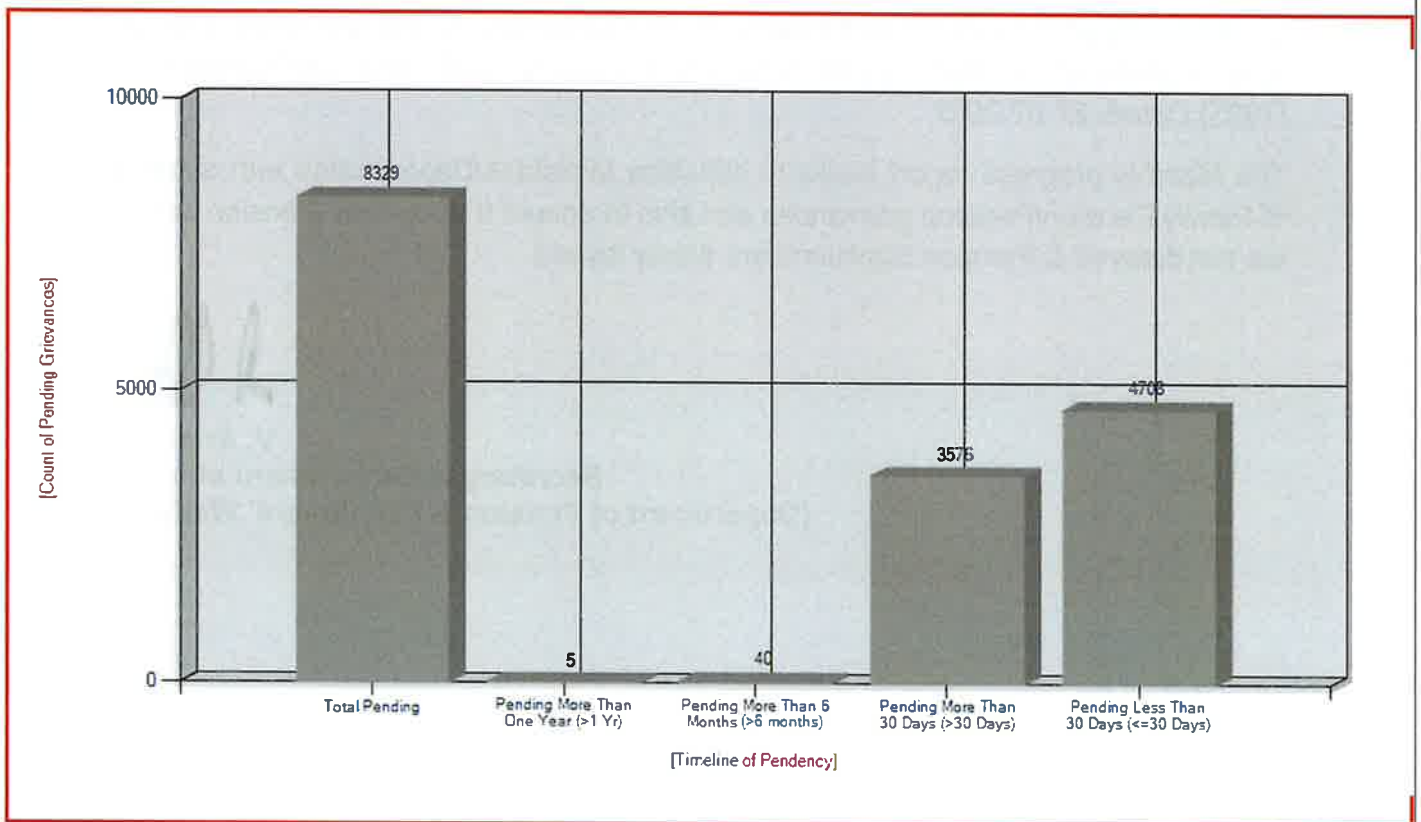
## 2. CPENGRAMS DASHBOARD

### a. Overview



(Time Period: 01/10/2022 to 30/09/2023)

### 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: 01/10/2022 to 30/09/2023)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Pr. CDA Pension, Allahabad	365	15986	<b>16351</b>	12806	3545
2.	Department of Financial Services (Banking Division)	304	12033	<b>12337</b>	11672	665
3.	Department of Ex Servicemen Welfare	173	11947	<b>12120</b>	10546	1574
4.	Department of Defence Finance	731	9658	<b>10389</b>	9384	1005
5.	Ministry of Railways ( Railway Board)	267	8057	<b>8324</b>	8023	301
6.	Employees Provident Fund Organisation (Head Office)	121	4411	<b>4532</b>	4375	157
7.	Ministry of Home Affairs	307	1899	<b>2206</b>	1837	369
8.	Department of Telecommunications	42	1843	<b>1885</b>	1845	40
9.	Department of Posts	76	1527	<b>1603</b>	1520	83
10.	Department of Defence	46	774	<b>820</b>	786	34

### 3.1.2. Maximum Number of Disposals

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Pr. CDA Pension, Allahabad	365	15986	16351	<b>12806</b>	3545
2.	Department of Financial Services (Banking Division)	304	12033	12337	<b>11672</b>	665
3.	Department of Ex Servicemen Welfare	173	11947	12120	<b>10546</b>	1574
4.	Department of Defence Finance	731	9658	10389	<b>9384</b>	1005
5.	Ministry of Railways ( Railway Board)	267	8057	8324	<b>8023</b>	301
6.	Employees Provident Fund Organisation (Head Office)	121	4411	4532	<b>4375</b>	157
7.	Department of Telecommunications	42	1843	1885	<b>1845</b>	40
8.	Ministry of Home Affairs	307	1899	2206	<b>1837</b>	369
9.	Department of Posts	76	1527	1603	<b>1520</b>	83
10.	Department of Defence	46	774	820	<b>786</b>	34



### 3.1.3. Maximum Number of Pendency

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Pr. CDA Pension, Allahabad	365	15986	16351	12806	3545
2.	Department of Ex Servicemen Welfare	173	11947	12120	10546	1574
3.	Department of Defence Finance	731	9658	10389	9384	1005
4.	Department of Financial Services (Banking Division)	304	12033	12337	11672	665
5.	Ministry of Home Affairs	307	1899	2206	1837	369
6.	Ministry of Railways ( Railway Board)	267	8057	8324	8023	301
7.	Employees Provident Fund Organisation (Head Office)	121	4411	4532	4375	157
8.	Department of Posts	76	1527	1603	1520	83
9.	Ministry of Information and Broadcasting	44	324	368	317	51
10.	Central Board of Indirect Taxes and Customs	50	536	586	543	43

### 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.	Pr. CDA Pension, Allahabad	365	15986	16351	12806	3545	<b>1206</b>
2.	Department of Ex Servicemen Welfare	173	11947	12120	10546	1574	<b>616</b>
3.	Department of Defence Finance	731	9658	10389	9384	1005	<b>601</b>
4.	Ministry of Home Affairs	307	1899	2206	1837	369	<b>226</b>
5.	Department of Financial Services (Banking Division)	304	12033	12337	11672	665	<b>69</b>
6.	Ministry of Railways ( Railway Board)	267	8057	8324	8023	301	<b>30</b>
7.	Ministry of Information and Broadcasting	44	324	368	317	51	<b>29</b>
8.	Department of Pension and Pensioners Welfare	5	164	169	144	25	<b>22</b>
9.	Department of Expenditure	8	104	112	83	29	<b>21</b>
10.	Department of Defence	46	774	820	786	34	<b>18</b>

## CATEGORY-WISE STATUS

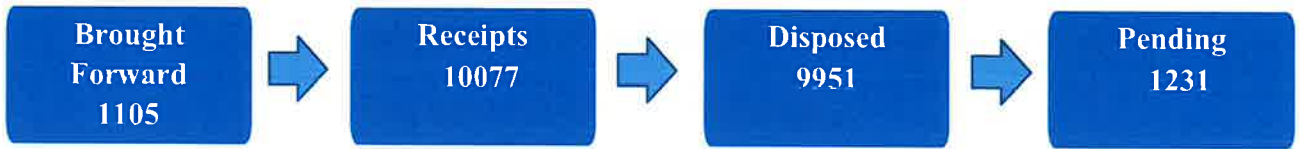
### 4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/10/2022 to 30/09/2023)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1001	17833	<b>18834</b>	17353	1481
2.	Revision of pension/family pension/pension payment order	483	9155	<b>9638</b>	8817	821
3.	Non-payment of arrear of pension and other retirement benefits	414	9213	<b>9627</b>	8041	1586
4.	Other service related issues such as fixation of pay, MACP	283	3839	<b>4122</b>	3796	326
5.	Issues related to medical facilities	134	2169	<b>2303</b>	2089	214
6.	7th CPC Issues	64	1530	<b>1594</b>	1504	90
7.	Non-payment of DA/DR/merger of DA related issues	53	1474	<b>1527</b>	1393	134
8.	Extra ordinary Pension	29	527	<b>556</b>	532	24
9.	New pension scheme	11	302	<b>313</b>	277	36
10.	Issues relating to qualifying service	11	241	<b>252</b>	240	12
11.	GPF/CPF	25	226	<b>251</b>	232	19
12.	Extension of pension scheme to autonomous bodies/orgns	1	66	<b>67</b>	62	5
13.	Others	1126	28803	<b>29929</b>	25528	4401

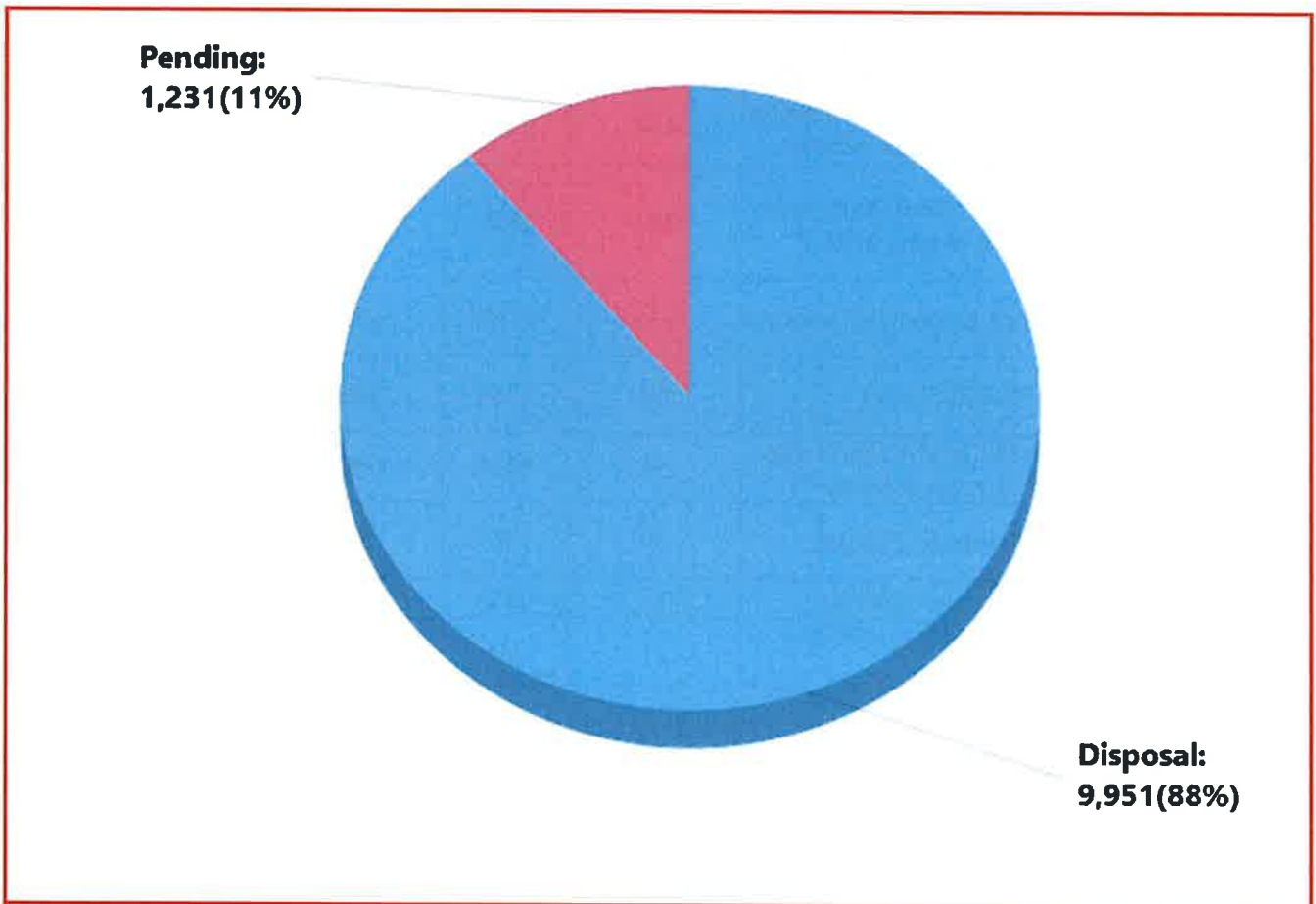
#### 4. APPEAL DASHBOARD

##### 5.1. Overview



(Time Period: 01/10/2022 to 30/09/2023)

##### 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	417	1778	<b>2195</b>	1601	594
2.	Department of Ex Servicemen Welfare	11	2039	<b>2050</b>	1932	118
3.	Department of Financial Services (Banking Division)	85	1847	<b>1932</b>	1817	115
4.	Ministry of Railways ( Railway Board)	116	1336	<b>1452</b>	1377	75
5.	Ministry of Labour and Employment	25	648	<b>673</b>	670	3
6.	Department of Telecommunications	3	610	<b>613</b>	599	14
7.	Ministry of Home Affairs	90	276	<b>366</b>	300	66
8.	Department of Posts	26	322	<b>348</b>	320	28
9.	Department of Pension and Pensioners Welfare	14	245	<b>259</b>	259	0
10.	Central Board of Indirect Taxes and Customs	36	174	<b>210</b>	191	19

**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
<b>22371</b>	<b>15238</b>	<b>7133</b>

**Top Ten Ministries/Departments Cases Behind Schedule**

**(Time Period: 01/03/2023 to 31/08/2023)**

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1237
2	Ministry of Finance	Department of Revenue	1057
3	Ministry of Home Affairs	Department of Home	1020
4	Ministry of Housing and Urban Affairs	-	609
5	Comptroller and Auditor General	-	493
6	Ministry of Information & Broadcasting	-	488
7	Union territories of India	UT of Andaman and Nicobar	321
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	287
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	163
10	Ministry of Mines	-	109
<b>Total</b>			<b>5784</b>

**PPOs Pending**

S.No.	Month/Year	No. of PPOs Pending
1	Mar 2023	80
2	Apr 2023	82
3	May 2023	139
4	June 2023	190
5	July 2023	367
6	Aug 2023	369
<b>Total</b>		<b>1227</b>

**Ministries/Departments – PPOs not issued**

<b>S.No.</b>	<b>Ministry</b>	<b>Department</b>	<b>No. of PPOs Pending</b>
1	Ministry of Home Affairs	Department of Home	282
2	Ministry of Home Affairs	Central Armed Police Forces	228
3	Ministry of Information & Broadcasting	-	139
4	Ministry of Finance	Department of Revenue	123
5	Union territories of India	UT of Andaman and Nicobar	98
6	Ministry of Housing and Urban Affairs	-	80
7	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	33
8	Union territories of India	UT of Delhi	30
9	Union territories of India	UT of Lakshadweep	30
10	Ministry of Culture		29
11	Ministry of Health & Family Welfare	Department of Health and Family Welfare	29
12	Comptroller and Auditor General	-	14
13	Ministry of Earth Sciences	-	11
14	Ministry of External Affairs	-	9
15	Ministry of Labour & Employment	-	8
16	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	7
17	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	7
18	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	6
19	Ministry of Mines	-	6
20	Ministry of Statistics & Programme Implementation	-	6
21	Ministry of Corporate Affairs	-	6
22	Ministry of Environment, Forest and Climate Change	-	5
23	Ministry of Ports, Shipping and Waterways	-	4
24	Ministry of Skill Development and Entrepreneurship	-	4
25	Ministry of Commerce and Industry	Department of Commerce	4
26	Ministry of Home Affairs	Central Police Organisation	4
27	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	4

S.No.	Ministry	Department	No. of PPOs Pending
28	Ministry of Textiles	-	3
29	Ministry of Home Affairs	Department of Official Language	3
30	Ministry of Law & Justice	Department of Legal Affairs	2
31	Ministry of Finance	Department of Financial Services	2
32	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Consumer Affairs	1
33	Ministry of Youth Affairs & Sports	-	1
34	Ministry of Communications	Department of Telecommunications	1
35	Ministry of Education	Department of Higher Education	1
36	Ministry of Home Affairs	Department of Justice	1
37	Ministry of Steel	-	1
38	Ministry of Panchayati Raj	-	1
39	Ministry of Micro, Small and Medium Enterprises	-	1
40	Ministry of Electronics & Information Technology	-	1
41	Department of Space	-	1
42	Lok Sabha Secretariat	-	1
<b>Total</b>			<b>1227</b>



## **7. Success Story**

### **1. Smt. Jasodaben Devi's 36-Year Battle for Pension Resolved.**

Smt. Jasodaben Devi, wife of Nayak Karam Chand of the 42 Battalion of BSF who fast his life on duty, had been receiving family pension at minimum rates under CCS pension rules. However, she registered a grievance in CPENGRAMS Portal on May 26, 2022, seeking a higher family pension rate under CCS (EOP) rules.

Her case was taken up for consideration in the Pension Adalat on May 17, 2023, where representatives of the BSF were also present it was revealed that Smt. Jasodaben Devi had not been paid the revised family pension rates as per the 5th, 6th and 7th pay commission recommendations.

With the Adalat's intervention, after 36 long years, Smt. Jasodaben Devi was granted arrears of Rs. 17.31 lakh as well as revision of pension. A heartening victory for her perseverance and determination solved through good-governance.

### **2. Sh. AS Hariharakumar- Sanction of pension after 15 years**

Sh. AS Hariharakumar, an officer in the Department of Expenditure's Cost Accounts Branch, retired voluntarily in 2008, submitted his pension papers in 2018, but it was not processed by Department citing that he had served less than 20 years of qualified service-only 16 years.

On September 5, 2022, he filed a grievance on CPENGRAMS portal vide DOPPW/P/2022/097121 and claimed pension for his voluntary retirement.

On May 17, 2023, the Pension Adalat considered his grievance as a result, the Department has informed that a PPO for payment of Shri Hariharakumar's pension has been sent for the issuance of the Special Seal Authority. Thus, Shri Kumar got his pension Issued after 15 years with the intervention of Pension Adalat.

### **3. Sh. Tanoj Kumar Debnath- Migration from NPS to CCS (Pension) Rules**

Tanoj Kumar Debnath, a military pensioner, migrated from the National Pension System (NPS) to the Central Civil Services (Pension) rules. His appointment at Air Headquarters was made before January 1, 2004, however, he was inducted in NPS. He retired as Superintendent on November 15, 2016.

Later, in pursuance to DOPPW OM dated 172.2020 he was approved for the benefits under Old Pension Scheme vide Air HQ decision on September 21, 2020. Since, he was not getting benefits to OPS, he registered a grievance in CPENGRAMS portal on November 17, 2022. The Pension Adalat on May 17, 2023, considered his case.

The Department of Military Affairs informed that Shri Debnath has refunded the entire NPS Corpus, including the 60% lump sum, and necessary actions for the sanction of pension under CCS rules have been completed.

### **4. Smt. Sumitra Devi- Sanction of Family Pension to dependent unmarried daughter after 21 years**

After the unfortunate demise of SI Hiralal from Army Airborne Training School, Agra, his wife Smt. Premvati Devi submitted a claim for family pension. However, her passing on July 31, 2002, left the family pension claim pending.

Miss Sumitra Devi, the unmarried dependent daughter of Shri Hiralal, took the initiative to register a grievance at the CPENGRAMS portal on October 17, 2022, for settlement of the family pension claim.

The grievance was taken up for consideration in the Pension Adalat on May 17, 2023. The department informed that some incongruities in the documents submitted by the claimant were causing the delay. However, they assured that necessary verifications were being carried out. As a result of diligent efforts, all required documents were received from the petitioner, and the case has been resolved and submitted to accounts department for further processing. Sumitra Devi's perseverance & good-governance has led to the progress in ensuring her pension after 21 years.

## **5. Smt. Rampyari Devi- Sanction of family pension to spouse after death of pensioner on 20 July 2021**

After the unfortunate demise of the pensioner from All India Radio Ahmedabad, his wife Smt. Rampyari Devi faced challenges in receiving family pension despite submission for claim.

Smt. Rampyari Devi registered a grievance at the CPENGRAMS portal on January 25, 2023, seeking the settlement of her family pension claim.

The grievance was taken up for consideration on May 17, 2023, in the Pension Adalat. The department informed that the case for family pension was pending due to some incongruities in the documents submitted by the claimant. After intervention and persuasion of DOPPW the documentation infirmity were removed and it has been confirmed by Smt. Rampyari Devi that she has received arrears of Rs. 3.02 Lakhs on account of Family Pension.

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

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