

Government of India
Ministry of Jal Shakti
Department of Water Resources, RD & GR
Central Water Commission

3rd Floor (South), Sewa Bhawan,
R.K.Puram, New Delhi - 110066,
Dated 19 January, 2023

To

Chief Engineers(all field offices) of CWC

Subject: **Inordinate delay in issue of PPOs to the employees of CWC**

Sir,

This is in connection with inordinate delay in issue of PPOs to the retired officers/officials of CWC. In this regard, a review meeting was held by Secretary, Department of Pension & Pensioners' Welfare on 2nd January, 2023 and Secretary(Pension&Pensioners' Welfare) had expressed serious concern about the pendency of such high number of pension cases. Also, a meeting was held by Secretary(DoWR,RD&GR)) on 17.1.2023, in which one of the agenda items discussed were issue of PPOs, which were pending for a considerable period of time. Secretary(DoWR, RD&GR) expressed his concern in the matter and has desired that expeditious action be taken to issue PPOs to the retirees and the time-line for issue of PPOs be adhered to. Further, It has been observed that no time schedule fixed by the Deptt of Pension & Pensioners' Welfare is being adhered to by the CWC in processing the pension cases. DoWR, RD & GR has been indicated among '**top ten Departments having case behind schedule**' so far as issue of delayed PPO are concerned vide D.O. letter of Secretary, DoP&PW dated 02/12/2022(copy enclosed).

2. Besides, in the meeting taken by Secretary(DoWR, RD&GR) on 17.2.2023, it was noted that out of 67 pending cases (for the year 2022), 57 pertained to work-charged staff.. It has been strictly instructed by Secretary (DoWR, RD&GR) for periodical review of these pendency at CWC level to put all out efforts to expedite the matter.

3. Since pension cases of work-charged staff and other non-gazetted employees is being dealt at division level under the jurisdiction of concerned Chief Engineers, it is necessary that a periodical review in this matter is taken up at Chief Engineer level in respect of all Divisions under him. Accordingly, it is requested that all Chief Engineers in the field formations of CWC to pass suitable instructions to concerned officers to put all out efforts to expedite the matter. In this connection, fortnightly meeting under the Chairmanship of Chief Engineers may be held to discuss the pending pension cases with the division offices to streamline the process of timely issuance of e-PPOs to the retirees. Fortnightly report on status of pending pension cases (CE Office wise) may also please be furnished to this office in the prescribed proforma for apprising the status to DoWR, RD&GR/DoP&PW.

Yours faithfully,

Encl: As above

Signed by Shishira Kumar
Nanda
Date: 19-01-2023 14:18:04
(S.K.Nanda)
Reason: Approved
Director (E.I)

Copy to:

1. Director(RMCD), CWC with the request for suitably taking up the matter with field offices of CWC and updating HRM Unit in the matter.
2. Director(TC), CWC for kind information.
3. P&A.O(Pension), CWC with the request for expediting the matter.
4. P&A.O(Internal Audit), CWC with the request for expediting the matter.
5. Secretary, CWC
6. PPS to C.E(HRM)

List of pending e-PPOs

SN	Name/Designation	Date of Retirement	Division/ Field office name	Pending with (PAO/ Internal Audit/ Division/ Retiree)	Reason for delay	Current Status

Pending e-PPO status of retirees of CWC

Abstract:

(A)	Total cases of CWC	–	67
	PPO already issued	–	1
	Total Pending Cases	–	66 (CWC HQ: 9, W/C Staff – 57)
(B)	Pending at the end of	–	
	PAO (Pension)	-	09
	Internal Audit	-	28
	Division/ Estt.	-	21
	Retiree	-	03
	VC withheld/Prov. Pension	-	02
	PAO for Service Verification	-	03

SN	Name/post	Office	DoR	Pending with/since
1.	Rajenderkumar	CGWB		
2.	Sarbjitsingh			
3.	Rajkumar			
4.	Satish Bhagat			
5.	Shivakumar R			
6.	LakhiNeog SWA	UBD Dibrugarh	31.12.22	PAO Pension (17.12.22)
7.	Makhan Chandra Bezbaruah SDE	-do-	31.12.22	Internal Audit (4.1.2023)
8.	Chittranjan Chakra WS-II	ERD	30.09.22	Division PAO pointed discrepancy in pension calculation &SB
9.	Sharda Prasad Singh SWA	LGD Patna	31.01.22	E-PPO issued
10.	AstaKr.Singh SWA	-do-	31.10.22	Internal Audit (4.1.23)
11.	Ashok Kumar SWA	-do-	30.11.22	PAO Pension(11.1.23)
12.	Rita Dutta SWA	-do-	31.12.22	PAO for service verification (4.1.23)
13.	Suresh Kumar SWA	-do-	31.12.22	-do-
14.	DippersonChMarak SWA	MID Shillong	31.10.22	Internal Audit (3.1.23)
15.	H Sangkhum Hmar SWA	-do-	30.11.22	Internal audit (21.12.22)
16.	Ramendra Choudhury SWA	-do-	31.12.22	Internal audit (21.12.22)
17.	Suresh Chandra Tripathy AD-II	Narmada Bhopal	31.12.22	PAO Pension(9.12.22)
18.	Uma Shankar Verma SDE	LYD Agra	30.04.22	VC not cleared. Getting provisional pension.

19.	Ram Autar SWA	-do-	31.12.22	Internal audit (11.1.23)
20.	Vijay BaliramjiBokade WS-II	UGD Hyd'bad	31.07.22	Division. PAO pointed discrepancy in grant of temp. status from back date.
21.	KishorBabanBaviskar SWA	-do-	31.01.22	PAO Pension
22.	Firoz Khan Laskar SWA	Meghna	31.12.22	Division PAO returned the case regarding internal audit and NPS contribution
23.	DupamMarappa AD	Cauvery Bengaluru	31.12.22	Division. Discrepancy in family detail in SB/pension papers.
24.	BhimappaYalappaTalawar SWA	-do-	30.06.22	Division. PAO pointed discrepancy in grant of temp. status from back date.
25.	Lokaiah SWA	LKD Hyd'bad	30.06.22	Internal Audit (22.12.22)
26.	JetyappaMadagondaDivale SWA	-do-	31.05.22	Internal Audit (22.12.22)
27.	Basavana Gouda SWA	-do-	31.07.22	Internal Audit (22.12.22)
28.	BHagwan Shaw WS-II	Damaodar Asansol	30.11.22	Division Pending service verification and internal audit
29.	Namita Rani Dutta WS-II	-do-	31.12.22	-do-
30.	Mool Chand DD	E-II Delhi	30.11.22	Internal audit
31.	Om Prakash SWA	PCP Delhi	30.11.22	Retiree has not submitted pension papers
32.	Dinesh Kumar WS-II	-do-	31.12.22	Division
33.	Digambar Prasad JSA	E-9	31.12.22	E-9 Internal Audit has pointed out wrong pay fixation.
34.	Hans Raj MTS	E-8	31.12.22	E-8 Internal Audit has pointed out wrong pay fixation. Recovery to be made
35.	Surender Kr Sharma MTS	E-8	31.12.22	E-8 VC awaited
36.	PrernaNeeraj Mohan US	E-9	04.07.22	PAO Pension (6.1.23)
37.	Santram SWA	MGD-II Lucknow	31.12.22	Internal Audit. (09.01.2023) Pending Service Verification and Internal Audit.
38.	LaxmanChintamaniJadhav SWA	UKD	31.05.22	Division. PAO pointed discrepancy in grant of temp. status from back date.

39.	Murali Lal WS-II	Chenab Jammu	31.12.22	Division. PAO returned case on 22.11.2022 for Internal Audit, VC & Service Verification.
40.	Ram Binod Singh, WS-II	LGD-III Behrampur	31.01.22	VC withheld on account of criminal case. Case now disposed of. Fresh VC awaited.
41.	Dandi Ram Nath SWA	MBD Guwahati	31.08.22	Internal Audit (11.1.23)
42.	Dipak Das SWA	-do-	31.12.22	Division Migrated from NPS to OPS. Case processing started after his retirement.
43.	Kabin Chandra Bora Asstt	-do-	31.12.22	Internal Audit (12.01.2023) Service verification & Internal Audit Pending.
44.	Lakshman Bhai ChhotabhaiParmar SWA	Tapi Surat	30.11.22	Division PAO returned case due to Discrepancy in temporary status.
45.	Vilas Manikal Fursule SWA	-do-	30.11.22	-do-
46.	Bali Ram Noniya WS-II	Mahanadi Burla	30.04.22	PAO (Pension). (04.01.2023)
47.	Shyam Lal Patel SWA	-do-	31.10.22	PAO Pension (14.12.22)
48.	Ram Chandra Maurya SWA	MGD-I Lucknow	30.06.22	Internal Audit (29.12.22)
49.	Kanouji Lal Observer-II	-do-	31.07.22	Internal Audit (16.1.23)
50.	Puran Ram WS-II	-do-	30.11.22	Internal Audit (29.12.2022)
51.	Radha Raman Srivastava Asstt	MGD-III	28.02.22	Retiree Retiree has not submitted pension papers. Dispute of dies non period.
52.	Viredra Kr Mishra SDE	-do-	31.10.22	Division PAO returned the case for discrepancy in pay fixation.
53.	JagannathMahto SWA	LGD-I Patna	31.07.22	Internal Audit (6.1.23)
54.	Lalan Prasad Singh SWA	-do-	31.08.22	Internal Audit (6.1.23)
55.	Damodar Sinha SWA	LGD/MGD- IV Patna	30.11.22	Internal Audit (17.12.2022)
56.	Raghubansh Mandal SWA	-do-	31.12.22	Internal Audit (17.12.2022)
57.	Shatrughan Singh SWA	-do-	31.12.22	Internal Audit (17.12.2022)
58.	Suresh Prasad Singh SWA	-do-	31.12.22	Internal Audit (17.12.2022)
59.	Sader Ali Ahmad	NEID-III	31.10.22	--

	SWA	Itanagar		
60.	Lalit Pujari WS-II	LGD Hyd'bad	30.06.22	Internal Audit (3.1.23)
61.	Ramdhin Yadav WS-II	-do-	30.06.22	Internal Audit (29.12.22)
62.	SikilePrasantha Rao AD	-do-	30.11.22	PAO Pension (16.12.22)
63.	G.Satyanarayana AD	-do-	31.12.22	PAO Pension (21.12.2022)
64.	GovindaBhatra WS-II	-do-	30.11.22	Division (24.11.2022) PAO Pension returned the case for Service Verification.
65.	AnandraoGoverdhanDongre SWA	WG Nagpur	31.07.22	Internal Audit (16.1.23)
66.	Suresh SakharamBorkar SWA	-do-	30.11.22	Division PAO returned the pension case for Verification of Pay & missing NPS challan.
67.	Yogeshwar Prasad WS-II	HGD Dehradun	30.06.22	Division IA found wrong Pay Fixation.
68.	Sabita Das SWA	LBD Jalpaiguri	30.09.22	PAO for Service Verification (10.01.2023)
69.	IshvarbhaiMafabhaiVankar SWA	Mahi	31.05.22	Internal Audit (28.12.22)
70.	KantilalKalubhaiParmar SWA	-do-	31.05.22	Internal Audit (28.12.22)
71.	RavalJayantibhaiMathurbhai SWA	-do-	31.05.22	Internal Audit (28.12.22)
72.	Tulsi Maya SWA	NEID-II	31.03.22	Retiree not submitting pension papers.
73.	Arun Rana Storekeeper	CSMRS	Not applicable	
74.	RamkrishnaChowdhary Teacher	????		

Fwd: [PLEASE OPEN THE ATTACHMENT WITH CAUTION]Fwd: MEETING NOTICE: Inter -Ministerial Review Meeting on Bhavishya/ CPENGRAMS portal under the Chairmanship of Secretary (Pension & PW) through Bharat VC - 02.01.2023 (Monday) 4.00PM

From : Ajay Malik <ajay.malik@nic.in> Mon, Jan 02, 2023 12:35 PM
Subject : Fwd: [PLEASE OPEN THE ATTACHMENT WITH CAUTION]Fwd: MEETING NOTICE: Inter -Ministerial Review Meeting on Bhavishya/ CPENGRAMS portal under the Chairmanship of Secretary (Pension & PW) through Bharat VC - 02.01.2023 (Monday) 4.00PM 📎 3 attachments
To : Estt IV <estt4@nic.in>

From: "SECRETARY CWC" <secy-cwc@nic.in>
To: "Ajay Malik" <ajay.malik@nic.in>
Sent: Monday, January 2, 2023 12:30:14 PM
Subject: [PLEASE OPEN THE ATTACHMENT WITH CAUTION]Fwd: MEETING NOTICE: Inter -Ministerial Review Meeting on Bhavishya/ CPENGRAMS portal under the Chairmanship of Secretary (Pension & PW) through Bharat VC - 02.01.2023 (Monday) 4.00PM

From: "Manoj Kumar Under Secretary" <mkumar.mol@nic.in>
To: "Shri Pankaj Kumar" <secy-mowr@nic.in>, "Subodh Yadav" <js-mowr@nic.in>, "SECRETARY CWC" <secy-cwc@nic.in>
Cc: "Sanjiv Narain Mathur" <js-doppw@gov.in>, "RUCHIR MITTAL" <ruchirmittal.cgda@nic.in>
Sent: Friday, December 30, 2022 12:39:34 PM
Subject: MEETING NOTICE: Inter -Ministerial Review Meeting on Bhavishya/ CPENGRAMS portal under the Chairmanship of Secretary (Pension & PW) through Bharat VC - 02.01.2023 (Monday) 4.00PM

Respected Sir/ Madam,

Please find the trail mail dated 23.12.2022; requesting you to attend/depute a competent officer for the meeting to be held through VC on **02.01.2023 at 04:00 PM under the chairmanship of Secretary (P&PW)**. The link/User ID and password for the above mentioned VC has also been provided though the email dated 23.12.2022 (attached below).

2. Since the Data on Delayed PPO exhibits on the 'Bhavishya' is Real Time Basis, I am enclosing **the details of delayed PPOs w.r.t. your organizations as shown on Bhavishya on 29.12.2022. It may be perused that 23 pension cases pertain to CWC.** You are therefore requested to kindly depute the competent officer of these Organizations to explain the same in the VC.

Regards.

From: "Rajendra Kumar Dutta" <dutta.rk@nic.in>

To: "DG BSF" <dgbsf@bsf.nic.in>, "SHEEL VARDHAN SINGH, IPS" <dg@cisf.gov.in>, "Dr.Sujoy Lal Thaosen" <dg@crpf.gov.in>, "DG ITBP" <dg@itbp.gov.in>, "Director General SSB" <dg-ssb@nic.in>, "Director General Posts" <dgposts@indiapost.gov.in>, dg-dgar@nic.in, "Dr. Ausaf Sayeed" <secycpv@mea.gov.in>, "Shri Ajay Seth" <secy-dea@nic.in>, "T.V. Somanathan" <secyexp@nic.in>, "Sanjay Malhotra" <rsecy@nic.in>, "Secretary DFS" <secy-fs@nic.in>, "Manoj Joshi" <secyurban@nic.in>, "Dr. Dharmendra Singh Gangwar" <secybm@nic.in>, "Ms. Saheli Ghosh Roy" <jscpg-mha@nic.in>, "Apurva Chandra" <secy.inb@nic.in>, "Mr Rajesh Bhushan" <secyhfw@nic.in>, "Shri Pankaj Kumar" <secy-mowr@nic.in>, "Ms. Vini Mahajan" <secydws@nic.in>, "Office of Secretary, Personnel" <secy_mop@nic.in>, "SecretaryRlyBoard RailwayBoard" <secyrb@rb.railnet.gov.in>, "Shri Giridhar Aramane" <defsecy@nic.in>, ecyesw@nic.in, "O/o Secy Labour Employment" <secy-labour@nic.in>, "Secretary Posts" <secretary-posts@indiapost.gov.in>, "K Rajaraman" <secy-dot@nic.in>, "sspg govan" <sspg.govan@gmail.com>, "cda albd" <cda_albd@hub.nic.in>, asc@gmail.com, "CAG Office" <cagoffice@cag.gov.in>, "VEDVEER ARYA" <vedveerarya.dad@hub.nic.in>, vedveerarya70@gmail.com, "EDPG RailwayBoard" <edpg@rb.railnet.gov.in>, "sobo3-dfs" <sobo3-dfs@nic.in>, "Sarvjit Singh" <ds-pg@desw.gov.in>, "PG Nodal Officer MoLE" <dirpg-mole@gov.in>, "delhi dittps2" <delhi.dittps2@incometax.gov.in>, "Anuj Kumar Pandey" <Anujk.pandey@gov.in>, "DDG PG, QA and Inspections" <ddgpgq@indiapost.gov.in>, "ddgpg-dot" <ddgpg-dot@nic.in>, "S M I Tanvir" <dircoord-mha@nic.in>, "Neeti" <usdpg-mod@gov.in>, "Amit Gunvant Bhole" <amit.bhole@gov.in>, "rohini" <aoent@cag.gov.in>, "cgda-atpension dad" <cgda-atpension.dad@hub.nic>, "SPARSH COARMY" <sparsharmyco.dad@gov.in>, "GRIEVANCE CGDA" <grievancecgda.dad@gov.in>, "DADCOORD" <dadcoord.dad@gov.in>, "PCDAP PRAYAGRAJ" <pcdapprayagraj.dad@gov.in>

Cc: "Shri V. Srinivas" <secy-arp@nic.in>, "V. Srinivas" <vsrinivas@nic.in>, "Sanjiv Narain Mathur" <as-doppw@gov.in>, "RUCHIR MITTAL" <ruchirmittal.cgda@nic.in>, "Ravinder Kumar" <kumar.ravinder66@nic.in>, "Manoj Kumar Under Secretary" <mkumar.mol@nic.in>, "Swati Kant" <swati.k13@nic.in>, "DEEPANSHU VERMA" <deepanshu.1996@govcontractor.in>, rachnachoudhary547@gmail.com

Sent: Friday, December 23, 2022 5:04:25 PM

Subject: MEETING NOTICE: Inter -Ministerial Review Meeting on Bhavishya/ CPENGRAMS portal under the Chairmanship of Secretary (Pension & PW) through Bharat VC - 02.01.2023 (Monday) 4.00PM

Inter -Ministerial Review Meeting on Bhavishya/ CPENGRAMS portal through Bharat VC -02.01.2023 (Monday) 4.00PM

Respected Madam/Sir,

In continuation of Inter-Ministerial Review Meeting through VC held on **13-12-2022 at 10:00 AM**, I am directed to say that an Inter-Ministerial Review Meeting through VC is scheduled to be held on **02-01-2023 at 4:00 PM** under the Chairmanship of Secretary (Pension & PW) on pending pension grievances/cases in CPENGRAMS Portal, pending Appeal on pension grievances and delay in issue of PPO in Bhavishya Portal through Bharat VC. I am also enclosing Secretary (Pension & PW) 's DO letter dated 02-12-2022 enclosing monthly report of CPENGRAMS and Bhavishya(NOV2022).

A list in this regard may be seen below.

(a.1) Top 10 Ministries where PPO's are pending on Bhavishya Portal (as per page 12 of monthly report)

300657/2023/ESTT-IV		169
no.	Ministry/ Department/ Organization	pending as on 30-11-2022 as per page 12 of monthly report (Nov-2022)
i	Ministry of Home Affairs - CAPF	370
ii	Ministry of Finance	221
iii	Ministry of Housing and Urban Affairs	124
iv	Comptroller and Auditor General of India	40
v	Department of Home	135
vi	Ministry of Information and Broadcasting	263
vii	Union Territories of India(Andaman & Nicobar)	170
viii	Ministry of Health & Family Welfare	56
ix	Ministry of Jal Shakti	52
x	Department of Personnel & Training	12

(a.2) Ministries/Departments cases behind scheduled (as per page 13 of monthly report)

sl no.	Ministry/ Department/ Organization	Pending as on 30-11-2022 as per page 13 of monthly report (Nov-2022)
i	Ministry of Home Affairs - CAPF	1692
ii	Ministry of Information and Broadcasting	584
iii	Ministry of Finance	1315
iv	Union Territories of India(Andaman & Nicobar)	331
v	Department of Home	615
vi	Ministry of Housing and Urban Affairs	764
vii	Ministry of Health & Family Welfare	270
viii	Ministry of Jal Shakti	209
ix	Comptroller and Auditor General of India	637
x	Department of Personnel & Training	145

(b) Ministries where highest number of appeals are pending on CPGRAMS/CPENGRAMS portal (as per page 11 of monthly report)

sl. no.	Ministry/ Department/ Organization	pending as on 30-11-2022 as per page 11 of monthly report (Nov-2022)
i	Department of Defence Finance	602
ii	Ministry of Railways	54
iii	Department of Financial Services (Banking Division)	30

iv	Department of Ex- Serviceman Welfare	24	170
v	Ministry of Labour & Employment	14	
vi	Central Board of Indirect Taxes & Customs	48	
vii	Department of Posts	10	
viii	Department of Telecommunication	7	
ix	Ministry of Home Affairs	22	

(c) Ministries/ Departments where PG cases are pending for more than 30 days CPGRAMS/CPENGRAMS portal (as per page 08 of monthly report)

sl no.	Ministry/ Department/ Organization	pending as as per pa report(No
i	Ministry of Home Affairs	160
ii	CDA Allahabad/Ministry of Defence	52
iii	Department of Ex Service Men's Welfare	48
iv	Department of Defence	37
v	Ministry of Railways	33
vi	Ministry of Information and Broadcasting	31
vii	Department Defence Finance	30
viii	Central Board of Direct Taxes /Department of Revenue	14
ix	Controller General Defence Account (CGDA)	11
x	Comptroller and Auditor General of India	9

2. I am directed to say that the meeting should be attended by a representative of the concerned Ministry/Department/Organizations with action report on all the pending cases(Bhavishya/Cpengrams portal).Ministries/Departments are requested to inform status of cases along with contact details/ Email/ Mobile /WhatsApp no. of officer attending the VC by 28 .12.2022 (FN) POSITIVELY to this department.

3. Kindly find Bharat VC link for Inter- Ministerial Review Meeting under the chairmanship of Secretary (Pension & PW) on pending Pension grievances/cases in CPENGRAMS Portal, pending Appeal on Pension grievances and delay in issue of PPO in Bhavishya Portal scheduled to be held on **02 January 2023 at 04:00 PM.**




URL: <https://bharatvc.nic.in/join/4522472098>

Conference ID: 4522472098

Password: 323435

4. Kindly make it convenient to attend the above VC.



-
- 
JALSHAKTI.pdf
 157 KB
 - 
DO letter 17-4-2021-P&PW-Coord dated 14-12-2022.pdf
 2 MB
 - 
DO lette-All Secys-CPENGRAMS Monthly Report-Nov.2022.pdf
 8 MB
-

300657/2023/ESTT-IV

वी. श्रीनिवास, आई.ए.एस.

सचिव

V. Srinivas, IAS

SECRETARY



सत्यमेव जयते

आज़ादी का
अमृत महोत्सव

भारत सरकार

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,

पेंशन एवं पेंशनभोगी कल्याण विभाग

लोक नायक भवन, खान मार्किट,

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

December 02, 2022

Dear Secretary,

I am enclosing the Monthly Progress Report for November 2022 of Pensioner related grievances of Ministries /Departments on CPENGRAMS portal and status of delayed cases in issue of Pension Payment Order (PPO) on Bhavishya Portal. As of end November 2022, 2922 Pensioner Grievance cases and 958 PPO's are pending in Ministries/ Departments.

2. May I request you to kindly advise the concerned Nodal Officers to ensure timely redressal of pending pensioners' grievances and cases where PPO's have not been issued.

With best regards,

Yours sincerely,

(V. Srinivas)

Encl: As aboveAll Secretaries to Government of Indiaसूचना का
अधिकारPlease visit our website : <https://doppw.gov.in>, <https://bhavishya.nic.in>Tel: 011-23742133 Fax: 011-23742546 Email: secy-arp@nic.in



सत्यमेव जयते

Government of India

Ministry of Personnel, PG & Pensions

Department of Pension and Pensioners' Welfare

CPENGRAMS

&

BHAVISHYA

MONTHLY REPORT

NOVEMBER 2022

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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

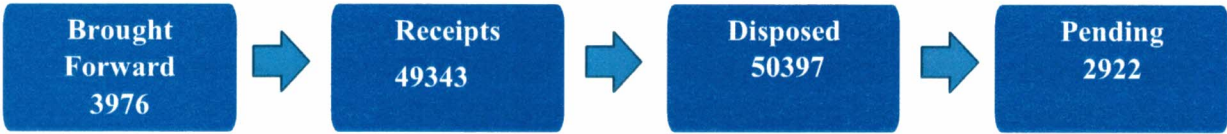
The Monthly progress report seeks to sensitize Ministries/Departments with respect of Family Pension/Pension grievances and also to ensure that current Pension cases are not delayed & Pension Sanctions are timely issued.



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

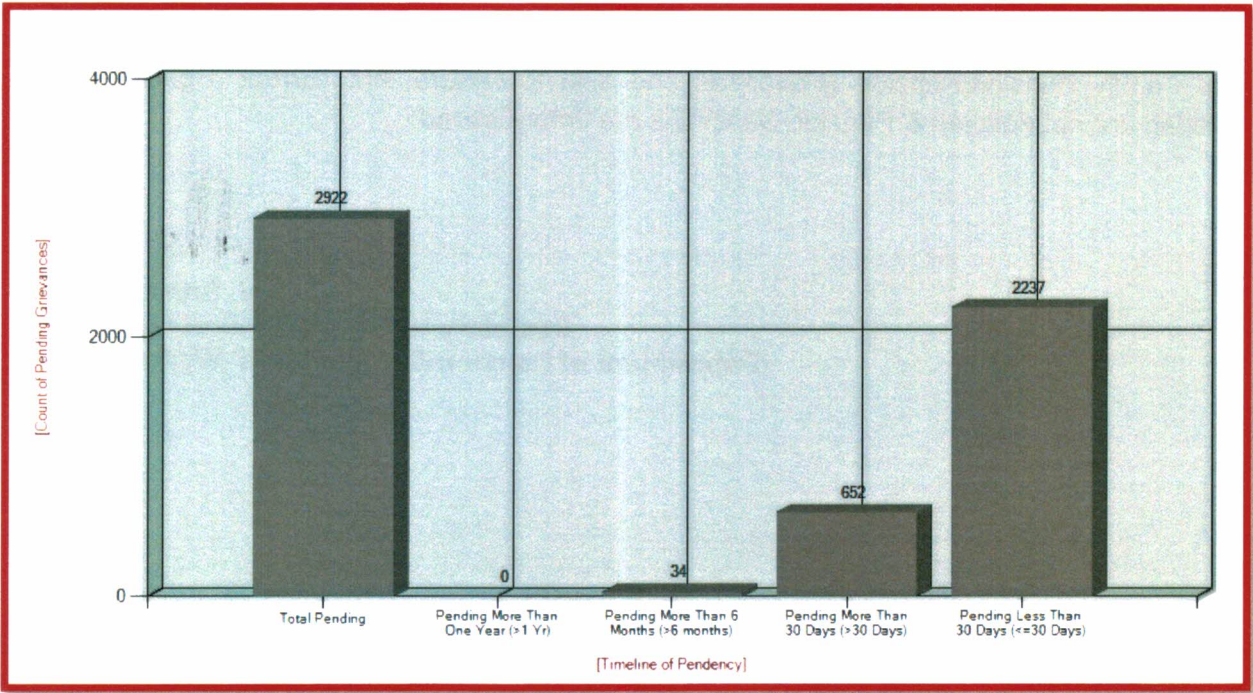
2. CPENGRAMS DASHBOARD

a. Overview



(Time Period: 01/01/2022 to 30/11/2022)

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 30/11/2022)

S. No.	Name of Ministry/Department	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Department of Defence Finance	1316	11966	13282	12892	390
2.	Department of Financial Services (Banking Division)	652	9771	10423	10133	290
3.	Ministry of Railways (Railway Board)	323	8656	8979	8662	317
4.	PR. CDA PENSION ALLAHABAD	11	5914	5925	5302	623
5.	Employees Provident Fund Organisation (Head Office)	334	3155	3489	3392	97
6.	Department of Ex Servicemen Welfare	107	2763	2870	2467	403
7.	Ministry of Home Affairs	177	1775	1952	1688	264
8.	Department of Posts	143	1385	1528	1467	61
9.	Department of Telecommunications	116	1120	1236	1193	43
10.	Central Board of Indirect Taxes and Customs	61	775	836	786	50

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	11966	13282	12892	390
2.	Department of Financial Services (Banking Division)	652	9771	10423	10133	290
3.	Ministry of Railways (Railway Board)	323	8656	8979	8662	317
4.	PR. CDA PENSION ALLAHABAD	11	5914	5925	5302	623
5.	Employees Provident Fund Organisation (Head Office)	334	3155	3489	3392	97
6.	Department of Ex Servicemen Welfare	107	2763	2870	2467	403
7.	Ministry of Home Affairs	177	1775	1952	1688	264
8.	Department of Posts	143	1385	1528	1467	61
9.	Department of Telecommunications	116	1120	1236	1193	43
10.	Central Board of Indirect Taxes and Customs	61	775	836	786	50

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	11	5914	5925	5302	623
2.	Department of Ex Servicemen Welfare	107	2763	2870	2467	403
3.	Department of Defence Finance	1316	11966	13282	12892	390
4.	Ministry of Railways (Railway Board)	323	8656	8979	8662	317
5.	Department of Financial Services (Banking Division)	652	9771	10423	10133	290
6.	Ministry of Home Affairs	177	1775	1952	1688	264
7.	Employees Provident Fund Organisation (Head Office)	334	3155	3489	3392	97
8.	Department of Defence	16	306	322	254	68
9.	Department of Posts	143	1385	1528	1467	61
10.	Ministry of Information and Broadcasting	67	326	393	340	53

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	1775	1952	1688	264	160
2.	PR. CDA PENSION ALLAHABAD	11	5914	5925	5302	623	52
3.	Department of Ex Servicemen Welfare	107	2763	2870	2467	403	48
4.	Department of Defence	16	306	322	254	68	37
5.	Ministry of Railways (Railway Board)	323	8656	8979	8662	317	33
6.	Ministry of Information and Broadcasting	67	326	393	340	53	31
7.	Department of Defence Finance	1316	11966	13282	12892	390	30
8.	Central Board of Direct Taxes (Income Tax)	69	336	405	372	33	14
9.	Controller General Defence Accounts	2	15	17	6	11	11
10.	O/o the Comptroller & Auditor General of India	75	437	512	486	26	9

4. CATEGORY-WISE STATUS

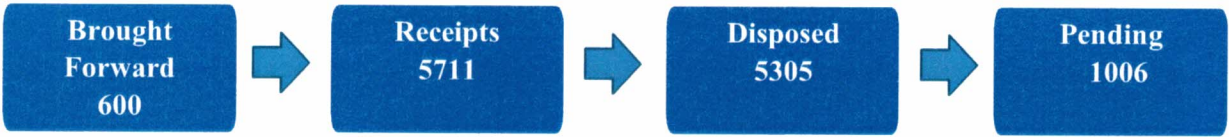
4.1. Category-wise Status of Grievances for 13 Categories

(Time Period: 01/01/2022 to 30/11/2022)

S. No.	Category	Brought Forward	Receipts	Total Grievances	Disposal	Pending
1.	Delay or incorrect sanction of pension/family pension and other retirement benefits	1534	18409	19943	18977	966
2.	Revision of pension/family pension/pension payment order	461	6519	6980	6508	472
3.	Non-payment of arrear of pension and other retirement benefits	348	5027	5375	5016	359
4.	Other service related issues such as fixation of pay, MACP	301	3214	3515	3289	226
5.	Issues related to medical facilities	123	1609	1732	1617	115
6.	7th CPC Issues	52	1219	1271	1196	75
7.	Non-payment of DA/DR/merger of DA related issues	57	1062	1119	1036	83
8.	Extra ordinary Pension	75	598	673	655	18
9.	GPF/CPF	16	222	238	216	22
10.	New pension scheme	13	166	179	168	11
11.	Issues relating to qualifying service	1	97	98	86	12
12.	Extension of pension scheme to autonomous bodies/orgns	3	39	42	41	1
13.	Others	1605	16186	17791	16541	1250

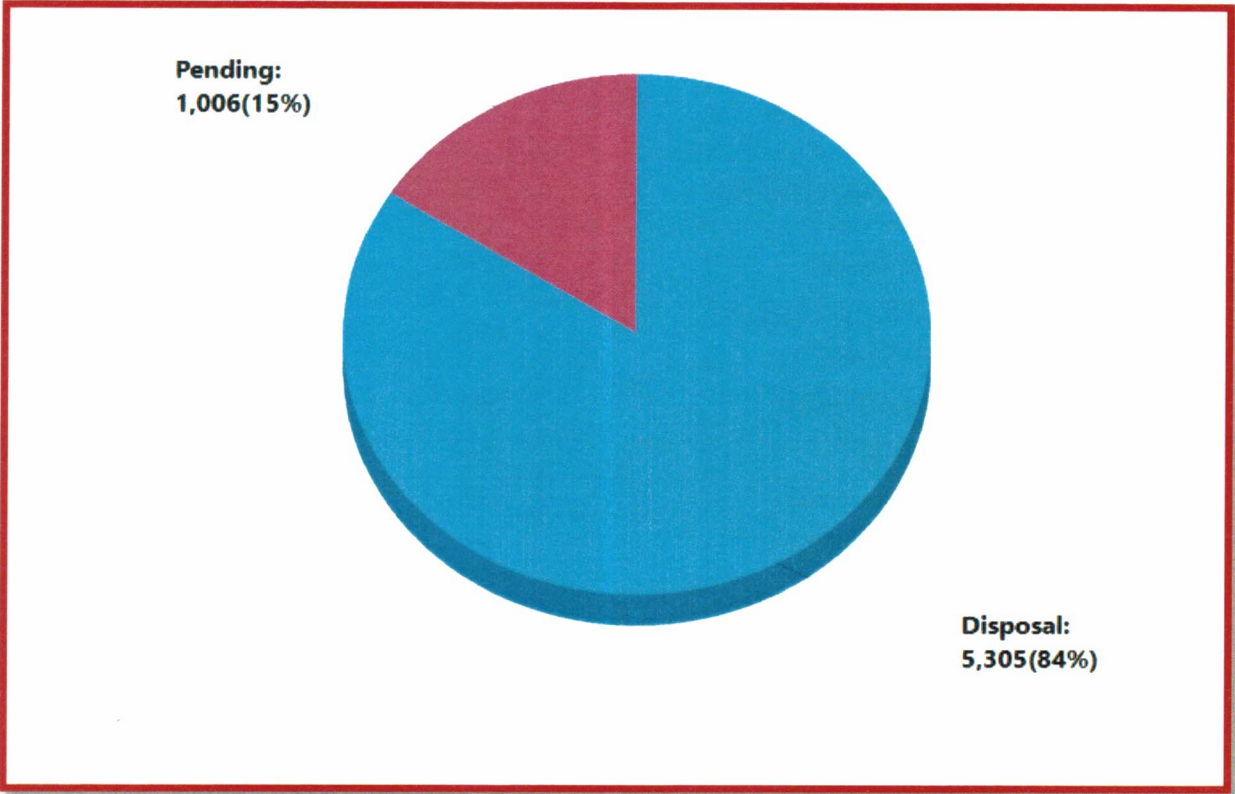
5. APPEAL DASHBOARD

5.1. Overview



(Time Period: 01/01/2022 to 30/11/2022)

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	1373	1738	1136	602
2.	Ministry of Railways (Railway Board)	6	993	999	945	54
3.	Department of Financial Services (Banking Division)	17	824	841	811	30
4.	Department of Ex Servicemen Welfare	49	437	486	462	24
5.	Ministry of Labour and Employment	7	342	349	335	14
6.	Central Board of Indirect Taxes and Customs	2	342	344	296	48
7.	Department of Posts	2	257	259	249	10
8.	Department of Pension and Pensioners Welfare	48	181	229	224	5
9.	Department of Telecommunications	11	208	219	212	7
10.	Ministry of Home Affairs	11	178	189	167	22

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
21204	12974	8230

Top Ten Ministries/Departments Cases Behind Schedule

S.No.	Ministry	Department	No. of Cases
1	Ministry of Home Affairs	Central Armed Police Forces	1692
2	Ministry of Finance	Department of Revenue	1315
3	Ministry of Housing and Urban Affairs		764
4	Comptroller and Auditor General		637
5	Ministry of Home Affairs	Department of Home	615
6	Ministry of Information & Broadcasting		584
7	Union territories of India	UT of Andaman and Nicobar	331
8	Ministry of Health & Family Welfare	Department of Health and Family Welfare	270
9	Ministry of Jal Shakti	Department of Water Resources, River Development and Ganga Rejuvenation	209
10	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	152
Total			6569

PPOs Pending

S.No.	Month/Year	No. of PPOs Pending
1	May 2022	129
2	Jun 2022	147
3	Jul 2022	155
4	Aug 2022	165
5	Sep 2022	130
6	Oct 2022	232
Total		958

Ministries/Departments – PPOs not issued

S.No.	Ministry	Department	No. of PPOs Pending
1	Ministry of Home Affairs	Central Armed Police Forces	370
2	Ministry of Information & Broadcasting		263
3	Ministry of Finance	Department of Revenue	221
4	Union territories of India	UT of Andaman and Nicobar	170
5	Ministry of Home Affairs	Department of Home	135
6	Ministry of Housing and Urban Affairs		124
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	52
9	Comptroller and Auditor General		40
10	Union territories of India	UT of Lakshadweep	28
11	Ministry of Culture		27
12	Ministry of Fisheries, Animal Husbandry and Dairying	Department of Animal Husbandry and Dairying	25
13	Ministry of External Affairs		18
14	Ministry of Earth Sciences		17
15	Ministry of Home Affairs	Department of Justice	17
16	Ministry of Communications	Department of Telecommunications	15
17	Ministry of Agriculture and Farmers Welfare	Department of Agriculture and Farmers Welfare	14
18	Ministry of Commerce and Industry	Department of Commerce	14
19	Ministry of Personnel, Public Grievances & Pensions	Department of Personnel & Training	12
20	Ministry of Environment, Forest and Climate Change		9
21	Ministry of Labour & Employment		8
22	Ministry of Mines		7
23	Ministry of Textiles		7
24	Ministry of Commerce and Industry	Department for Promotion of Industry and Internal Trade	5
25	Ministry of Education	Department of Higher Education	5
26	Ministry of Home Affairs	Department of Official Language	5

27	Ministry of Science & Technology	Department of Science and Technology	5
28	Ministry of Statistics & Programme Implementation		4
29	Ministry of Power		4
30	Ministry of Ports, Shipping and Waterways		3
31	NITI Aayog		3
32	Ministry of Road Transport & Highways		2
33	Ministry of Panchayati Raj		2
34	Ministry of Corporate Affairs		2
35	Lok Sabha Secretariat		2
36	Ministry of Civil Aviation		2
37	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Food & Public Distribution	2
38	Ministry of Law & Justice	Department of Legal Affairs	2
39	Ministry of Finance	Department of Public Enterprises	1
40	Ministry of Rural Development	Department of Rural Development	1
41	Ministry of Coal		1
42	Department of Space		1
43	Cabinet Secretariat		1
44	Ministry of Development of North Eastern Region		1
45	Ministry of Electronics & Information Technology		1
46	Ministry of Skill Development and Entrepreneurship		1
47	RAJYA SABHA SECRETARIAT		1
48	Ministry of Tourism		1
49	Ministry of Women and Child Development		1
50	Ministry of Home Affairs	Central Police Organisation	1
51	Ministry of Consumer Affairs, Food, and Public Distribution	Department of Consumer Affairs	1
52	Ministry of Finance	Department of Financial Services	1
53	Ministry of Science & Technology	Department of Bio-Technology	1
Total			1712

7. List of Department of Pension & Pensioners' Welfare issued OM/ Orders and Circulars from 01.01.2022 to 30.11.2022

S. No.	O.M. No.	O.M. Date	Subject
1.	13023/01/2019-Admn-II/Desk-H-5713	21 Nov 22	Monthly Summary to the Cabinet for the month of October, 2022
2.	1/2/2022(JCM)-P&PW(E)	18 Nov 22	Holding of Pension Adalat
3.	3/13/2022-P&PW(F)	02 Nov 22	Ceiling of Rs. 5 Lakh on subscription to General Provident Fund (Central Services) in a financial year- instructions regarding.
4.	1(3)/2022-P&PW(H)-8371	02 Nov 22	Nation-wide Campaign for submission of Digital Life Certificate.
5.	42/15/2022-P&PW(D)/6	31st October, 2022	Commutation of pension on more than one occasion - Clarification regarding
6.	42/15/2022-P&PW(D)/7	31st October, 2022	Interest on delayed payment of commuted value of pension- Clarification regarding
7.	42/15/2022-P&PW(D)/8	31st October, 2022	Admissibility of Dearness Relief on additional pension/additional compassionate allowance and additional family pension -Clarification regarding
8.	55/4/2014-P&PW(C)-Part 1/E-4217	31st October, 2022	Mandatory use of BHAVISHYA PORTAL for Processing of Pension Cases w.e.f 01.01.2017-reg.
9.	55/14/2014-P&PW(C)-Part I/E-4217	31st October, 2022	Procedure to Update the Pension Payment Order (PPO No) in theBhavishya System-regd.
10.	42/07/2022-P&PW(D)	31st October, 2022	Grant of Dearness Relief in the 5th CPC series effective from 01.07.2022 to CPF beneficiaries in receipt of basic ex-gratia payment-reg
11.	11(15)/2022-P&PW(H)-8363 (1)	28th October, 2022	Timelines for completion of various activities in the process of authorisation of pension and gratuity on retirement on superannuation of a Government servant.
12.	11(15)/2022-P&PW(H)-8363 (2)	28th October, 2022	Processing of cases for authorisation of pension/family pension in respect of (i) a Government servant who is not in a position to submit the pension forms on account of any bodily or mental infirmity, and (ii) a Government servant who dies after retirement without having submitted the pension forms.
13.	57/03/2022-P&PW(B)/8361	28th October, 2022	Entitlement on discharge from service on account of invalidation or disablement to a Central Government servant covered under National Pension System -reg.

14.	57/03/2022-P&PW(B)/8361 (1)	28th October, 2022	Entitlement for family on death of a Central Government servant covered under National Pension System -reg.
15.	57/03/2022-P&PW (B)	27th October, 2022	Provisions relating to effect of disciplinary proceedings on the benefits from accumulated pension corpus under National Pension System and gratuity in respect to Central Government employees covered under NPS
16.	38/01(05)/2022-P&PW(A)	26th October, 2022	Power to withhold or withdraw pension/gratuity in cases of grave misconduct or negligence during the period of service under the Central Civil Services (Pension) Rules, 2021.
17.	38/01(05)/2022-P&PW(A)	26th October, 2022	Amount and conditions for grant of pension under Central Civil Services (Pension) Rules, 2021
18.	38/01(05)/2022-P&PW(A)	26th October, 2022	Amount and conditions for grant of additional pension and additional family pension under Central Civil Services (Pension) Rules, 2021
19.	57/03/2022-P&PW(B)/8361	26th October, 2022	Options under Central Civil Services (Implementation of National Pension System) Rules, 2021 to avail benefits under old pension scheme on death of Government servant covered under National Pension System during service or his discharge from service on account of invalidation or disablement –reg.
20.	1/1(1)/2022-P&PW (E)	26th October, 2022	Grant of family pension to a member of the family, whose name is not included in Form 4 or office records
21.	1/1(1)/2022-P&PW (E)	26th October, 2022	Grant of family pension to other eligible member of the family where first eligible member is charged with offence of murdering the Government servant or for abetting in commission of such an offence.
22.	1/1(1)/2022-P&PW (E)	26th October, 2022	Grant of family pension under Central Civil Services (Pension) Rules, 2021 to parents of a deceased Government servant/pensioner.
23.	1/1(1)/2022-P&PW (E)	26th October, 2022	Documents regarding income required to be submitted for deciding eligibility for grant of family pension under Central Civil Services (Pension) Rules, 2021.
24.	1/1(1)/2022-P&PW (E)	26th October, 2022	Grant of family pension under Central Civil Services (Pension) Rules, 2021 to an unmarried or widowed or divorced daughter of a deceased Government servant/pensioner.
25.	1/1(1)/2022-P&PW (E)	26th October, 2022	Grant of family pension under Central Civil Services (Pension) Rules, 2021 to a child or sibling of a deceased Government servant/pensioner suffering from a mental or physical disability.
26.	1/1(1)/2022-P&PW (E)	26th October, 2022	Sharing of family pension under Central Civil Services (Pension) Rules, 2021
27.	1/1(1)/2022-P&PW (E)	26th October, 2022	Grant of family pension under Central Civil Services (Pension) Rules, 2021 on remarriage of a childless widow.
28.	1/1(1)/2022-P&PW (E)	26th October, 2022	Amount of family pension and circumstances in which it is paid under the Central Civil Services (Pension) Rules, 2021.
29.	1/1(1)/2022-P&PW (E)	26th October, 2022	Provisions regarding grant of family pension, gratuity, etc. to family of a missing Government servant or pensioner or family pensioner under the Central Civil Services (Pension) Rules, 2021.
30.	42/15/2022-P&PW (D)/1	25th October, 2022	Clarification regarding Dearness Relief payable on Original Basic Pension -reg.

31.	42/15/2022-P&PW (D)/2	25th October,2022	Clarification regarding commutation value for Government servant whose date of birth is the first of a month and who retires on the afternoon of the last day of the preceding month-reg.
32.	42/15/2022-P&PW (D)/3	25th October,2022	Clarification regarding pension to be taken for commutation after retirement-reg.
33.	42/15/2022-P&PW (D)/4	25th October,2022	Deduction of commuted pension from the pension revised in implementation of recommendations of Pay Commission etc.
34.	42/15/2022-P&PW (D)/5	25th October,2022	Clarification regarding whether deductions towards commutation are required to be made from family pension for the remaining period in cases where the pensioner dies before the restoration of commuted pension-reg.
35.	57/03/2022- P&PW (B)/8361	25th October,2022	Emoluments for determining mandatory contributions under National Pension System in respect to Central Government employees covered under NPS.
36.	28/91/2022-P&PW (B)/8331	11th October,2022	Grant of retirement gratuity and death gratuity under CCS (Pension) Rules, 2021-reg.
37.	28/91/2022- P&PW(B)/8331	11th October,2022	Nominations for payment of gratuity under CCS (Pension) Rules, 2021- reg.
38.	28/91/2022- P&PW(B)/8331	11th October,2022	Payment of gratuity on death of a government servant under CCS (Pension) Rules, 2021- reg.
39.	28/91/2022- P&PW(B)/8331	11th October, 2022	Payment of gratuity on death of a government servant under CCS (Pension) Rules, 2021- reg.
40.	3/6/2021-P&PW (F)	11th October, 2022	Ceiling of Rs 5 Lakh on subscription to General Provident Fund (GPF) in a financial year- regarding.
41.	38/01(05)/2022- P&PW(A)	10th October, 2022	Provisions regarding applicability of CCS (Pension) Rules, 2021- reg.
42.	38/01(05)/2022- P&PW(A)	10th October, 2022	Provisions regarding treatment of the day of retirement/resignation/death under CCS (Pension) Rules, 2021-reg.
43.	38/01(05)/2022- P&PW(A)	10th October, 2022	Provisions regarding limitations on number of pensions and gratuities admissible to a government servant under CCS (Pension) Rules, 2021-reg.
44.	38/01(05)/2022- P&PW(A)	10th October, 2022	Provision regarding withholding or withdrawal of pension/family pension on being convicted of a serious or on being found guilty of grave misconduct, under CCS (Pension) Rules, 2021-reg.
45.	38/01(05)/2022- P&PW(A)	10th October, 2022	Provision regarding sanction of provisional pension and withholding of gratuity during pendency of department/judicial proceedings under CCS (Pension) Rules, 2021-reg.
46.	38/01(05)/2022- P&PW(A)	10th October, 2022	Grant of invalid pension under CCS (Pension) Rules, 2021 on retirement from government service on account of any bodily or mental infirmity
47.	38/01(05)/2022- P&PW(A)	10th October, 2022	Grant of compulsory retirement pension under CCS (Pension) Rules, 2021 to a government servant who is compulsorily retired from service as a penalty.
48.	38/01(05)/2022- P&PW(A)	10th October, 2022	Grant of compassionate allowance under the CCS (Pension) Rules, 2021 to a government servant who is dismissed or removed from service.
49.	42/07/2022- P&PW(D)	8th October, 2022	Grant of dearness relief to Central Government pensioners/family pensioners-revised rate effective from 01.07.2022.

50.	3/2/2017-P & PW (F)	8th October, 2022	Amendment in GPF Rule
51.	3(2)/2022-P&PW (H)/7942	7th October, 2022	Deletion of daughters name from the PPO of Shri Anil Kumar Sood, AM-II (VRS), IMD-regarding
52.	38/41/2019-P&PW (A)	7th October, 2022	Amendment of Rule 8 of CCS(Pension) Rules, 2021-delegation of powers of President to withhold pension and gratuity to Secretary and C&AG
53.	3(2)/2022-P&PW (H)/7942	6th October, 2022	Change of name of spouse Smt. Simro Devi in PPO of late Shri Man Mohan Chander, ex- Assistant-seeking advice of DoP&PW- regarding
54.	28/90/2022-P&PW(B)/8297	2nd October, 2022	Counting of service rendered in State Governments as qualifying service for pension and gratuity under the Central Civil Services (Pension) Rules, 2021.
55.	28/90/2022-P&PW(B)/8297	2nd October, 2022	Counting of service rendered in an autonomous body under the Central Government or a State Government as qualifying service for pension and gratuity under the Central Civil Services (Pension) Rules, 2021.
56.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Counting of service on contract as qualifying service for pension and gratuity under the Central Civil Services (Pension) Rules, 2021.
57.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Counting of pre-retirement civil service in the case of re-employed Government servants under the Central Civil Services (Pension) Rules, 2021.
58.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Counting of military service rendered before civil employment under the Central Civil Services (Pension) Rules, 2021
59.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Counting of periods spent on leave as qualifying service for pension and gratuity under the Central Civil Services (Pension) Rules, 2021.
60.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Counting of periods spent on training as qualifying service for pension and gratuity under the Central Civil Services (Pension) Rules, 2021
61.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Treatment of time passed by a Government servant under suspension as qualifying service or otherwise for pension and gratuity under the Central Civil Services (Pension) Rules, 2021.
62.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Provisions relating to effect of interruption in service and condonation of interruption in service under the Central Civil Services (Pension) Rules, 2021.
63.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Counting of period of deputation to the United Nations' Secretariat or other United Nations' Bodies or the International Monetary Fund or the International Bank of Reconstruction and Development or the Asian Development Bank or the Commonwealth Secretariat or any other International organization as qualifying service under the Central Civil Services (Pension) Rules, 2021.
64.	28/90/2022-P&PW (B)/8297	2nd October, 2022	Periodic verification of qualifying service under the Central Civil Services (Pension) Rules, 2021 and monitoring at the level of Secretary of the Administrative Ministry/Department.
65.	1(8)/2021-P&PW(H)-7468	30th September 2022	Submission of Annual Life Certificate
66.	3/7/2020-P&PW (F)/6728	18th August 2022	Missing entries in GPF accumulation of subscriber regarding
67.	G.S.R. 96	15th June 2022	Ceiling of 5 Lakh of GPF subscription

68.	38/46/2017- P&PW(A)(4879)	14th June 2022	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
69.	11(45)2022- P&PW(E)	23rd May 2022	Eligibility for two family pensions- clarification regarding
70.	42/07/2022- P&PW(D)	11th May 2022	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
71.	57/03/2020- P&PW (B)	28th April 2022	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.
72.	1/2(40)/2022- P&PW (E)	06th April 2022	Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears.
73.	42/07/2022- P&PW (D)	05th April 2022	Grant of Dearness Relief to Central Government pensioners / family pensioners - Revised rate effective from 01.01.2022
74.	17/4/2021- P&PW (Coord)- E.7648	04th April 2022	110th & 113th Report of DRPSC Recommendations : Compliance regarding
75.	1/2(40)/2022- P&PW (E)	31st March 2022	Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears
76.	2021- 22/6476/2/2	25th March 2022	Authorization of Kotak Mahindra Bank for disbursement of Pensions.
77.	No.4/05/2019- P&PW(D)	23rd March 2022	Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS(OPD) facility and vice-versa - reg
78.	12(9)/2020- P&PW(C)-6450	23rd February 2022	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
79.	1/4/2021 P&PW(E) Part I	19th January 2022	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
80.	57/04/2019- P&PW(B)	04th January 2022	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.

<https://pensionersportal.gov.in/CircularReportForPensionForm1.aspx>

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

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Department of Pension & Pensioners' Welfare,
Janpath Bhawan, B Wing, 8th Floor
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300657/2023/ESTT-IV

वी. श्रीनिवास, आई.ए.एस.

सचिव

V. Srinivas, IAS

SECRETARY



सत्यमेव जयते

75
आज़ादी का
अमृत महोत्सव

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.17/4/2021-P&PW (Coord)E-7648

December 14, 2022

Dear Secretary,

In pursuance of recommendation of Department Related Parliamentary Standing Committee (DRPSC) on Personnel, Public Grievances, Law and Justice in its 113th Report, this Department issued instructions dated 04.04.2022 (copy attached). The 121st Report of DRPSC has further recommended that the particular Ministries/ Departments which are failing to resolve more than 30% of pensioners' grievances should be issued separate advisory to furnish reasons for not resolving a high percentage of grievances within a stipulated time.

2. In view of the above, all Ministries/Departments are requested to take suitable action by identifying core grievance-prone areas leading to delays in sanction of pension/ disposal of grievances. A Ministry-wise consolidated detailed action taken report be sent in every quarter (i.e. 1st July/1st October/1st January/1st April) to DoPPW on regular basis in Table-B (as per Proforma annexed) to Shri R.K. Dutta, Under Secretary, Email ID: dutta.rk@nic.in, Tel.No.: 011-23310106.

3. I shall be grateful for your support in implementing the Committee's recommendations.

With best regards,

Yours sincerely,

(V Srinivas)

Encl: As aboveAll Secretaries of Ministries/ Departments of GOI

सूचना का
अधिकार

Please visit our website : <https://doppw.gov.in>, <https://bhavishya.nic.in>Tel: 011-23742133 Fax: 011-23742546 Email: secy-arpg@nic.in

Annexure

Name of the Ministry/Department (Including / consolidating all Subordinate/Attached/Autonomous bodies):.....

Table-A

	No. of Grievance brought forward from previous quarter	No. of Grievances received during this quarter	No. of Grievance redressed within the stipulated time.	No. of Grievance pending beyond the stipulated time (i.e. more than 30 days)
April-June				
July-September				
October-December				
January-March				

Table – B

Analysis of grievances pending more than 30 days (including all attached/subordinate and autonomous bodies) .

Grievance registration number	Gist of Grievance	Reason for delay beyond 45 days	Action taken to streamline the system to eliminate delay

Table C

Ministries/Departments to also indicate the accountability mechanism to avoid delay and action taken thereon including action taken on officials habitually responsible for delayed action or summary disposal of grievances without qualitative action (including their attached/subordinate and autonomous bodies) .

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DRPSC Recommendations on 110th & 113th Report

File No. 17/4/2021-P&PW(Coord) -E.7648

भारत सरकार / Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/ Ministry of Personnel Public Grievances and Pensions

पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,

जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,

नई दिल्ली - 110001 /New Delhi-110001

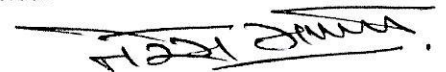
दिनांक/Dated: 04.04.2022

OFFICE MEMORANDUM**Subject: 110th & 113th Report of DRPSC Recommendations : Compliance regarding**

The 110th report (Rajya Sabha Secretariat) of Department Related Parliamentary Standing Committee (DRPSC) on Personnel, Public Grievances, Law and Justice, on "Pensioner's Grievances - Impact of Pension Adalats and Centralized Pensioner Grievance Redressal and Monitoring System (CPENGRAMS) has noted with concern that, on an average, 20% of grievances are not being disposed of within the stipulated time limit of 45 days in case of pensioners and 30 days in case of family pensioners and super senior pensioners (80 years and above). The Committee has recommended that all the Ministries/Departments of Central Government should ***identify core grievance-prone areas and streamline their systems accordingly and to resolve the grievances within the prescribed time limit.***

2. In view of the above, all Ministries/Departments are requested to take suitable action by identifying core grievance-prone areas leading to delays in sanction of pension/ disposal of grievances in their Ministries/Departments (including all subordinate/attached/autonomous bodies) and streamline their systems accordingly. It shall be the responsibility of each Ministry/Department to coordinate with their Attached/Subordinate/Autonomous bodies for disposal of grievances within the stipulated time frame of 45 days in case of pensioners and 30 days in case of family pensioners and super senior pensioners (80 years and above). A detailed action taken report be sent on every quarter starting from 2nd quarter of 2022 (i.e. 1st July/1st October/1st January/1st April) as per Proforma annexed to DoPPW regularly.

3. The Ministries/Departments are further advised to ensure accountability of Government Officials dealing with pensioners' grievances and to take administrative action against officials habitually responsible for delayed action or summary disposal of grievances without qualitative action as recommended by the DRPSC in its 113th Report. A Quarterly report in this regard may also be furnished to this Department in Table C of the Annexure attached.



(Naresh Bhardwaj)

Deputy Secretary to the Government of India

Mob No:-9968295022

Email: - naresh.bhardwaj@nic.in

To,

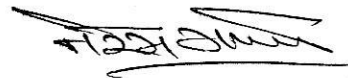
- i. All Secretaries to the Government of India (as per Std. distribution list)

300657/2023/ESTT-IV (CO-ORD)

- ii. Nodal Public Grievance officer of Ministries/Departments Attached and Subordinate Organization of Government of India/State Government
- iii. NIC, DOPPW for appropriate action and uploading on the DOPPW Website/Pensioners Portal.

Copy, for information, to:

- i. Secretary, President Secretariat, Rashtrapati Bhawan, New Delhi
- ii. Secretary General, Lok Sabha Secretariat, Parliament House, New Delhi
- iii. Secretary General, Rajya Sabha Secretariat, Parliament House, New Delhi
- iv. Secretary (Coordination & PG), Cabinet Secretariat, Rashtrapati Bhawan, New Delhi
- v. PPS to Secretary (P&PW), PS to JS(P&PW).
- vi. All Dir/DS/US of DoPPW.



Annexure

Name of the Ministry/Department (Including all Subordinate/Attached/Autonomous bodies):.....

Table-A

	No. of Grievance brought forward from previous quarter	No. of Grievances received during this quarter	No. of Grievance redressed within the stipulated time.	No. of Grievance pending beyond the stipulated time (i.e. more than 45 days)
April-June				
July-September				
October-December				
January-March				


Table – B

Analysis of grievances pending more than 45 days (including all attached/subordinate and autonomous bodies) .

S.No	Grievance registration number	Gist of Grievance	Reason for delay beyond 45 days	Action taken to streamline the system to eliminate delay
1				
2				

C. Ministries/Departments to also indicate the accountability mechanism to avoid delay and action taken thereon including action taken on officials habitually responsible for delayed action or summary disposal of grievances without qualitative action (including their attached/subordinate and autonomous bodies) .

.....



REPORT NO.

121



सत्यमेव जयते

PARLIAMENT OF INDIA
RAJYA SABHA

DEPARTMENT-RELATED PARLIAMENTARY STANDING COMMITTEE ON
PERSONNEL, PUBLIC GRIEVANCES, LAW AND JUSTICE

ONE HUNDRED TWENTY-FIRST REPORT

ON

ACTION TAKEN ON ONE HUNDRED THIRTEENTH REPORT OF THE

COMMITTEE

ON "DEMANDS FOR GRANTS (2022-23)"

PERTAINING TO

THE DEPARTMENTS

OF

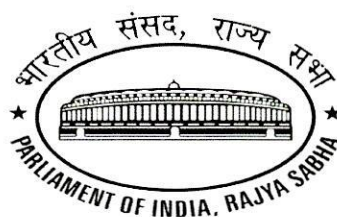
ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES AND

PENSION & PENSIONERS' WELFARE

(MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS)

(Presented to the Rajya Sabha on 8th December, 2022)

(Laid on the table of the Lok Sabha on 8th December, 2022)



Rajya Sabha Secretariat, New Delhi
December, 2022 / Agrahayana1944 (Sakya)

DEPARTMENT OF PENSIONS AND PENSIONERS' WELFARE

Pensioners' Portal

Recommendation/Observation

3.13 The Committee observes that as per last five years data provided by the Department on satisfaction ratings, about 40% of complainants have rated their grievance redressal as poor. Such ratings reflect poorly on the overall grievance handling by different organizations. Further, about twelve Ministries/Departments in the year 2021 and twenty two Ministries/Departments in the year 2020 have failed to resolve more than 30% of pensioners' grievances pertaining to them within the stipulated time. This shows apathy of those organizations towards handling of pensioners' grievances and the Committee feels dismayed over indifference shown by government officials to the grievances of their retired colleagues. (3.40)

3.14 The Committee accordingly recommends the DPPW to develop a mechanism/guidelines/policy to ensure accountability of the government officials dealing with the pensioners' grievances and suggest action against the erring officials. The appellate authority should be empowered to award monetary penalties and sanction disciplinary action against those officials who are habitually responsible for delayed action or summary disposal of grievances without any qualitative action. (3.41)

Action Taken

3.15 DoPPW has issued advisory to all Ministries/Departments vide OM dated 04.04.2022 (copy enclosed).

Further observation

3.16 The Committee notes the reply of the Department. The Committee recommends the Department that particular Ministries/Departments which are failing to resolve more than 30% of pensioners grievances should be issued separate advisory to furnish reasons for not resolving a high percentage of grievances within the stipulated time.

Bhavishya**Total:24**

Report Parameters: Ministry: Ministry of Jal Shakti, From Date: 01/05/2022, To Date: 31/10/2022, Report Type: Summary Ministry Wise, PPO Status: PPO Not Issued

S.No	NAME	Designation/Mobile/Email	PAN/ Date of Retirement	Ministry/Deptt./Office Code	Pending With
1	Mr. Arun Rana (DDO Code -202451)	Storekeeper 9810624487 arun689@rediffmail.com	AEWPR7278H 31/08/2022	Central Soil & Materials Research Station (Ministry of Jal Shakti)	HOO
2	Mr. Jetyappa Madagonda Divate (DDO Code -101893)	SKILLED WORK ASSISTANT 9766283705 jetyappa1962@gmail.com	BFWPD6831A 31/05/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
3	Mr. Laxman Chintamani Jadhav (DDO Code -101910)	Skilled Work Assistant 9970952546 --	AOTPJ2562H 31/05/2022	Central Water Commission (Ministry of Jal Shakti)	PAO
4	Mr. Ishvarbhai Mafabhai Vankar (DDO Code -101914)	Skilled Works Assistant 9909120815	AOPPV1419F 31/05/2022	Central Water Commission (Ministry of Jal Shakti)	Retiree
5	Mr. Kantilal Kalubhai Parmar (DDO Code -101914)	Skilled Works Assistant 9687117584 kkparmar1961@gmail.com	CMFPP3353Q 31/05/2022	Central Water Commission (Ministry of Jal Shakti)	Retiree
6	Mr. Raval Jayantibhai Mathurbhai (DDO Code -101914)	Skilled Works Assistant 9638421317 --	BESPR3568D 31/05/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
7	Mr. Bhimappa Yallappa Talawar (DDO Code -101883)	SKILLED WORK ASSISTANT 8095411509 bhimappatalawar641@gmail.com	ANSPT0731A 30/06/2022	Central Water Commission (Ministry of Jal Shakti)	Retiree
8	Mr. Lokaiah (DDO Code -101893)	Skilled Work Assistant 9980576060 --	AFVPL4273J 30/06/2022	Central Water Commission (Ministry of Jal Shakti)	PAO
9	Mr. Lalit Pujari (DDO Code -101916)	Work Sarkar Gr - I I 8144990690 sdekssd-cwc@gov.in	AGYPL0947M 30/06/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
10	Mr. Ramdhin Yadav (DDO Code -101916)	Work Sarkar Grade- I I 9406088533 --	ADKPY6497J 30/06/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
11	Mr. Ram Chandra Mourya (DDO Code -101928)	Skilled Works Assistant 9648122837 --	AWTPC1137B 30/06/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
12	Mr. Anandrao Govardhan Dongre (DDO Code -101887)	Skilled Works Assistant 8975646448 ananddongre358@gmail.com	BAMPD3155Q 31/07/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
13	Mr. Basavana Gouda G (DDO Code -101893)	Skilled Work Assistant 9902713997 gowda59@gmail.com	AQIPB1758Q 31/07/2022	Central Water Commission (Ministry of Jal Shakti)	PAO
14	Mr. Vijay Baliramji Bokade (DDO Code -101898)	Work Sarkar Gr - I I 7350462877 --	BZFPB5111G 31/07/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
15	Mr. Kanauji Lal (DDO Code -101928)	Observer Grade- II 9919449492 --	AFMPL5015K 31/07/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
16	Mr. Jagannath Mahto (DDO Code -101930)	Skilled Works Assistant 8544017346 --	AUEPJ0846K 31/07/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
17	Mr. Prasant Kumar (DDO Code -102340)	Work Sarkar Gr - I I 9125440661	AEJPK9538G 31/07/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
18	Mr. Dandi Ram Nath (DDO Code -101892)	Skilled Works Assistant 8486618033 --	AMNPN4958P 31/08/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
19	Mr. Lalan Prasad Singh (DDO Code -101930)	Skilled Works Assistant 9955984125 --	FRZPS8619Q 31/08/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
20	Mr. Chittaranjan Chakra (DDO Code -101889)	W/C Work Sarkar Grade- I I 8598927790 chittaranjanchakra@gmail.com	ATNPC3306M 30/09/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
21	Mr. Dipperson Ch Marak (DDO Code -101896)	Skilled Works Assistant 6009296548	DYHPM9025B 31/10/2022	Central Water Commission (Ministry of Jal Shakti)	HOO

300657/2023/ESTT-IV

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22	Mr. Asta Kumar Singh (DDO Code -101903)	Skilled Works Assistant 9939046604 --	AQEPS6033R 31/10/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
23	Mr. Shyam Lal Patel (DDO Code -101908)	Skilled Works Assistant 7489284982 --	CNDPP2641A 31/10/2022	Central Water Commission (Ministry of Jal Shakti)	HOO
24	Mr. Virendra Kumar Mishra (DDO Code -102340)	Sub Divisional Engineer 9452925780 vkmwc62@gmail.com	AKEPM2471R 31/10/2022	Central Water Commission (Ministry of Jal Shakti)	HOO