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

\*\*\*\*\*\*\*

3<sup>rd</sup> Floor (S), Sewa Bhawan, R.K. Puram, New Delhi - 66. Dated 26.12.2022

To

All Superintending Engineers(C) Field Offices of CWC.

Sub.: Non-issuance of e-PPO in respect of retired employees of CWC.

Sir,

I am directed to enclose herewith a copy of US, E-IV Section's letter No. A-38020/5/2022-ESTT-IV dated 15.12.2022, along with a copy of DoWR, RD & GR's OM No. A-38020/3/2020-Administration-MoWR dated 09.12.2022 and Secretary, Department of Pension and Pensioner's Welfare's DO letter No. 14/6/2022-P&PW(Coord.)E-8134 dated 02.12.2022 regarding pending pension cases, for taking necessary action.

2. Further, It is also requested to advise the officials who are going to retire within next 15 months to initiate their pension documents and other formalities to enable the concerned offices/PAO to take further necessary action.

Encl.: As above.

Signed by Seema Juneja Date: 26-12-2022 16:49:16

Reason: Approved

(Seema Juneja) Under Secretary(E-V) Ph.011-29583534 011-29583327

Copy to All AD-IIs/SDEs of Central Water Commission for information and necessary action if any.

## **TOP PRIORITY**

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

> 03<sup>rd</sup> Floor (South), Sewa Bhawan, R. K. Puram, New Delhi-110066 Dated the, 15<sup>th</sup> December, 2022

To

All SE(C), CWC (As per standard list).

Subject: Non-issuance of e-PPO in respect of retired employees of CWC. Sir.

I am directed to enclose herewith a copy of DoWR, RD & GR's OM No. A-38020/3/2020-Administration-MoWR dated 09.12.2022 along with a DO letter No. 14/6/2022-P&PW (Coord.)E-8134 dated 02.12.2022 of Secretary, Department of Pension and Pensioners' Welfare regarding pending pension cases.

- 2. It is a matter of concern that Ministry of Jal Shakti has been placed in top 10 offices where prescribed timeline has been breached for processing of pension cases. In view of the above, all the SE (C) in all the Chief Engineer offices in field offices of CWC are requested to direct all the Circle/Division Offices under their jurisdiction to put their all out efforts to expedite the process of pending pension cases as per prescribed timeline provided under the rules. It is also requested to provide a consolidated Action Taken Report, Chief Engineer-Office- wise, in respect of pension cases where e-PPOs are yet to be issued despite retirement of the employee, to E-IV Section urgently and latest by 20.12.202.
- 3. It is also requested to advise the officials who are going to retire within next 15 months, to initiate their pension documents and other formalities to enable the concerned offices/PAO to take further necessary action.

Yours faithfully,

Enclosures: As above.

Digitally Signed by Ajay Malik

Date: 15-12-2022 10:45:09 Reason: ApidVe Malik) Under Secretary

### Copy to:

- US (Admn), DoWR,RD & GR along with status note on pending cases pertaining to CWC(HQ).
- 2. US (E-I, II, III, V, VI, VII, VIII, IX, X, XI, XIII), CWC with the request to expedite the process of internal audit of all cases as per DoPT's OM dated 03.10.2022 and service verification under Rule-30 of CCS (Pension) Rules, 2021 for timely processing of the pension cases.
- 3. PPS to Chief Engineer (HRM), CWC.
- 4. PPS to Secretary, CWC.
- 5. AO (Pension), PAO (CWC).
- 6. Officers/officials under CWC(HQ) due to retire in next 15 months for needful action as stated in para 3 above (through web portal).

# Status of pending e-PPOs of CWC (HQ) as on 14.12.2022

S.	Name and	DoR	Remarks	
No.	Designation of the retired employee			
1.	Shri Suresh Chandra Pant, US	31.10.2022	Case was submitted to PAO on 18.07.2022. Case returned by PAO on 17.10.2022 along with observations regarding VC, audit of pay fixation and DA rate. Case was re-submitted to PAO on 22.11.2022. PAO on 05.12.2022, again returned the case in want of VC for 10 days i.e. from 21.10.2022 to 31.10.2022 and verification of pay fixation statements in the service book. His service book has been sent to the Committee constituted in PAO (CWC) for verification pay fixation statements. Case will be re-submitted to PAO after compliance shortly.	
2.	Shri Mool Chand, DD	30.11.2022	Case submitted to PAO on 18.11.2022. PAO returned the case to E-IV Section on 08.12.2022 for want of verification of pay fixations. Case will be re-submitted to PAO after doing the needful shortly.	
3.	Shri Om Prakash, SWA	30.11.2022	Pension papers and service book along with VC have yet not been received from the retiree despite E-IV Section's letter dated 09.03.2022 and five subsequent reminders dated 25.08.2022, 23.09.2022, 18.10.2022, 02.11.2022 and 16.11.2022.	
4.	Smt. Uma Taneja, PPS	30.11.2022	Case sent to PAO on 30.09.2022. PAO on 25.10.2022 returned the case to E-IV with observations regarding VC and audit of pay fixations. Case was re-submitted to PAO on 22.11.2022. Case is again returned by PAO on 12.12.2022 in want of VC for the period from 12.10.2022 to 30.11.2022, verification of pay fixation statements in the service book and service verification. Her service book has been sent to the Committee constituted in PAO (CWC) for verification pay fixation statements. Case will be re-submitted to PAO after compliance shortly.	
5.	Shri Dinesh Chander, JSA	30.11.2022	Case sent to PAO on 29.08.2022. PAO returned the case on 02.11.2022 with observation regarding audit of pay fixation. Case is being under process in concerned Estt. Section and will be re-submitted to PAO shortly.	
6.	Smt. Prerana Neeraj Mohan, US	04.07.2022	Case submitted to PAO on 29.08.2022. Case returned by PAO on 07.10.2022 with observations regarding audit of pay fixation orders and service verification. IAW vide their letter dated 21.11.2022 has found her pay fixation wrong. Case is under process and will be re-submitted to PAO shortly.	



### F. No. A-38020/3/2020-ADMINISTRATION-MOWR

Government of India
Ministry of Jal Shakti
Department of Water Resources, River Development & Ganga
Rejuvenation
(Administration Section)

\*\*\*

Shram Shakti Bhawan, Rafi Marg New Delhi, 9<sup>th</sup> December, 2022

## OFFICE MEMORANDUM

Subject:- e-PPOs in case of many retirees yet to be issued – reg.

The undersigned is directed to forward a DO letter No. 14/6/2022-P&PW(Coord.)/E-8134 (copy enclosed) dated 02<sup>nd</sup> December, 2022 which is self-explanatory. Department of Pension and Pensioner Welfare has placed this Department in 'top ten Departments having cases behind schedule' so far as issue of delayed PPO are concerned. DoP&PW has shown 209 delayed cases. It is the matter of grave concern that our organisations are not taking appropriate action as per the Manual of Procedure to deal the pension cases/grievances relating to pension.

- 2. All SMDs are requested to take necessary and appropriate action to sensitize the concerned Organization/s to process the pensioner grievance cases as per prescribed procedure. Further the pending PPOs may be expedited.
- 3. It is also requested that officials going to retire in the next 15 months may initiate their pension documents and other formalities to enable the concerned offices/ PAOs to take further necessary action.

Encl: As above.

Arlin

(A. K. Sao)

Under Secretary to the Govt. of India

Tel. No. 23738126

E-mail: usadmn-mowr@nic.in

To

- 1. Under Secretary (GWE), D/o Water Resources, RD & GR
- 2. Under Secretary (E-I), D/o Water Resources, RD & GR
- 3. Under Secretary (E-II), D/o Water Resources, RD & GR
- 4. Under Secretary (E-III), D/o Water Resources, RD & GR
- 5. Under Secretary (E-IV), D/o Water Resources, RD & GR
- 6. Under Secretary (Admin), DoWR, RD and GR
- 7. All concerned officials (who are going to retire within the next 15 months)
- 8. All Heads of Organisations of DoWR, RD and GR.
- 9. For uploading in intranet/mowr.nic.in

Copy with the details of cases pending for issuance of e-PPOs to-

Nodal Officer, Pension Adalat (Sh Anil Kumar Sharma US -E.I) may like to see for early issue of e-PPOs.



वी. श्रीनिवास, आई.ए.एस. सचिव **V. Srinivas,** IAS SECRETARY





भारत मरकार कार्मिक, लोक जिकायत तथा पेंजन मंत्रालय, पेंजन एवं पेंजनभोगी 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 Seveling,

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.

 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.

wit best regards,

Encl: As above

Yours sincerely,

(V. Srinivas)

ISTAD 6

DS(Admn.)

All Secretaries to Government of India

US/AGIN.



Please visit our website : https://doppw.gov.in, https://bhavishya.nic.in

Tel: 011-23742133 Fax: 011-23742546 Email: secy-arpg@nic.in



# INDEX

Berger . .

	Introduction	3			3
2.	CPENGRAMS Dashboard				4
	2.1 Overview				
	2.2 Status of Age-wise Pendency of Grievances			9	4
}.	Performance of Ministries/Departments				5
	3.1 Top 10 Ministries/Departments Analyzed				5
	3.1.1. Maximum Number of Grievances Receive	ed			5
	3.1.2. Maximum Number of Disposals				6
	3.1.3. Maximum Number of Pendency				7
	3.2 Top10 Ministries/Departments with Pending Grie	vances for more than	45 Days		8
1.	Category-wise Status				9
5.	Appeal Dashboard				10
	5.1 Overview				10
	5.2 Top 10 Ministries/Departments with Maximur	m Number of Appeals	i		11
ŝ.	Delay in Issue of Pension Payment Orders by Minist	tries/Departments			12
7.	List of Department of Pension & Pensioners' Welfard from 01,01,2022 to 30,11,2022 with Annexure	e issued OM/ Orders	and Circu	lars	15
	HOLL OF LEGEL WITH A HIGHOR				

2 | Page





# 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

.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** 

Month/Year	No. of PPOs Pending	
May 2022	129	
Jun 2022	147	
Jul 2022	155	
Aug 2022	165	
Sep 2022	130	
Oct 2022	232	
Total	958	
	Month/Year May 2022 Jun 2022 Jul 2022 Aug 2022 Sep 2022 Oct 2022	

12 | Page





Ministries/Departments - PPOs not issued

process of the second

	THE RESIDENCE OF THE PARTY OF T	epartments – PPOs not issued	
No.		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

13 | Page

