

No. 5(1)/2023-P&PW(H)-8607
Government of India
Ministry of Personnel, P.G. and Pensions
Department of Pension and Pensioners Welfare

8th Floor, B Wing, Janpath Bhawan,
Janpath, New Delhi-110001
Dated: 10 November, 2023

OFFICE MEMORANDUM

Sub: Monthly Summary to all members of the Council of Ministers for the month of October, 2023 - reg.

The undersigned is directed to refer to D.O. No. 1/26/2018-Cab dated 17.08.2018 from Joint Secretary, Cabinet Secretariat on the subject cited above.

2. The Monthly summary pertaining to the Department of Pension and Pensioners' Welfare for the month of October, 2023 is hereby circulated for information.


(Ruchir Mittal)
Director (PW)
Tel: 23350012

To

All Members of the Council of Ministers

Copy to:-

- i) All Secretaries to the Government of India (All Ministries/Departments)
- ii) US(Cabinet), Implementation Cell, Cabinet Sectt. Rashtrapati Bhavan, New Delhi.
- iii) PSO to Secretary (Pension & PW), New Delhi.
- iv) Technical Director (NIC): for uploading on the website of the Department.

Department of Pension and Pensioners' Welfare

Important events for the month of October, 2023 are as follows: -

1. This Department vide OM No. 42/04/2023-P&PW(D) dated 27.10.2023 has issued Dearness Relief orders, in respect of Central Govt. Pensioners/Family Pensioners, has been enhanced from 42% to 46% w.e.f 01.07.2023.

Awareness Programs

2. A meeting with CGA and CPAO, under the Chairmanship of Secretary (P&PW), was held on 16.10.2023 in Sardar Patel Bhawan, New Delhi regarding pending e-PPOs in different Ministries.
3. The Department of Pension and Pensioners' Welfare has organized 9th Nationwide Pension Adalat (on Delayed PPOs) 23.10.2023 in Vigyan Bhawan, New Delhi in which 150 Cases of Pensioners were deliberated for their resolution. During Adalat 150 cases were listed and 125 cases were resolved on the spot. Honb'le MoSPP has personally interacted with pensioners and Department in 15 cases during Pension Adalat. As follow up, matter is being taken up with concerned Ministries/ Departments for resolution of 25 pending Cases of Pension Adalat. **51st Pre-Retirement Counselling** was held under the auspices of Hon'ble Dr Jitender Singh, MOS PMO, PPG&P on 23rd October, 2023 at Vigyan Bhawan, New Delhi. About 400 retiree attended the workshop. Special session was organized on "Investment opportunities for Pensioners" by NCFE.
4. DoPPW has taken significant steps to conduct various activities as part of special campaign SCDPM 3.0 to foster cleanliness, reduction in pendency of public grievances, promoting digitalisation and enhancing efficiency in decision making through good governances initiatives. The Department has reviewed more than thirteen hundreds of physical files during the special campaign 3.0. So far, after review of records, about three hundred and fifty seven old physical records/files have been identified for weeding out and about 880 e-files have been reviewed and 512 E-files have been closed, in terms of record retention schedule. Further, four online meetings convened by D/o ARPG regarding Special Campaign have also been attended. Further , Secretary (P&PW) has taken several meeting for Special campaign scheduled in the month of October, 2023.
5. Department of Pension & Pensioners' Welfare is launching Nation-wide Digital Life Certificate Campaign 2.0 in 500 location in 100 cities across India. Submission of Life Certificate is an important activity to be carried out by pensioners every year in the month of November (with special provision for pensioners aged 80 years and above to submit their Life Certificates in the month of October) to ensure continuity of their pension. To enhance 'Ease of Living' of Central Government pensioners, this Department engaged with UIDAI & MeitY to develop a Face-Authentication technology system based on UIDAI Aadhaar database whereby it is possible to submit Life Certificate from

any Android based smart phone. This is in addition to giving Life Certificate using a biometric device on the Jeevan Pramaan App, Video-KYC, LC through the Gramin Dak Sevaks by using the App of India Post Payments Bank and Door-step service by the consortium of Public Sector Banks. DoPPW shall now be conducting a **Nation-wide DLC Campaign 2.0 in 500 locations of 100 cities of India**, where there is a significant presence of Central Government Pensioners, from **1st to 30th November, 2023**. The objective of this Campaign is to promote increased use of Face Authentication Technology and DLC modes with a **target of 50 Lakh** Central Government Pensioners across India. Pension Disbursing Banks, Pensioners' Welfare Associations, Ministry of Defence, Postal & Railways, UIDAI, MeitY, PIB & DD are important stakeholders in this campaign. Camps will be organized at 05 locations in every 100 city. A separate **DLC portal** with URL <https://ipension.nic.in/dlcportal/> has been created for monitoring of the campaign.

CPENGRAMS

6. 4774 complainants whose cases had been disposed of on the portal, were contacted to know their feedback on the quality of disposal of their cases. 930 complainants were not satisfied and their cases were analyzed and the process of re-registering of the cases has been initiated in the deserving cases. After regular follow ups through e-mails and VC, Pensionery benefits have been received in several cases.
7. The number of categories under which the pension grievances can be filed has been increased from 13 to 31 on the CPENGRAMS portal. This initiative will help in monitoring of grievances and implement course correction based on the analysis.
8. Meeting through VC with Grievance Redressal Officers of 12 Ministries/Departments was held on 25th October, 2023, to review the pendency and disposal of pension grievance cases pending for more than 180 days.
9. Based on the root cause analysis of the grievances filed on CPENGRAMS portal, department has framed FAQs on various topics viz. Family pension- eligibility and procedure, Bank, Commutation, Gratuity, EOP, Pension policy, Income tax etc.
10. During the month, 7036 grievances were registered and 8833 were disposed of with the pendency as on 31st October, 2023 at 6811. Detailed position is as under:-

	B/F as on 01/10/2023	Grievances received During the Month	Grievances disposed During the Month	Grievances Disposed within one Month	Total Pending as on 31/10/2023
Total	8608	7036	8833	2613	6811

BHAVISHYA PORTAL

11. Bhavishya is a web based online pension sanction and payment tracking system developed by the Department. The system helps both the retiring employee and the administrative authorities to monitor and track delays. Administrative authorities also benefit from the inbuilt automatic calculations as per provisions of the various pension rules. As on 31.10.2023, Bhavishya is running in the main Secretariat of 98 Ministries/Departments/Apex Bodies and 868 attached offices through 8130 DDOs. A mobile app has also been launched on the Umang platform through which 'Bhavishya' can be accessed by various stake-holders. Pension cases of 22698 retiring/retired employees are in various stages of processing through the system as on 31.10.2023. Further, this application has so far cumulatively processed and issued 217546 PPOs in respect of pensioners. 3183 number of PPOs were issued through Bhavishya System in the month of October, 2023. Bhavishya' has been successfully integrated with PFMS Pension Module for generation of e-PPO.

ANUBHAV

12. The Anubhav Awards Ceremony, 2023, was held under the auspices of Hon'ble Dr Jitender Singh, MOS PMO, PPG&P on 23rd October, 2023 at Vigyan Bhawan, New Delhi wherein Hon'ble MoS conferred 04 Anubhav Awards and 9 Jury Certificates for the year 2023. The event was awardee-centric wherein a short movie highlighting the achievements of the Awardees was shown. Further, a Citation booklet on Anubhav Awardees and Jury Certificate winners was launched by Hon'ble MoS. PIB notes (pre and post event) and tweets were issued.
13. Anubhav Awards Scheme, 2024 has been put up for approval of Hon'ble MoS. In the month of October, 2023, new 87 Anubhav write-ups were published.
14. Eleventh Anubhav webinar of the series was held on 27.10.2023 wherein Dr. Satpute Ravindra Shamkant, Scientist – F, DRDO [Anubhav Awardee, 2017] was the Speaker.

SANKALP

15. Sankalp: Under the initiative 'Sankalp', the Department has so far conducted 51 Pre-Retirement Counseling (PRC) Workshops, which benefited 7872 employees.

GEM

16. The Department of P&PW has placed 11 (Eleven) orders for amount involving Rs. 6.1 lakhs through GeM for procurement of goods and services during October, 2023.
