

Department of Pension and Pensioners' Welfare

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

Awareness Programs

1. A VC was held on 21st September, 2023 under the chairmanship of Secretary (Pension) with all Pension Disbursing Banks regarding Grievance redressal system of the bank including the Grievance Redressal App for pensioners, Commencement of Family Pension and reason for delay and Integration of Bank's Portal with Integrated Pensioners' Portal of DoPPW.
2. As part of the outreach program to pensioners, a meeting was held at Jammu with Central Government Pensioners' Association, Jammu on 30th September, 2023. The meeting was attended by members of the CGPA, Jammu, senior officers of State Bank of India, Punjab National Bank, Jammu & Kashmir Bank and Medical Officer of CGHS. Discussion held on Nation-wide DLC Campaign 2.0 to be conducted in November 2023 in 100 cities all over India.
3. Special Campaign 3.0 preparatory phase was undertaken during September 15-30, 2023. Targets for SCDPM are identified and uploaded in SCDPM portal. 5000 public grievances, 6000 public grievances appeal, 2000 files for disposal 20 Ease of Rules in month of October, 2023 will be disposed.
4. Swachhata Pakhwada was carried out during September 15-30, 2023. The DoPPW participated in SWACHANJALI activities on October 1, 2023.
5. In pursuance to the D.O No. 02(III)/06/2022-P&PW (Coord.) E-8483 dated: 06.09.2023, the Secretary (Pension) chaired a review meeting with the representatives of CAPFs, PrCCA/ MHA & CPAO on 19.09.2023 regarding pension cases pending with CAPFs CRPF, SSB, CISF, Assam Rifles, ITBP and BSF. The CCP/CPAO intimated that a dedicated wing for CAPFs is being developed in CPAO for better coordination and resolution of grievances.

CPENGRAMS

6. DoPPW conducted Inter-Ministerial Review Meeting through Bharat VC on 29.09.2023 with 05 Ministries/Departments/ Organization/UTs Department of Defence Finance , D/o Ex-servicemen Welfare, M/o Home Affairs, O/o comptrollers Audit General of India, Pr. CDA Pension Allahabad to review the delay in disposal of Pension Grievances on CPENGRAMS portal.
7. During the month, 7508 grievances were registered and 6583 disposed of. Closing balance as on 30th September, 2023 is 8608. Detailed position is as under:-

	B/F as on 01/09/2023	Grievances received During the Month	Grievances disposed During the Month	Grievances Disposed within one Month	Total Pending as on 30/09/2023
Total	7683	7508	6583	2241	8608

BHAVISHYA PORTAL

8. 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 benefits from the inbuilt automatic calculations as per provisions of the various pension rules. As on **30.09.2023**, Bhavishya is running in the main Secretariat of **98** Ministries/Departments/Apex Bodies and **867** attached offices through **8121** 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 **22832** retiring/retired employees are in various stages of processing through the system as on **30.09.2023**. Further, this application has so far cumulatively processed and issued **214023** PPOs in respect of pensioners. **3076** number of PPOs were issued through Bhavishya System in the month of **September, 2023**. Bhavishya' has been successfully integrated with PFMS Pension Module for generation of e-PPO.

ANUBHAV

9. Anubhav: 1950 Anubhav write-ups are being scanned for 5 Anubhav Awards. The Award function is being held in October 23, 2023. In the month of September, 2023, 48 incremental of Anubhav write ups were published.
10. Tenth Anubhav webinar of the series was held on 21.09.2023. Dr. Ramanujachari V, Scientist – H, DRDO [Anubhav Awardee, 2017], presented his ANUBHAV experiences of serving in Government.

SANKALP

11. Sankalp: Under the initiative 'Sankalp', the Department has so far conducted 50 Pre-Retirement Counseling (PRC) Workshops, which benefited 7872 employees

GEM

12. The Department of P&PW has placed 34 (Thirty Four) orders for amount involving Rs. 8.51 lakhs through GeM for procurement of goods and services during August,2023
