

Department of Pension and Pensioners' Welfare

Important events for the month of June, 2022 are as follows:-

1. Department of Pension and Pensioners' Welfare has started a series of Awareness Program for Central Pension Processing Centres and field functionaries handling pension related work in the banks. Since the major Pension Disbursing Authorities are banks, the first program in the series was held for officers of State Bank of India on 20th and 21st June, 2022 at Udaipur, covering the Northern region of the country. A team of officers from DoPPW took sessions on Pension policy reforms & digitization regarding disbursement of pension to Central Government pensioners, with the objective of updating the field functionaries of State Bank of India. Special sessions were organized on Income Tax matters related to pensioners as well as Digital means of submitting the Annual Life Certificates. Chief Controller (Pension), CPAO shared the reasons leading to Pensioners' grievances and suggested actions which may be taken by the bank for redressal.
2. Department of Pension and Pensioners' Welfare conducted Pensioners' Awareness Program at Puducherry on 28th June, 2022. This is the first physical Awareness program post pandemic covering the Southern region of country. The program was attended by more than 300 pensioners from Chennai and Puducherry in collaboration with Pensioners' Associations from Chennai and Puducherry. A team of officers from DoP&PW took sessions on Pension policy reforms & digitization regarding pension/family pension sanction to Central Government pensioners, with the objective of updating the pensioners of the changes made under the "Ease of Living" initiative of the Government. Special sessions were organized on Income Tax matters related to pensioners as well as Digital means of submitting the Annual Life Certificates. The objective of these programs is to spread awareness of the various rules and procedures regarding pension entitlements and processes to Central Government pensioners as well as to update the pensioners about the changes that take place from time to time through various amendments in the policy and procedures. Such programs also serve as a feedback mechanism of pension policy from pensioners. Chief Controller (Pensions), CPAO, MoF also addressed the pensioners providing information about the common grievances faced by pensioners, their modes of redressal as well as new initiatives taken by CPAO to enhance 'Ease of Living' of pensioners. A representative from CGHS also addressed the participants and provided information on the queries raised by pensioners.
3. Department of Pension and Pensioners' Welfare (DoPPW) has issued instructions on 14th June, 2022 that the benefit of revision of pension at 50% of the minimum of the revised pay scale in 5th and 6th Pay Commission and 50% of the notional pay in the 7th Pay Commission shall also be available to the past pensioners in receipt of compulsory retirement pension or compassionate allowance (on dismissal/removal), while revising their pension w.e.f 1.1.1996, 1.1.2006 and 1.1.2016 respectively. This benefit was not available to pensioners in receipt of compulsory retirement pension or compassionate allowance, as per the earlier orders.

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4. For ensuring timely and qualitative disposal of grievances registered in CPENGRAMS, Department of Pension & Pensioners' Welfare (DOPPW) conducted Inter-Ministerial Review Meeting through Bharat VC on 24.06.2022 with 04 Ministries/Departments/Organization (i.e. Pr. CGDA(P) Allahabad, Ministry of Railways, Ministry of Home Affairs and Department of Defence finance) under the chairmanship of Deputy Secretary (Pension &PW).
5. Department of Pension & Pensioners' Welfare has bagged the 3rd Rank for BHAVISHYA (An online tracking system for pension sanction and payment developed by DOPPW) as per the NeSDA Assessment 2021 among all the Central Government e-Governance Service Delivery Portals with an overall compliance of more than 85% across all assessment. The ranking is based on Accessibility, Content Availability, Ease of Use, Information Security & Privacy, End Service Delivery, Integrated Service Delivery, Status & Request Tracking. It's very creditable to be able to achieve rank 3 on the basis of these parameters.
6. 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 01.07.2022, Bhavishya is running in the main Secretariat of 97 Ministries/Departments/Apex Bodies and 815 attached offices through 7858 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 35088 retiring/retired employees are in various stages of processing through the system as on 01.07.2022. Further, this application has so far cumulatively processed and issued PPOs in respect of 164971 pensioners. 3351 number of PPOs were issued through Bhavishya System in the month of June, 2022. Bhavishya' has been successfully integrated with PFMS Pension Module for generation of e-PPO.
7. Department of Pension & Pensioners' Welfare conducted a workshop on 'Bhavishya Training and Feedback' on 15th June 2022 under the auspices of Hon'ble Minister of State (PP), Dr. Jitender Singh wherein the Hon'ble Minister interacted with the various stakeholders of Bhavishya i.e retirees, pensioners and Pension dealing officials and heard their views/suggestions for the Bhavishya system.
8. Eight (8) training sessions were organized on Bhavishya for the officials of Archeological Survey of India (ASI), Intelligence Bureau and other Ministries/Department.
9. To spread awareness on National Pension System (NPS), the Department has placed a series on its Departmental Twitter handle of 75 important rules related to NPS.

10. Anubhav: Since inception of the scheme in March, 2015, 8502 write ups have been published and 4343 are waiting for publication by the different Ministries/Departments under Anubhav portal up to 30.06.2022. In the month of June, 2022, 59 incremental of Anubhav write ups were published.
11. Sankalp: Under the initiative 'Sankalp', the Department has so far conducted 47 Pre-Retirement Counseling (PRC) Workshops, which benefited 5972 employees.
12. During the month, 4262 grievances were registered and 4707 disposed of. Closing balance as on 30th June, 2022 is 32080. Detailed position is as under:-

	B/F as on 01/06/2022	Grievances received During the Month	Grievances disposed During the Month	Grievances Disposed within one Month	Total Pending as on 30/06/2022
Total	3653	4262	4707	1842	3208

13. **Procurement through GeM:-** The Department of P&PW has placed 17 (seventeen) orders for amount involving Rs. 418796/- through GeM for supply of Electronic items, Furniture & Stationery etc. during June, 2022 (Orders for Products) and 01(one) orders for amount involving Rs. 9250/-through GeM for services (short term hiring of taxi service) during June, 2022.