

35th Report on Central Ministries/Departments' performance on Bhavishya and CPENGRAMS released for the month of April, 2025

83% PPOs in superannuation cases are issued on time

61% pensioners' grievances resolved within a month on CPENGRAMS portal

PCDA, Pension, Allahabad, Department of Ex-Servicemen Welfare and Ministry of Railways topped in redressal of pensioners' grievances in April, 2025

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The Government has accorded highest priority to the welfare of Central Government Pensioners through digital empowerment. Bhavishya, an online portal for online tracking of pension sanction and payment process, has ensured timely issue of PPOs to the retiring employees while CPENGRAMS portal brings transparency in the redressal process with the quality resolution of pensioners' grievances.

The Department of Pension & Pensioners' Welfare (DOPPW) has released the monthly report on Central Ministries/ Departments with the focus on the performance on Bhavishya and CPENGRAMS for the month of April, 2025.

As on 30.04.2025, Bhavishya is running in the main Secretariat of 99 Ministries/Departments/Apex Bodies and 1034 attached offices through 9,406 DDOs. A mobile App has also been launched on the Umang platform through which Bhavishya can be accessed by various stake-holders. Form 6-A containing erstwhile 9 Forms/Formats has revolutionized the processing of pension papers and a total of 20,003 retiring officials have submitted new Form 6-A in Bhavishya Portal. 83% PPOs in the superannuation cases are issued on time.

For 17th months in a row, redressal of more than 7000 grievances has been achieved on the CPENGRAMS portal. In April, 2025, 8,396 pension cases were received on the portal while 10,200 cases were redressed. 61 % grievances have been redressed within a month, showcasing the resilience of this redressal mechanism. Also, only 5% grievances are pending for redressal after 3 months. The pendency of grievances has markedly decreased from 11,817 grievances at the end of March, 2025 to 10,179 grievances at the end of April, 2025. In the report, the success stories of redressal of grievances are also highlighted.

The detailed report can be accessed at:

https://pensionersportal.gov.in/Document/April2025_CPENGRAMS_BHAVISHYA_MonthlyReport.pdf.

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