

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
(DEPARTMENT OF PENSION & PENSIONERS' WELFARE)

RAJYA SABHA
UNSTARRED QUESTION NO. 2367
(ANSWERED ON 20.03.2025)

DIGITALIZATION OF PENSION PROCESSING AND DIRECT BENEFIT TRANSFERS

2367. SHRI MUZIBULLA KHAN:

Will the **PRIME MINISTER** be pleased to state:

- (a) the current status of the digitalization of pension processing in Government departments;
- (b) the number of pensioners who have been migrated to Direct Benefit Transfer (DBT) mode;
- (c) whether Government has launched any mobile application for pensioners to track payments; and
- (d) the steps taken to ensure transparency and accountability in pension disbursement?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE PRIME MINISTER'S OFFICE
(DR. JITENDRA SINGH)**

(a) to (d): 'Bhavishya', is an online system of pension processing and monitoring of pensionary benefits to Central Government civil employees. So far, Bhavishya is implemented in 99 Ministries/ Departments/ Apex Bodies, 1032 offices, 9280 DDOs (Drawing and Disbursing Officer) and 2,74,222 PPOs (Pension Payment Order) have been issued as on 13/03/2025. Through Bhavishya pensioners can download pension slip and Form 16. Bhavishya has a mobile application and is integrated with DigiLocker. Pensioners can get their e-PPO in DigiLocker. Government has notified new Single Pension Application Form 6-A wherein existing 9 forms and formats have been merged. Form 6-A is integrated in Bhavishya and e-HRMS portal. Central Pension Accounting Office (CPAO) is a fully computerized office. A wide range of software's/ packages have been developed/ implemented for streamlining pension authorization, accounting, Grievance Redressal etc. Pension cases processed on Bhavishya have enhanced transparency and accountability with timely issue of PPO in 83 percent pension cases.
