



भारत सरकार

GOVERNMENT OF INDIA

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय

MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES & PENSIONS

पेंशन एवं पेंशनभोगी कल्याण विभाग

DEPARTMENT OF PENSION & PENSIONERS' WELFARE



# **E-BOOK on 9 YEARS' ACHIEVEMENTS OF DoPPW 2014-2023**

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## JEEVAN PRAMAAN (Digital Life Certificate) related reforms

### Chapter 1

In November 2014, an online system for submission of Digital Life Certificate “Jeevan Pramaan” was launched by the Hon'ble Prime Minister in which a pensioner can give an online Life Certificate, anytime and from anywhere. In the first phase DLCs could be submitted using a biometric device. To further enhance ‘Ease of Living’ for Pensioners/Family Pensioners, DoPPW engaged with NIC (Meity) and UIDAI to develop a face-authentication technology-based system to submit Life Certificate from any Android based smart phone which was launched by the Hon'ble MoS (PP) on 29.11.2021. In addition, DoPPW coordinated with India Posts and Payment Bank (IPPB) for providing the facility of DLC from home using their workforce of 1,89,000 Postmen & Gramin Dak Sevaks. DoPPW has also taken up with banks for assisting pensioners in DLC submission through Doorstep Banking and V-CIP. A Nation-wide Campaign with camps at 37 locations in the country was held in November 2022 to spread awareness of DLCs. Teams from DoPPW visited these locations and Face Authentication was carried out for every eligible pensioner who attended the camp. The Campaign was a huge success and widely publicized through tweets, print media, PIB reports, regional newspapers and Doordarshan.





## पेंशनभोगियों के लिए डिजिटल जीवन प्रमाणपत्र को बढ़ावा देने के लिए राष्ट्रव्यापी अभियान शुरू

एनडीएस संवाददाता

**लखनऊ।** पेंशन और पेंशनभोगी कल्याण विभाग, कार्मिक, लोक शिकायत और पेंशन मंत्रालय, भारत सरकार ने केंद्र सरकार के पेंशनभोगियों के लिए डिजिटल जीवन प्रमाणपत्र को बढ़ावा देने के लिए एक राष्ट्रव्यापी अभियान शुरू किया है। नवम्बर, 2021 में, माननीय राज्यमंत्री (पीपी) डॉ. जितेंद्र सिंह ने किसी भी एंड्रॉइड मोबाइल फोन के माध्यम से जीवन प्रमाणपत्र जमा करने के लिए फेस ऑथेंटिकेशन तकनीक का शुभारंभ किया था। सभी पंजीकृत पेंशनभोगी संघों, पेंशन संचितरण बैंकों, भारत सरकार के मंत्रालयों और सीजीएस वेलनेस केंद्रों को निर्देश दिया गया है कि वे पेंशनभोगियों के सुविधापूर्ण जीवन सुनिश्चित करने के लिए जीवन प्रमाणपत्र जमा करने हेतु डिजिटल जीवन प्रमाणपत्र/फेस ऑथेंटिकेशन तकनीक को बढ़ावा देने के लिए विशेष शिविरों का आयोजन करें। इसी कड़ी में अवर सचिव के नेतृत्व में केंद्र सरकार की एक टीम प्रयागराज में थी। केंद्र सरकार के पेंशनभोगियों के लिए प्रत्यक्ष कर भवन, एस. बी. आई, बमरौली शाखा, प्रयागराज, उत्तर प्रदेश में 11 नवम्बर, 2022 को एक दिवसीय शिविर आयोजित किया गया। दिनांक



1.10.2022 से अब तक कुल 36,38,937 डीएलसी जनेरेट किए गए, फेस ऑथेंटिकेशन के माध्यम से कुल 1,93,768 डीएलसी जनेरेट किए गए। केंद्र सरकार के पेंशनभोगियों के लिए कुल 14,40,395 डीएलसी जनेरेट किए गए तथा फेस ऑथेंटिकेशन के माध्यम से कुल 1,20,145 डीएलसी जनेरेट किए गए। इस अभियान में पेंशनभोगियों ने उत्साहपूर्वक भाग लिया जिसका अंदाजा इस बात से लगाया जा सकता है कि एक 92 वर्षीय पेंशनभोगी, के.सी. गुप्ता भी फेस ऑथेंटिकेशन के माध्यम से अपना जीवन प्रमाणपत्र जमा करने के लिए

आए। उन्होंने इस नई तकनीक की शुरुआत पर अपनी प्रसन्नता और संतोष व्यक्त किया। अपने मोबाइल फोन में फेस ऑथेंटिकेशन जीवन प्रमाण ऐप डाउनलोड करने और अपने फोन से जीवन प्रमाणपत्र देने के संबंध में विभाग के अधिकारियों द्वारा इन पेंशनभोगियों का मार्गदर्शन किया गया जीवन प्रमाणपत्र 60 सेकंड के भीतर जनेरेट होता है और मोबाइल फोन पर एक लिंक भेजा जाता है जहां से इसे डाउनलोड किया जा सकता है। पेंशन और पेंशनभोगी कल्याण विभाग, भारत सरकार द्वारा डिजिटल दुनिया में यह एक महत्वपूर्ण कदम

है। अवर सचिव, दीपक गुप्ता ने बताया कि पहले जीवन प्रमाणपत्र व्यक्तिगत रूप से देने के लिए वृद्ध पेंशनभोगियों को बैंकों के बाहर कतारों में घंटों खड़ा होना पड़ता था। अब, यह उनके घर से ही आसानी से एक बटन के क्लिक पर संभव हो गया है। मोबाइल द्वारा फेस ऑथेंटिकेशन के माध्यम से जीवन प्रमाणपत्र जमा करने की प्रक्रिया में, आधार संख्या, ओटीपी के लिए मोबाइल नंबर, पीपीओ नंबर, बैंक/छात्र के साथ खाता संख्या के बारे में ब्यौरे पहली बार आवश्यक है। यह सुविधा राज्य सरकार के कर्मचारियों के लिए भी उपलब्ध है। इस कार्यक्रम में एस बी आई बैंक, प्रयागराज के अधिकारीगण श्री मनीष मठपाल, क्षेत्रीय प्रबंधक, श्री संजय शर्मा, मुख्य प्रबंधक, नीरज मालवीय मुख्य प्रबंधक, पेंशनभोगी संघ, इलेक्ट्रॉनिक्स और सूचना प्रौद्योगिकी मंत्रालय/एनआईसी और युआईडीएआई के प्रतिनिधियों ने भी भाग लिया। इस अभियान की सफलता के लिए इन हितधारकों की भागीदारी अमूल्य थी। अवर सचिव ने आयोजन के दौरान सभी प्रतिनिधियों को उनके प्रयासों के लिए धन्यवाद दिया। विभाग फेस ऑथेंटिकेशन के माध्यम से जीवन प्रमाणपत्र जमा करने के लिए पूरे नवंबर माह में अभियान।

## KIRTI PURASKAR

### Chapter 2

राजभाषा विभाग, गृह मंत्रालय, भारत सरकार द्वारा दिनांक 14 और 15 सितंबर, 2022 को सूरत (गुजरात) में आयोजित अखिल भारतीय राजभाषा सम्मेलन और हिंदी दिवस के दौरान पेंशन और पेंशनभोगी कल्याण विभाग को 300 से कम कार्मिक वाले मंत्रालय/विभाग श्रेणी में **प्रथम राजभाषा कीर्ति पुरस्कार** प्रदान किया गया। माननीय गृह और सहकारिता मंत्री श्री अमित शाह जी के कर-कमलों द्वारा विभाग को शील्ड प्रदान की गई जिसे अपर सचिव श्री संजीव नारायण माथुर जी ने ग्रहण किया। इस सम्मेलन में पेंशन विभाग की ओर से श्री संजीव नारायण माथुर, अपर सचिव, श्री प्रमोद कुमार, निदेशक, श्रीमती मंजू गुप्ता, सहायक निदेशक (रा.भा.), श्री अनिल कुमार कोईरी, वरिष्ठ अनुवाद अधिकारी (रा.भा.) एवं श्री राजेश्वर शर्मा, कनिष्ठ अनुवाद अधिकारी (रा.भा.) ने भाग लिया।



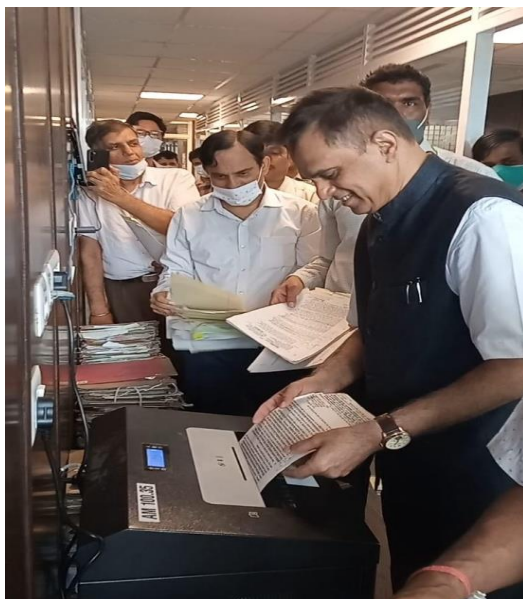
## Special Campaign For Disposal Of Pending Matters (SCDPM)

### Chapter 3

“Ease of Living” for pensioners, the Department has issued 60 circulars under Easing of Rules/Processes.

Thousands of physical files as well as e-files which have outlived their useful life weeded out: Total 3569 physical files and 3747 E-Files have been closed in which action is completed.

Registered Pensioners' Associations offices made part of Swachhta Campaign: Total 41 Cleanliness Campaign have been conducted.





Special Campaign for Disposal of Pending Matters - (28 March, 2023 14:44:40)

Shri Sanjiv Narain Mathur ▾

#### DASHBOARD For : Department of Pension & Pensioners' Welfare

References from MPs

Targets	Achievements
0	0

Parliamentary Assurance

Targets	Achievements
2	0

IMC References (Cabinet Proposals)

Targets	Achievements
1	1

State Govt. References

Targets	Achievements
0	0

Public Grievances

Targets	Achievements
4,200	4,200

PMO References

Targets	Achievements
0	0

Public Grievance Appeals

Targets	Achievements
12	12

Easing of Rules / Processes

Identified	Simplified
60	60

Record Management (Files)

Physical Files					E - Files	
Due For Review	Reviewed	To Be Transferred to NAI	Identified For Weeding	Weeded	Put-Up For Review	Closed
6,559	6,559	0	3,578	3,578	3,837	3,836

Space Freed

( In Square Feet )
20

Cleanliness Campaign(s)

To Be Conducted	Conducted
40	35

Revenue Earned

( By Scrap Disposal )

( In Rs )
0

## Central Civil Services (Extraordinary Pension) Rules,2023

### Chapter 4

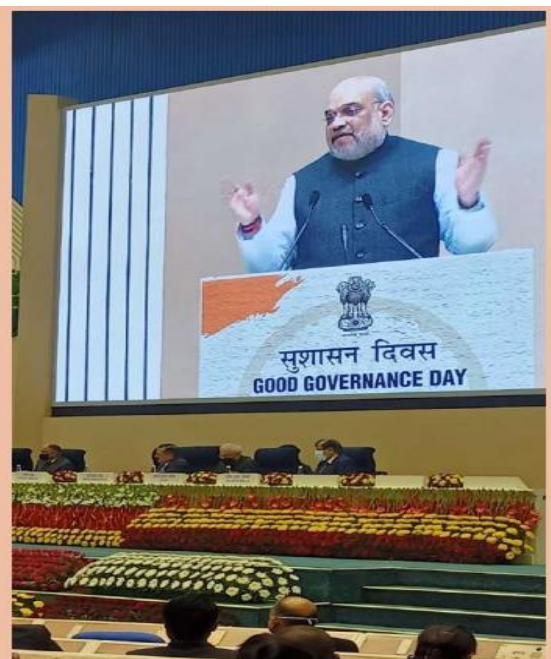
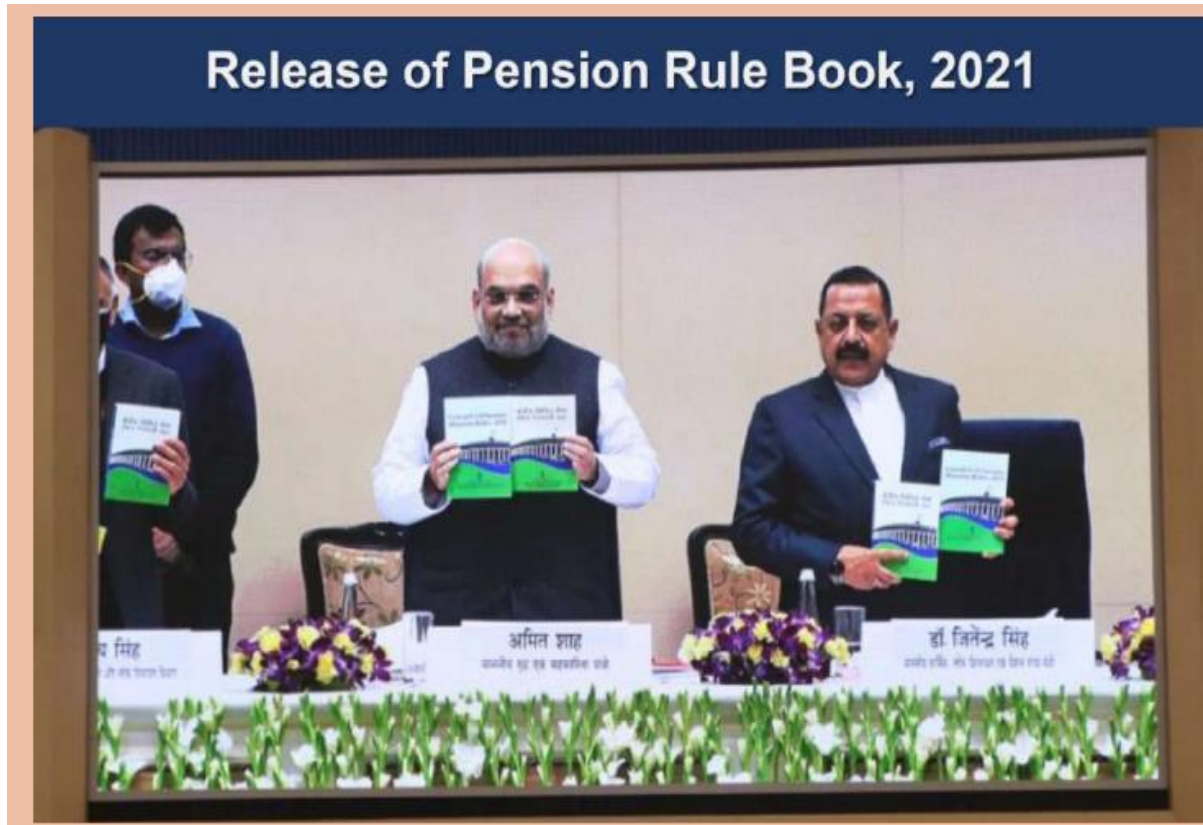
The Central Civil Services (Extraordinary Pension) Rules deal with grant of disability pension and family pension in case of death or disability of a civil Government servant (including a CAPF personnel) in the performance of duty. Department of Pension & Pensioners' Welfare has notified revised Central Civil Services (Extraordinary Pension) Rules, 2023 after reviewing and rationalizing the pre-independence era Central Civil Services (Extraordinary Pension) Rules,1939.



## Central Civil Services (CCS) (Pension) Rules, 2021

### Chapter 5

The Central Civil Services (Pension) Rules 2021 have been notified on 20.12.2021 by reviewing and rationalizing the erstwhile Central Civil Services (Pension) Rules 1972.



## National Pension System

### Chapter 6

The **National Pension System** (NPS), a Contribution based Pension Scheme, was introduced through a notification dated 22.12.2003 of Department of Economic Affairs. Government servants joining on or after 1.1.2004 are mandatorily covered by the new Scheme. The *CCS (Implementation of National Pension System) Rules, 2021* and *the Central Civil Services (Payment of gratuity under NPS) Rules, 2021* have been notified on 30.03.2021 and 24.09.2021, respectively..

Further, one time option has been given for inclusion under old pension scheme vide OM dated 03.03.2023 to Central Government employees who were appointed against the vacancies / posts, advertised / notified prior to notification of NPS i.e. 22.12.2003.



## Digital Pension Adalat related reforms

### Chapter 7

Introduction of the concept of All India Pension Adalats for on-the-spot resolution of grievances.

The first Pension Adalat of the Department was held *on September 20, 2017*. In the successive All-India Pension Adalats held since across Ministries/ Departments throughout the country, out of approximately 22,000 cases taken up 16,000 has been resolved. This has been one of the largest Pensioner Grievance resolution exercises ever undertaken in the country. This concept involves calling all stake holders to a grievance on a common platform (digitally physically) and resolving the same across the table. The Department also leveraged technology by connecting more than 200 cities the country for inspecting the progress of Adalats being taken up live by all Ministries/ Departments at the level of the Hon'ble MoS (PP.)





# INTEGRATED PENSIONERS' PORTAL & BANKERS' AWARENESS WORKSHOPS

## Chapter 8

DoPPW has commenced a series of awareness programs for Bankers with a view to provide information about the latest pension rules/procedural reforms and welfare initiatives to Bank's field functionaries, handling pensions. The workshops are an excellent two-way learning process for reducing Pensioners' Bank related grievances and also provide a platform for strategizing and conceiving new initiatives for the benefit of Pensioners. Such workshops have already been held with SBI at Udaipur, PNB at Amritsar, Canara Bank at Jaipur and BOB at Bhopal. DoPPW has also launched an Integrated Pensioners' Portal and Pensioners' Portals of all Banks will be integrated with this to provide multiple services from a single window.

Government of India

Ministry of Personnel, Public Grievances & Pensions

Department of Pension & Pensioners' Welfare

**Integrated Pensioners' Portal**

*"Digital India has leveraged the power of technology, empowered people, improved public service delivery significantly and made technology more accessible."*  
-Honourable Prime Minister of India, Shri Narendra Modi





### Welcome to Integrated Pensioners' Portal



#### Bhavishya

A platform created by DoPPW to ensure:

- End-to-End electronic processing of all retirement dues
- Real-time tracking of Pension processing file by retiree
- Accurate calculation of pensionary dues by fed-in pension formulae
- Generation of electronic Pension Payment Order (e-PPO)
- Pushing of e-PPO to Digi locker of retiree
- Electronic opening of bank account through Bhavishya
- Transfer of Pension Bank Account
- Pension slip of monthly pension credited to Bank
- Form-16 issued by Bank
- Life Certificate status



#### CPENGGRAMS

- CPENGGRAMS (Centralized Pension Grievances Redress And Monitoring System) is an online computerised system which has been developed with an objective of speedy redress and effective monitoring of the grievances besides providing a fast access to the pensioners.
- Pensioners can also appeal if they are not satisfied with the redressal of their grievance.

#### अनुभव

#### Anubhav

- The Anubhav portal was launched in March 2015 at the behest of the Hon'ble Prime Minister for retiring government officials to leave a record of their experiences while in Govt service
- It is envisaged that this culture of leaving notes by retirees will become the foundation stone of good governance and administrative reforms in future.



#### Pensioners' Portal

A single window platform displaying:

- All OMs/Notifications of DoPPW
- Welfare measures being undertaken for Pensioners/Family Pensioners
- Personalized pension processing Road Map
- CGEIS Table
- Dearness Relief Rates
- Advisories issued to Ministries/Departments
- PPO Status
- Miscellaneous Pension related information



**DOPPW\_India** @DOPPW\_India · Mar 6

Hon'ble Dr. Jitendra Singh, MOS inaugurated Bankers' Awareness Workshop on 6th March, 2023 at Bhopal, organized by DoPPW & Bank of Baroda. More than 70 pension dealing officers of BOB participated in this workshop. @DrJitendraSingh @DoPTGol @DARPG\_Gol #Bhopal #BankofBaroda



## Achievements relating to Women Empowerment – Ensuring a Dignified Life for Women

### Chapter 9

A dependent divorced daughter of the deceased Government servant/ pensioner was not eligible for family pension in case she had filed divorce petition before death of parents but divorce actually took place after the death of both the parents. **Orders have been issued on 19th July, 2017 for allowing family pension in such cases also from the date of divorce.**





## **Achievements relating to Procedural Reforms**

### **Chapter 10**

Instructions were issued on 17th July, 2020 for grant of provisional pension in accordance with Rule 64 in all cases where there is a delay in sanction of regular pension. The OM also provides that the payment of provisional pension may be extended, with the concurrence of PAO and after approval by the Head of Department, up to a period of one year from the date of retirement.

OM dated 29.7.2020 issued regarding provisional family pension may be sanctioned immediately on receipt of a claim for family pension and death certificate from the eligible family member.

OM dated 18<sup>th</sup> **February, 2021** issued regarding laying down the detailed procedure for issue of Pension Payment Order, for release of arrears of pension and for grant of family pension to the family member.

OM dated **03.06.2021** issued for taking simultaneous action on priority basis for disbursement of regular family pension through the Bank, for payment of other entitlements of the family and for ensuring that the PPO for family pension is issued and disbursement of regular family pension is commenced by the Bank not later than one month of the receipt of the claim for family pension.

OM dated **16.06.2021** issued regarding submission of documents/details to the Bank by the spouse/family member, whose name is included in the PPO.

OM dated 22.06.2021 issued to all Pension Disbursing Banks for issuing pension slip to pensioners after credit of pension on their registered mobile numbers through SMS and email (wherever available) also.

OM dated 23.02.2022 issued for Payment of Provisional Pension and gratuity in case of delay in issue of PPO authorizing regular pension and highlighting Rule 65 of the Central Civil Services (Pension) Rules, 2021 emphasizing that pension should not be discontinued under any circumstances.

**CPENGRAMS (Centralised Pension Grievance Redress And Monitoring System) related achievements:**

**Chapter 11**

- An Integrated Grievance Cell & Call Centre was inaugurated on 20th June, 2019 for pensioners so that they could register their grievances by calling on the toll-free number 1800-11-1960.
- The year-wise Status of long pending grievance is as under:

**YEAR-WISE STATUS OF LONG PENDING GRIEVANCES IN CPENGRAMS PORTAL**

AS On	3-6 Months	6-12 Months	More than 1 year
01/04/2020	304	308	185
01/04/2021	317	171	115
01/04/2022	103	11	0
17/3/2023	123	39	2

- *In the year 2019 the average disposal time of grievances was 37 days, in 2020 it was 33 days and in the current year it is around 24 days as per the portal*



## Bhavishya (an online tracking system for pension sanction and payment developed by DOPPW) related reforms

### Chapter12

BHAVISHYA was introduced on pilot basis as unique innovative centralised pension processing software.

Now, this software has digitized the pension sanction process and integrated all stakeholders on a common platform. This software brought all the stakeholders who were till date decentralized on a single platform. The system laid down a common methodology incorporating all the rules and regulations of CCS Pension Rules, 1972 (now 2021) and automatic calculation of pension.

This system is at present being successfully implemented in the main Secretariat of **97 Ministries/ Departments/Apex Bodies, 818 Offices, 7952 DDOs**. As on date, **1,92,396 pension cases have been processed** i.e. PPOs issued which **includes more than 1,26,111e-PPOs**.

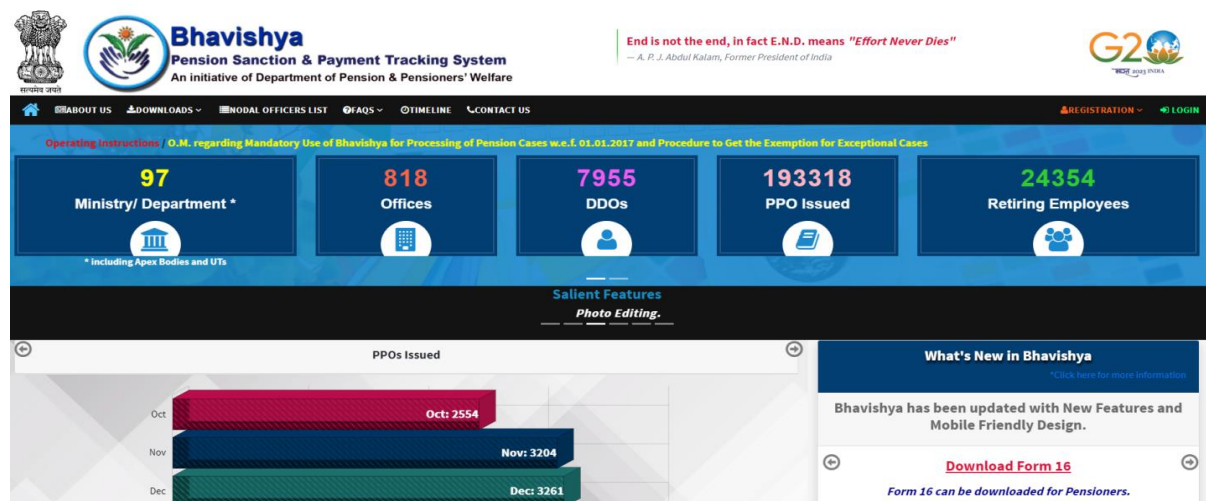
The 'Bhavishya' platform, an integrated online pension processing system was made mandatory for all central government departments w.e.f. 01.01.2017.

The 'Bhavishya' system has now been made available on a **Mobile App**, thereby making it simple especially for those Para Military Forces who are out in the fields to keep track of their pension cases.

**Bhavishya 8.0** was released in **August, 2020** with this new feature to **PUSH** the ePPO in Digilocker. ***Bhavishya' is the first application to use the Digilocker Id based PUSH Technology of Digilocker.***

Bhavishya provides an option to retiring employees for **linking their Digilocker account with "Bhavishya" to get e-PPO**. This initiative has created a **permanent record safe from destruction** of pensioners' **PPO in Digilocker** and eliminates delays in forwarding PPO to new Pensioners, as well as the necessity of handing over a physical copy.

In order to mitigate the problems faced by the pensioners with the banks like Change of bank, Submission of life certificate, Submission of death certificate of pensioners, Pension slip and retrieval of pension slip, Income tax deduction data/form 16, Pension receipt information, the 'Bhavishya' system will also be integrated with the Pension Disbursing Banks. At present, the pension portals of State Bank of India (SBI) and Canara Bank have been integrated. The pensioners can now get their pension slip, the status of submission of Life Certificate and Form-16 through the Integrated Pensioners' Portal (IPP).



## **Achievements regarding Enabling Divyangs**

### **Chapter 13**

A child suffering from a disability was earlier eligible for family pension only if his/her income, from sources other than family pension, was less than the minimum family pension (i.e. Rs. 9000/- p.m.) and the dearness relief admissible thereon. This was causing hardship to children suffering from a disability. Keeping in view special needs of a child suffering from a disability, orders have been issued on **8.2.2021** that the child of a deceased Government servant/pensioner, suffering from a mental or physical disability, shall be eligible for family pension for life, if his/her overall income from sources other than family pension is less than the entitled family pension at ordinary rate and the dearness relief admissible thereon, payable on death of the Government servant/pensioner concerned.

If an employee suffered a disability due to an injury or disease in the performance of duty and is retained in Government service in spite of such disablement, a lump sum compensation is paid to him in lieu of the disability element of the disability pension. This benefit was, however, not available to NPS employees. Orders have been issued vide O.M. 1.1.2021 to extend the benefit of lump sum compensation to the NPS employees also, if they suffer a disability in the performance of duty and are retained in Government service in spite of such disablement.

DoP&PW has issued instructions vide Letter No 1/4/2021-P&PW (E) Part-1 dated 19.01.2022 to CMDs of all Pension Disbursing Banks that in cases where a nomination made by the Government servant/pensioner/family pensioner in accordance with the statutory provisions of CCS (Pension) Rules, 2021 and has been incorporated in the Pension Payment Order issued to child suffering from a mental disability, it is incumbent on the Pension Disbursing Banks to disburse the family pension in respect such child through the person so nominated. Insisting for a guardianship certificate issued by a court of law, by the Pension Disbursing Banks in such cases would defeat the very purpose of such nomination and would also amount to violation of the statutory provisions of the CCS (Pension) Rules, 2021.