

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

RAJYA SABHA
STARRED QUESTION NO. 56
(TO BE ANSWERED ON 07.12.2023)

BHAVISHYA PORTAL

56 SHRI PRAMOD TIWARI:

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

- (a) whether Government is ensuring that data provided on the Bhavishya Portal is protected and secured against digital scams like data leak, identity theft, spyware, etc. and if so, the details thereof;
- (b) the steps Government is taking to ensure the financial security in disbursement of the pensions through an e-portal;
- (c) the benefitting outcomes of the recent All India Pension Adalat and prominent chronic cases that were resolved through this Adalat; and
- (d) the future plans of Government in implementing policies that safeguard the interests of the pensioners by digitizing the payments?

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): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) OF RAJYA SABHA STARRED QUESTION No. 56 FOR 07.12.2023 REGARDING BHAVISHYA PORTAL ASKED BY SHRI PRAMOD TIWARI, MP :

(a) & (b): 'BHAVISHYA' is a portal for online pension sanction and payment tracking for the Central Government civil employees and the administrative Ministries/Departments. The data provided on the BHAVISHYA portal is protected and secured by periodic security audits. Three levels of authentications for official users and OTP based verification for pensioners on first login have been introduced. Disbursement of Pension of Central Civil Services officials and employees is through Pension Disbursing Banks.

(c): The Pension Adalat was commenced in 2017 to provide a forum for redressal of Pensioner Grievances within extant policy. In the period 2017-2023, 9 rounds of Pension Adalat were held, in which 17,675 cases were redressed. In 2023, 2 rounds of Pension Adalat were held on 17.05.2023 and 23.10.2023 in which 440 cases were resolved. The prominent cases resolved in the Pension Adalat pertain to long pending Family Pension cases, voluntary retirement cases and superannuation cases.

(d): In 2014, Government launched the Aadhar based scheme for online submission of Digital Life Certificate (DLC) Jeevan Praman. In November 2021, use of face authentication technology for submission of Jeevan Praman was launched. In November 2023, 1.17 crore DLCs were generated. Government also conducted a month-long Nation-wide DLC Campaign in 100 cities, at 597 locations.

The Integrated Pensioner's Portal (IPP) is a single window platform for the pensioners' services wherein portals of Pension disbursing Banks have been integrated with BHAVISHYA portal for Bank related services. Four major Banks- State Bank of India, Punjab National Bank, Canara Bank & Bank of Baroda have been integrated as on November, 2023 to provide services like Pension Slip, Form16, Due-Drawn Statement of arrears and Life certificate status. Government has operationalized the DIRGHAYU mobile app facility for use of pensioners in availing various services of the Central Pension Accounting Office (CPAO). Further, Government conducts periodic reviews and Bankers' Awareness Workshops with Pension Disbursing Banks.
