

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

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 2363**  
(ANSWERED ON 20.03.2025)

**IMPLEMENTATION OF TECHNOLOGY DRIVEN PENSION DISBURSEMENT SERVICES**

**2363. SMT. REKHA SHARMA:**  
**DR. PARMAR JASHVANTSINH SALAMSINH:**  
**SHRI RYAGA KRISHNAIAH:**

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

- (a) the timeline for full-scale implementation of technology-driven pension disbursement services across all departments and public sector undertakings;
- (b) whether Government is considering greater use of technology in the disbursement of pensions; and
- (c) if so, the details thereof?

**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 (c): '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.

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