

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE

RAJYA SABHA
UNSTARRED QUESTION No. 1184

TO BE ANSWERED ON TUESDAY, FEBRUARY 10, 2026/ MAGHA 21, 1947 (SAKA)

PUBLIC FINANCIAL MANAGEMENT SYSTEM REFORMS

1184. SHRI MASTHAN RAO YADAV BEEDHA:
DR. ANIL SUKHDEORAO BONDE:
SMT. SANGEETA YADAV:
SHRI CHUNNILAL GARASIYA:
SHRI NARHARI AMIN:
SHRI BABUBHAI JESANBHAI DESAI:

Will the Minister of **FINANCE** be pleased to state:

- (a) the initiatives undertaken during the year 2025 to strengthen the Public Financial Management System (PFMS) as a unified platform for fund flow, accounting and payment across Central and State Government schemes;
- (b) the steps taken to improve grievance redressal, transaction tracking and beneficiary outreach under PFMS;
- (c) the extent to which these measures have enhanced transparency, reduced delays in fund disbursement and improved service delivery; and
- (d) whether the Ministry proposes any further technological or process reforms to enhance efficiency, user experience, if so, the details thereof?

ANSWER

THE MINISTER OF STATE FOR FINANCE
(SHRI PANKAJ CHAUDHARY)

(a), (c) & (d): Public Financial Management System (PFMS) is a web-based online transaction system for fund management and e-payment to implementing agencies and other beneficiaries. Government has mandated PFMS as a single platform for payment, accounting & reconciliation of government transactions and DBT, while integrating various existing standalone systems. Several cash management modules have been introduced on PFMS for better fund management, including Single Nodal Agency (SNA), Treasury Single Account (TSA), Central Nodal Agency (CNA) and Single Nodal Agency Samyochit Pranali Ekikrit Shighra Hastantaran (SNA SPARSH).

The SNA SPARSH and SPARSH - Direct Benefit Transfer (DBT) for Centrally Sponsored schemes are ensuring Just in Time release of funds. These measures have significantly enhanced transparency by enabling tracking of funds through real-time reports and just-in-time payments across schemes. Delays in fund disbursement have been further reduced as payment is directly credited to beneficiary's bank account through Reserve Bank of India.

To strengthen DBT module, PFMS has updated its system to streamline operations and introduced new protocols. These include transitioning from bulk rejection to partial acceptance of claim files, and advance sharing of de-seeded and seeded Aadhaar data with external systems. The technological and procedural improvements in PFMS are taken regularly based on user feedback and requirements. The Customer Relationship Management (CRM) has been introduced for further improvement in User experience.

(b): PFMS has introduced a Grievance Redressal System, namely, the Customer Relationship Management (CRM) system, to strengthen the grievance redressal mechanism for PFMS users/beneficiaries. The key features of the CRM system are as follows:

- Automatic generation of a ticket for each grievance raised.
- An automated acknowledgement to the user along with the ticket number.
- Tracking of the status of the grievances by the user
- FAQs on the PFMS Helpdesk Portal.

PFMS conducts Open House sessions on every Monday and Wednesday. This is a platform for CRM Users to get their doubts cleared and issues resolved. In addition, DBT Open House is conducted from 12 noon to 1 pm on all working days (through VC). This is a platform for users of PFMS (including citizens) to get their doubts clarified and resolve issues.
