



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 8 YEARS' ACHIEVEMENTS OF DoPPW 2014-2022**



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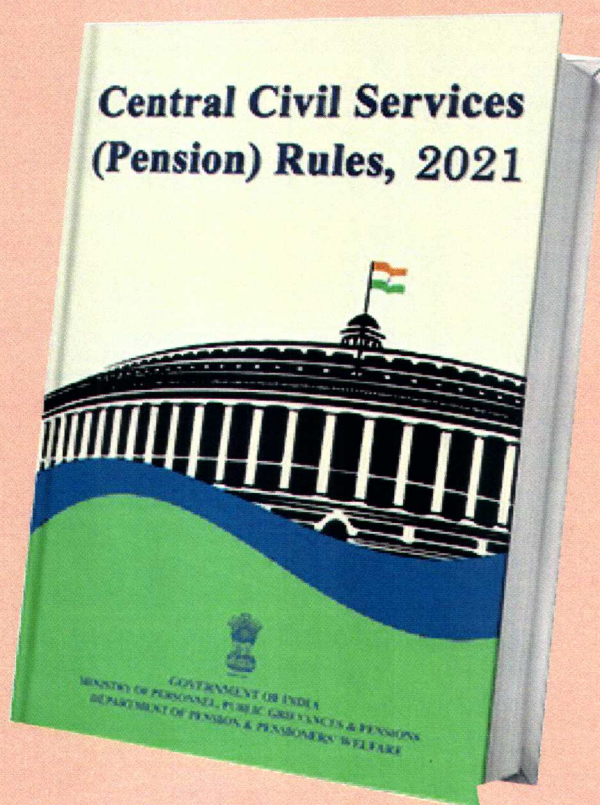
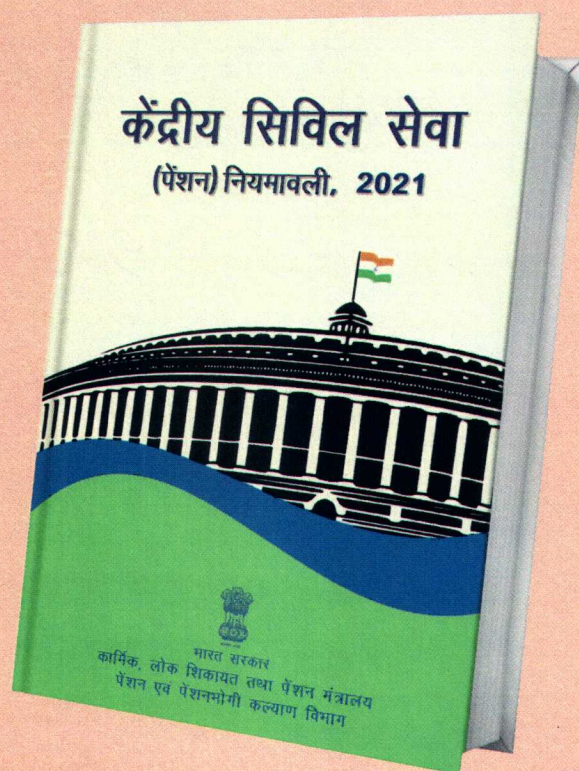


# Review & Rationalisation of Pension Rules (Book release)

## Chapter-1

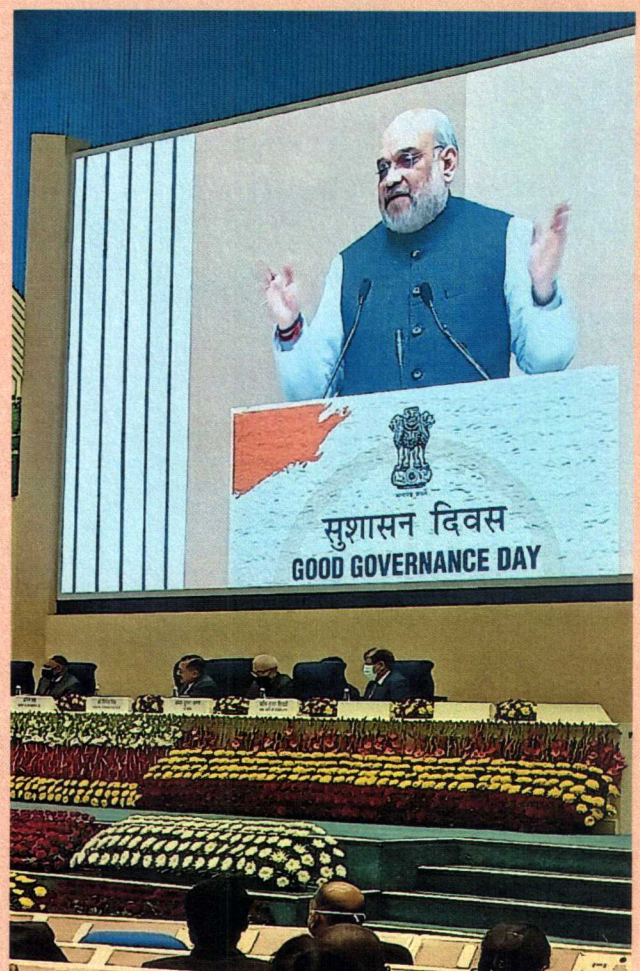
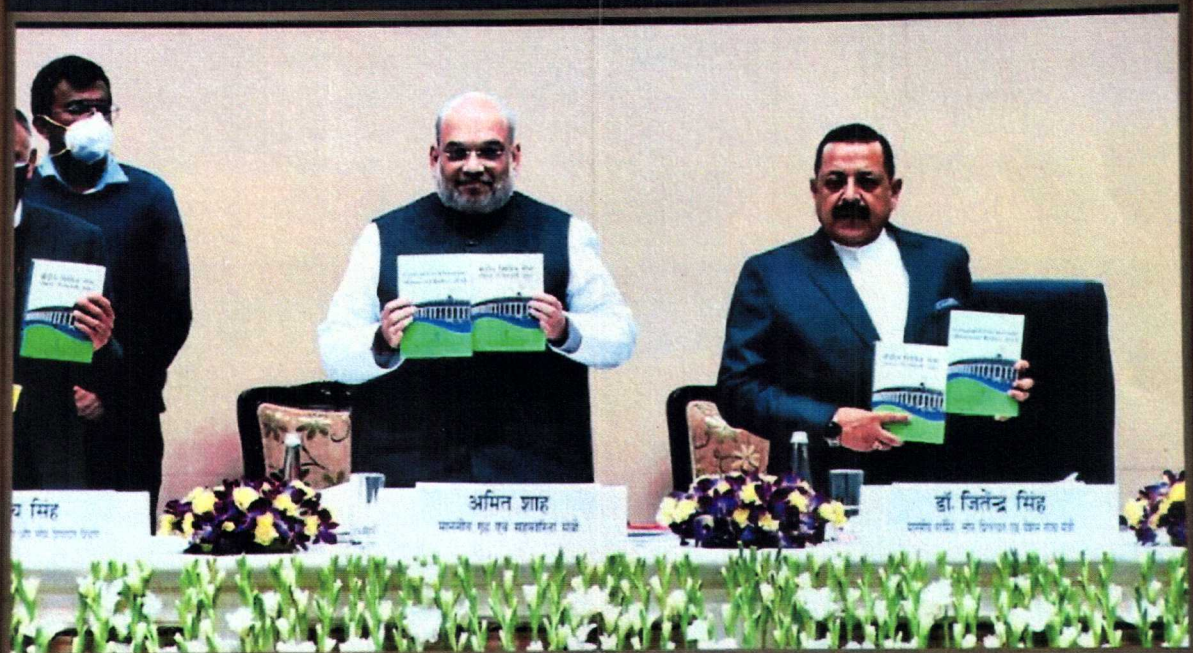
Review and Rationalisation of Pension Rules - Release of Book on Central Civil Services (Pension) Rules, 2021 by Hon'ble Union Home Minister on 25.12.2021.

The earlier Pension Rules were notified 50 years ago in 1972. Since then, a large number of amendments to the CCS (Pension) Rules, 1972 took place through different OMs. DOPPW accordingly brought out CCS (Pension) Rules, 2021 after incorporating stray OMs of past 50 years & weeding out redundant clauses.





## Release of Pension Rule Book, 2021





# Digital Life Certificate

## Chapter-2

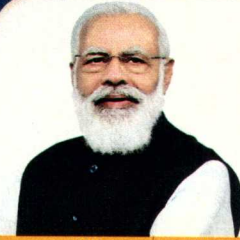
Digital Life Certificate related reforms for Ease of Living (Iris, Video KYC, Doorstep LC by Banks' Consortium & IPPB through 1,90,000 Gramin Dak Sevaks/Postmen/Indian Embassies/Consulates abroad). Milestone face authentication technique to submit Life Certificate from any Android based smart phone was launched by the Hon'ble MoS (PP) on 29.11.2021. The DLC through face authentication technique is a breakthrough technology which will reduce Pensioners' dependence on external bio-metric devices and make the process more accessible and affordable thus ensuring ease of living for all the Pensioners/Family Pensioners.







## An Important step for ease of Senior Citizens



### Commencement of Face Authentication Technology for Life Certificate

“Digital Life Certificate is another enabling and effective mechanism, whose benefits are availed by pensioners. This is an important step in the direction of promoting Ease of Living through Technology.” - Narendra Modi

- Citizens receiving pension can now submit their life certificates from their home with the help of AadhaarFaceRD App.
- Download AadhaarFaceRD App from Google Play Store on your Android Mobile Phone.
- Download Life Certificate Face Application from <https://jeevanpramaan.gov.in/package/download>.
- Facility of Operator Authentication through Face Scan.
- Facility of Pensioner Authentication for Life Certificate through Face Scan.
- After Completion of Authentication procedure, a confirmation message will be received from Pension Disbursing Bank or Agency.



For more information scan QR code.



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## वरिष्ठ नागरिकों की सुविधा के लिए एक अहम् कदम



### जीवन प्रमाण पत्र के लिए फेस औथेंटिकेशन तकनीक का प्रारम्भ

“डिजिटल लाइफ सर्टिफिकेट एक सक्षम और कारगर व्यवस्था है, जिसका लाभ पेंशन प्राप्त करने वालों को मिल रहा है। तकनीक के माध्यम से ईज ऑफ लिविंग को बढ़ावा देने की दिशा में यह एक अहम् कदम है।” - नरेन्द्र मोदी

- पेंशन प्राप्त करने वाले नागरिक आधारफेसआरडी ऐप की मदद से घर बैठे अपना जीवन प्रमाण पत्र जमा कर सकते हैं।
- अपने एंड्राइड मोबाइल फोन पर गूगल प्ले स्टोर से आधारफेसआरडी ऐप डाउनलोड करें।
- जीवन प्रमाण पत्र फेस एप्लीकेशन को <https://jeevanpramaan.gov.in/package/download> से डाउनलोड करें।
- फेस स्कैन के जरिये ऑपरेटर औथेंटिकेशन की सुविधा।
- फेस स्कैन के जरिये जीवन प्रमाण पत्र के लिए पेंशनर औथेंटिकेशन की सुविधा।
- औथेंटिकेशन प्रक्रिया पूरा होने पर पेंशन जारी करने वाले बैंक या एजेंसी से कन्फर्मेशन मैसेज मिलेगा।



अधिक जानकारी के लिए क्यूआर कोड को स्कैन करें।



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# CPENGRAMS & Call centre

## Chapter-3

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 Call Executives register the grievance on CPENGRAMS, after taking inputs from pensioners, and thereafter it is forwarded to the concerned Ministry/ Department online for redressal. This ensures an ease of lodging grievances and ascertaining its status by the aged pensioners/family pensioners by using voice call.

During COVID-19 pandemic, the process of registering grievances worked smoothly through online, email and call centre.

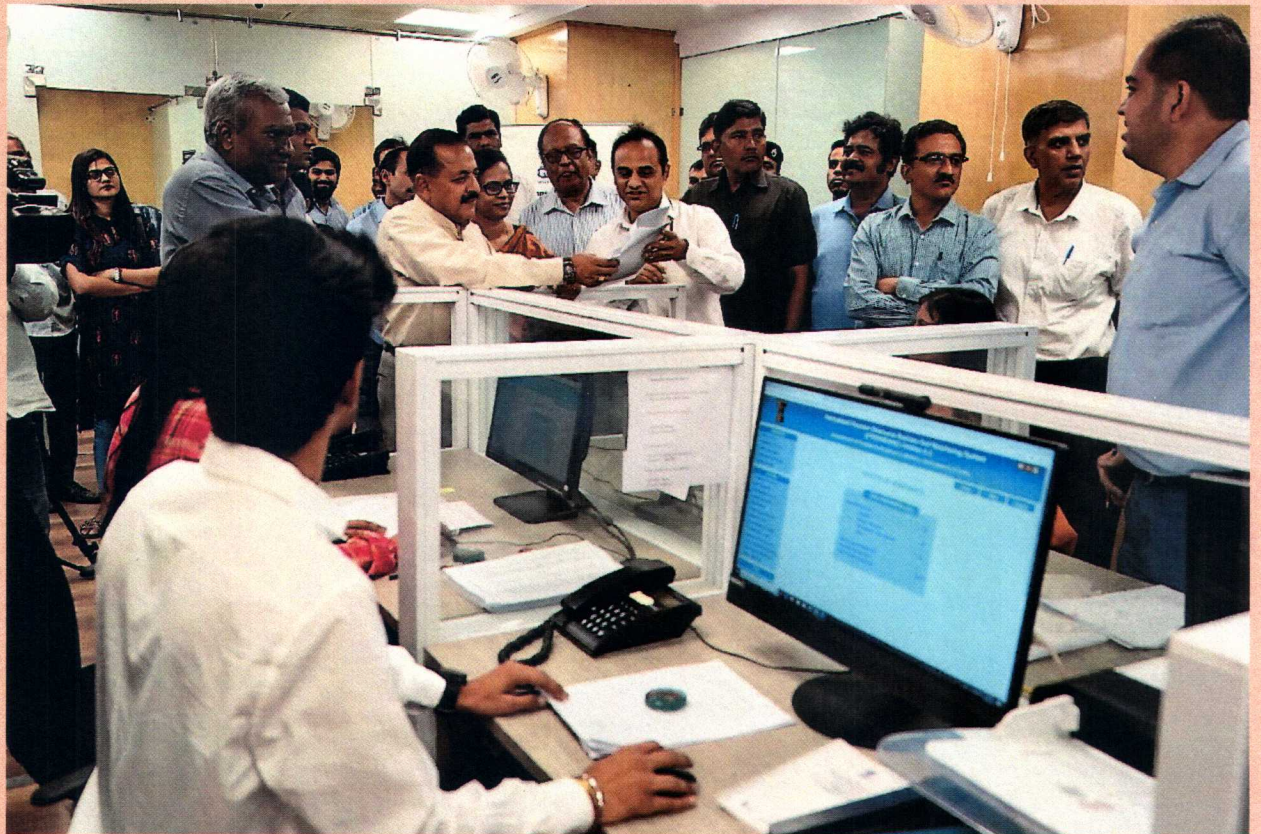






Inauguration of Integrated Grievance Call Centre by Hon'ble MoS(PP), Dr. Jitendra Singh in 2019.







# All India Pension Adalat

## Chapter-4

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 22,334 cases taken up 16,618 were 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 or physically) and resolving the same across the table. The Department also leveraged technology by connecting more than 200 cities across 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).









# Anubhav

## Chapter-5

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. In order to encourage submission of write-ups by retired Government servants, an Annual Award Scheme was started in 2016. Till date 92 organizations have registered, 8,443 write ups have been published and 4,262 write-ups are under assessment for being published. Till date 4 award ceremonies have been organized in which 35 awardees were conferred appreciation for their Anubhav write-ups. This has created a treasure house of experiences of retired government personnel in various kinds of situations.









# Bhavishya

## Chapter-6

In its pursuit of launching an End-to End digitization of Pension processing for the sake of transparency, speed and accuracy in computation of Pensionary dues, DoPPW launched the 'Bhavishya' platform, an integrated online pension processing system which was made mandatory for all central government departments w.e.f. 01.01.2017.

This system is at present being successfully implemented in the main Secretariat of 96 Ministries/ Departments including 811 Attached Offices. As on date at total number of 1,56,135 cases have been processed ie. PPOs issued which includes more than 80,100 ePPOs. The 'Bhavishya' system has now been made available on a Mobile App.

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.





### ePPO in DigiLocker



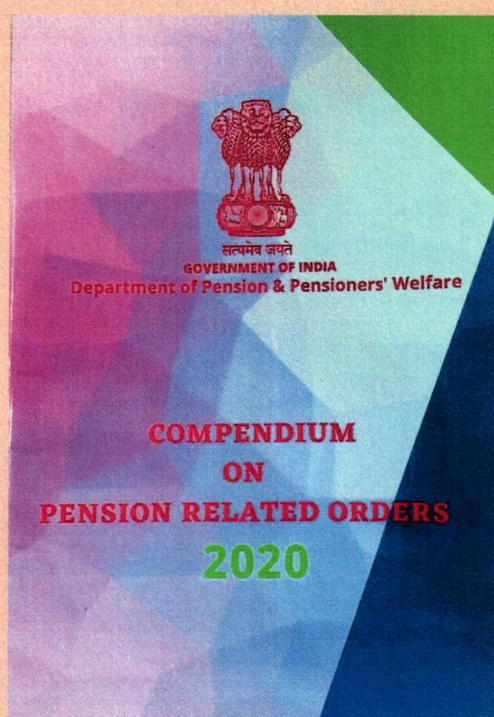
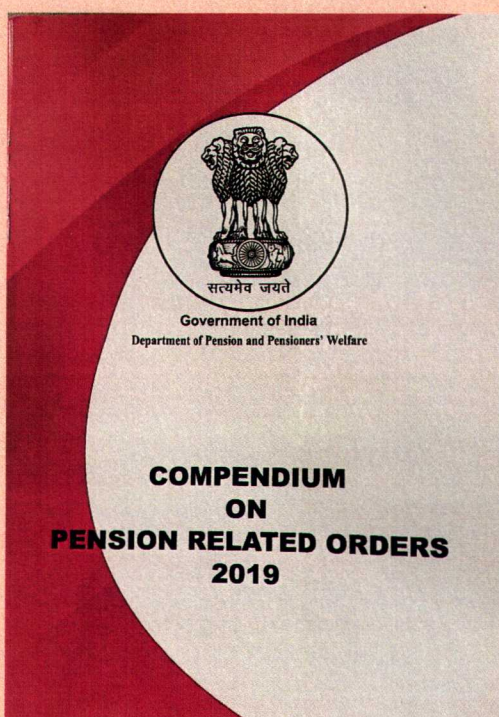


# E-publications & documentaries

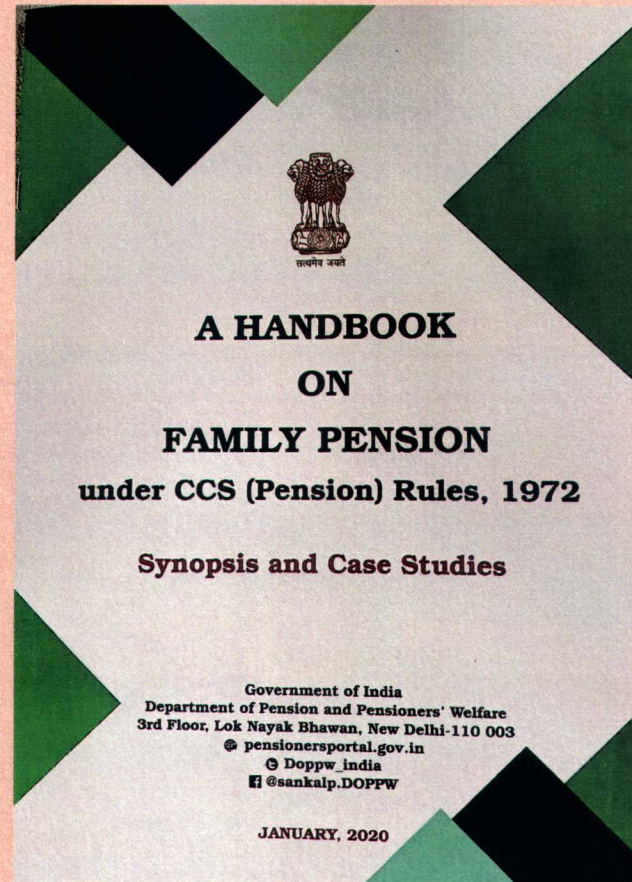
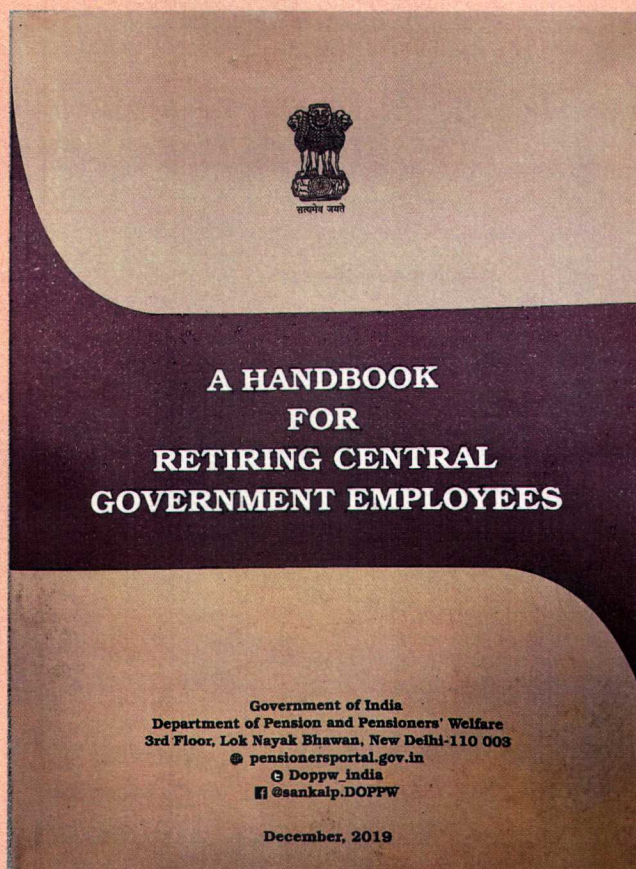
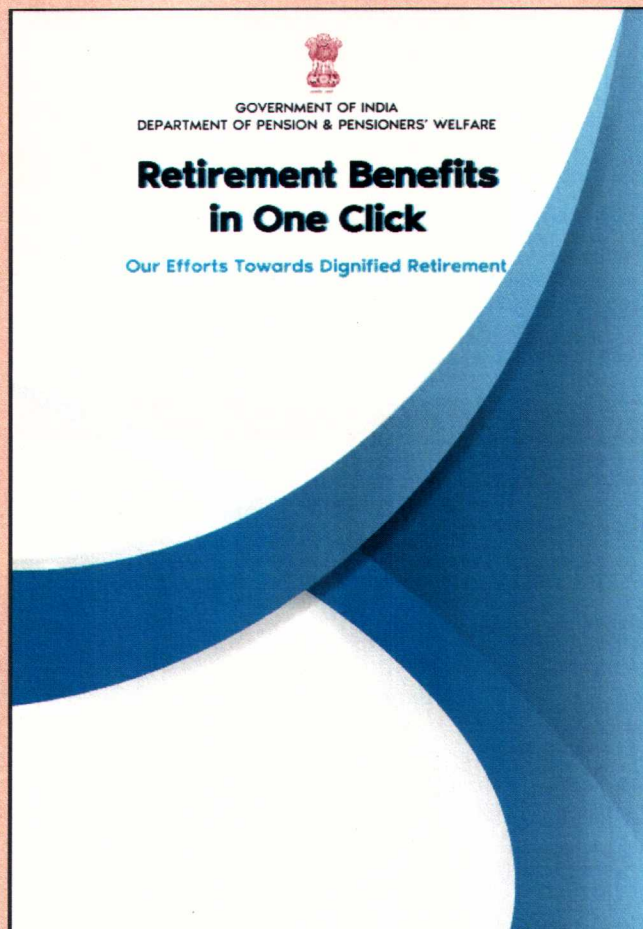
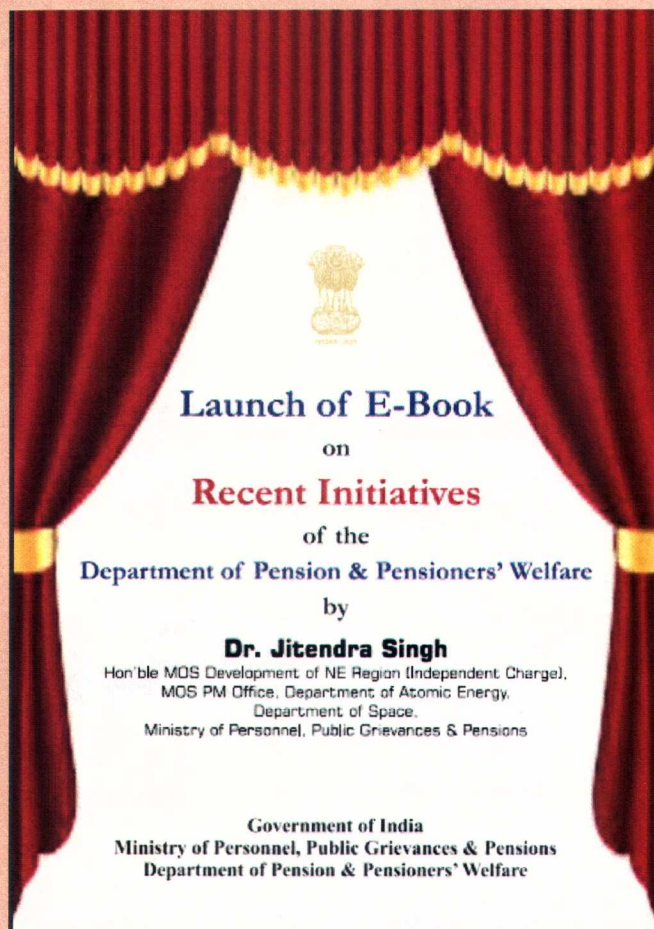
## Chapter-7

Awareness of Pensioner Welfare schemes for those for whom the welfare measures are targeted hold the key to ensuring 'Ease of Living.' DoPPW adopted the following methods for spreading such awareness among retirees, family pensioners and pension dealing staff:

- A handbook on Family Pension
- Compendiums 2019 & 2020;
- Consolidated instructions on 7th CPC related orders;
- Recent initiatives of DoPPW;
- Clickable e-book on Retirement benefits.
- Documentary films on Bhavishya, Know Your Retirement
- Benefits, SANKALP, NPS, CPENGRAMS and EOP Rules which were uploaded on web-site of this Department and Social Media.









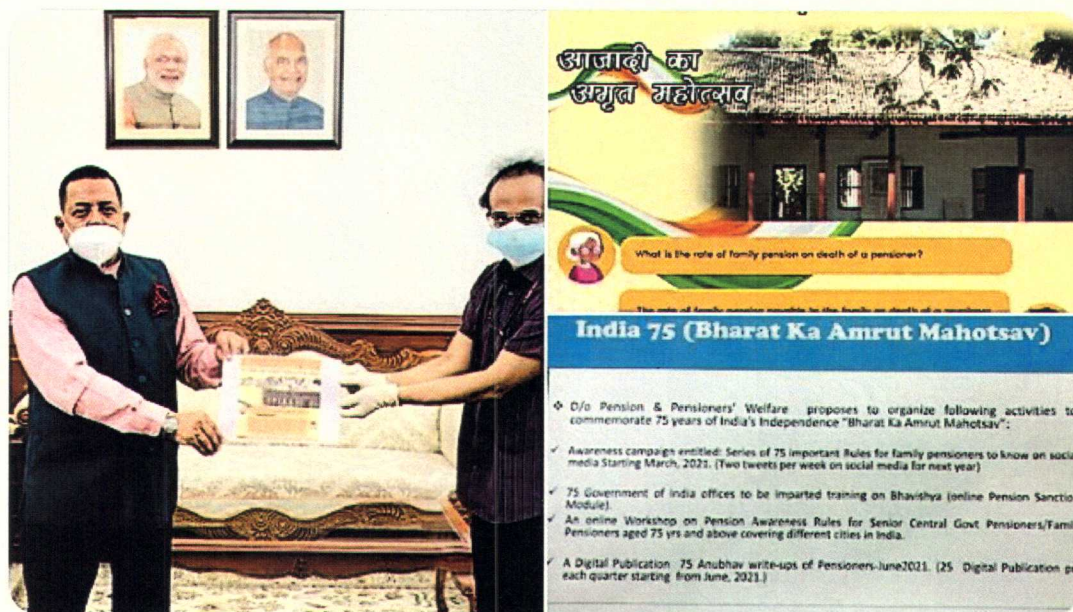
↻ DOPPW\_India Retweeted



**Dr Jitendra Singh** ✓ @DrJitendraSingh · Apr 12, 2021

...

Launched "75" series Pension awareness to mark 75 years of India's independence. As a part of "Amrut Mahotsav" to commemorate India @75, the Department of Pension and Pensioners Welfare will organize a wide range of activities, characterized by "75" serial figure.



PIB India and 8 others

8

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# 32nd SCOVA Meeting

## Chapter-8

32nd Standing Committee of Voluntary Agencies Meetings.

Policy reforms involving stakeholders.



Achievements of 8 Years

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## Department of Pension & Pensioners' Welfare







**GOVERNMENT OF INDIA**  
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