

**File No.55/14/2014-P&PW(C)/Part I**

Government of India  
Ministry of Personnel, Public Grievances & Pensions  
Department of Pensions & Pensioners' Welfare

3<sup>rd</sup> Floor, Lok Nayak Bhavan  
Khan Market, New Delhi-11003

January 21, 2021

**OFFICE MEMORANDUM**

**Subject: Mandatory use of BHAVISHYA PORTAL for Processing of Pension Cases w.e.f 01.01.2017-reg.**

1. It may be recalled that to ensure transparent, accurate and timely sanction of pension and related benefits, Department of Pension & Pensioners' Welfare had developed 'Bhavishya', a common software module for Ministries, which has now been functioning as a mandatory platform for processing Pension & related benefits of Central Civil Pensioners w.e.f. 01.01.2017 (O.M. of even number dated 29.11.2016-enclosed).
2. Of late, it has come to the notice of this Department that some Offices have delayed processing of pension cases for varied reasons defeating the objective of 100% timely settlement. The same has been viewed seriously by this Department.
3. DoPPW has been taking all possible steps to ensure that **all types of pension cases are processed through 'Bhavishya'**. However, in case any difficulty arises in settling a case under exceptional circumstances, the concerned HOO (Head of Office) shall contact this Department, at the earliest, with the issue arising, if any. DoPPW shall either ensure processing such an exceptional case through 'Bhavishya' software or grant exemption so that the concerned HOO can process the same manually.
4. As already mentioned under Para 5 of the O.M dated 29.11.2016, it is reiterated that, under no circumstances, shall any pension settlement be delayed beyond prescribed timelines.
5. This issues with the approval of the competent authority.

*J. Kumar*  
21.01.2021  
(Manoj Kumar)

Under Secretary to the Government of India

To

**The Secretary**

(as per list attached except Railways, Defence, Post and Telecommunications)

Copy to:

**Tech Director/NIC-DoPPW:** Email to all HOOs registered on Bhavishya.

No. 55/14/2014/P&PW(C)Part-1  
Government of India  
Ministry of Personnel, Public Grievances and Pension  
Department of Pension & Pensioners' Welfare

3<sup>rd</sup> Floor, Lok Nayak Bhawan,  
Khan Market, New Delhi

Dated : 29<sup>th</sup> November, 2016

**OFFICE MEMEORANDUM**

Sub: Processing of Pension cases mandatorily through Bhavishya (Online Pension Sanction & Payment Tracking System) w.e.f 01/01/2017 – reg.

Department of Pension and Pensioners' Welfare is responsible for formulation of policy and coordination of matters relating to pension policy and welfare of Central Government pensioners. It has been seen that despite detailed guidelines and instructions to the contrary a large proportion of retiring employees do not get their retirement benefits and the Pension Payment Order(PPO) in time. It is likely that such retired employees find it difficult to get the process completed after retirement. The sanction process starts more than a year before the date of retirement and requires cooperation amongst various agencies. This department has, therefore, launched Bhavishya – an online pension sanction and payment tracking system. The system by keeping track of the progress of each case introduces transparency and accountability. Both the retiring employees as well as administrative authorities can monitor progress at each stage.

2. The system has been running successfully in the main Secretariat of all ministries/departments for the last one year. It has since been extended to cover over 3000 Drawing and Disbursing Officers and Pay and Accounts Offices from various ministries/departments and their attached offices.

3. It has now been decided that all Heads of Offices will henceforth mandatorily process all pension cases only through Bhavishya. In this, where necessary, they will assist the retiring employee to submit the online application form. The Pay and Accounts Offices will process cases generated through Bhavishya through the pension module in COMPACT till the Public Financial Management System(PFMS) is made operational and integrated with Bhavishya.

4. It is to be noted that all authorities will strictly follow the timelines prescribed under the CCS(Pension) Rules and in no case will the pension case be delayed on account of electronic processing through Bhavishya.

5. These instructions take effect from 1<sup>st</sup> January, 2017.

6. This issues with the approval of competent authority.

*hw*  
(Seema Gupta)

Director

Tel-fax: 24624802

To

Secretaries of all Ministries/Departments  
(as per list attached except Railway, Defence, Post & Telecommunications)