

Bhavishya

Online Pension Sanction & Payment Tracking System

Pension Sanction and Payment Tracking System developed by NIC ensures timely issuance of Pension Payment Order (PPO) and disbursement of retirement benefits by capturing the requisite data online from stakeholders, sharing data with existing applications, incorporating CCS Pension Rules, Extraordinary Pension Rules and Commutation Rules



R. SRIRAM
Technical Director
sriram@nic.in



ANIL BANSAL
Scientist-C
anil.bansal@nic.in



RAJEEV KUMAR
Scientific Officer-SB
kumar.rajeev@nic.in

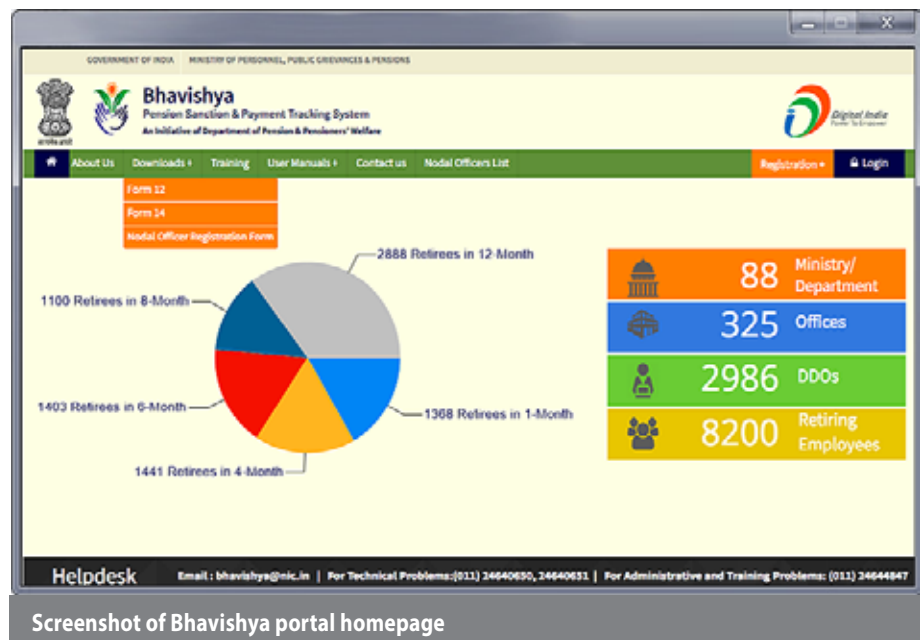
Edited by
MOHAN DAS VISWAM

Pension MMP, a Mission Mode Project under the National e-Governance Plan (NeGP) was envisaged to safeguard the benefits of pensioners and enable them to garner the benefits of e-Governance. The primary objective of this MMP is the redressal of Pensioner's grievances besides providing them information and guidance concerning pension and retirement related matters with great ease.

To bring transparency and establish accountability in the pension sanction and payment process 'Bhavishya', an online Pension Sanction and Payment Tracking System is an integral part of the Pension MMP has been launched



by the Department of Pensions & Pensioners' Welfare. This system provides for online tracking of sanction and payment processes by the individual as well as the administrative authorities and will help eliminate delays and bring satisfaction to the retiring employees and pensioners. Bhavishya captures the retiring employees personal, service particulars and



information required for processing of pension cases like Bank account details, percentage of pension to be commuted, nominations, family details etc. The system automatically generates the required pension forms (Form 1, 3, 5, A, FMA) and Bank undertaking letter. The submission of the forms by the retiree and other due diligence can be done online, and the retiree can monitor the status of his/her pension case. Bhavishya keeps retiring employees informed of the stage their pension sanction is at, and the progress it has made as well as every action due and performed by the stakeholders through SMS and E-Mail till the Pension Payment Order (PPO) is furnished. After the issue of the PPO, the Head of Office can print 'Pensioner's Identity Card' made of plastic. The system obviates delays in payment of pension by ensuring complete transparency.

Bhavishya will also be extant to employees even after retirement so that they can avail the service to monitor the status of credit of first and the subsequent pensions.

OBJECTIVES

- IT supported mechanism to facilitate and smoothen the process of sanction of pension. It should also allow the monitoring to go forth at both the level of the concerned Ministry/Dept. and at the level of the individual retiring employee.
- Timely and accurate payment of retirement dues and timely disbursement of first and subsequent pensions.
- Promulgate among the stakeholders every action due as well as performed.



- Keep the retirees informed about the progress of their pension sanctioning/ authorization process.
- Department(s) can effectively monitor the whole process by manoeuvring through this software only

COVERAGE

- Individual (Central Government Civil Retiring Employees & Pensioner)
- Drawing & Disbursing Officer (DDO)
- Head of Office (HOO)
- Head of Department (HOD)
- Pay & Accounts Office (PAO)
- Directorate of Estates (DoE)
- Central Pension Accounting Office (CPAO)
- Controller of Accounts

FEATURES

- Exchange data with various packages like CompDDO, e-Awas, COMPACT, PARAS etc.
- The system sends SMS/E-mail

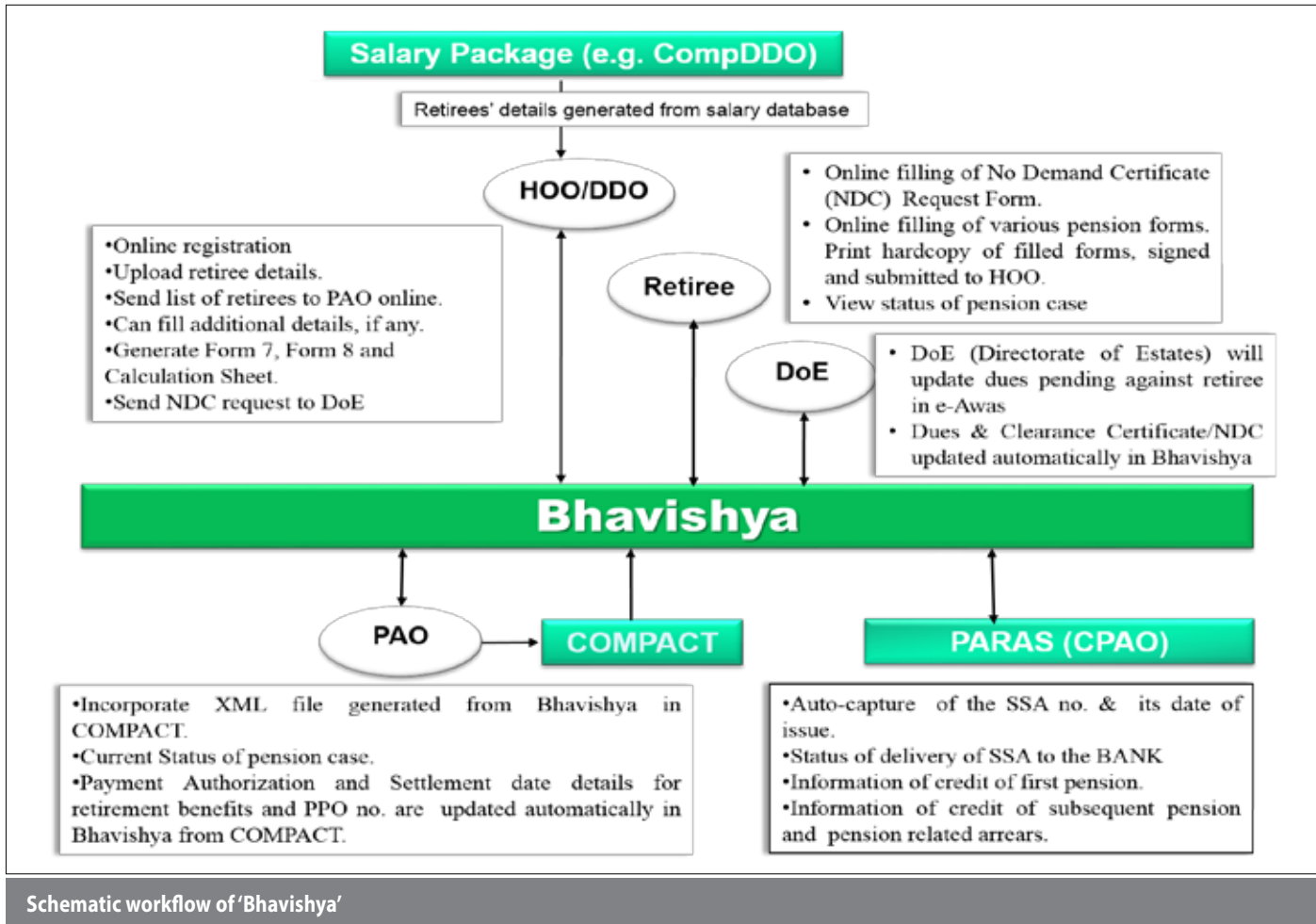
alert to concerned stakeholders for every action due & performed.

- Retiring employee can track the retirement process online.
- Retiring employee can fill, print and send all the Pension related forms online.
- HOO can perform various activities online like sending forms to PAO, DoE etc.
- Auto Generation of Form 7, Form 8 and Calculation sheet
- Online registration for DDO/HOO/PAO and their dealing hands
- LDAP authentication for departmental users
- Printing of plastic identity card for pensioners

IMPLEMENTATION

DDO, HOO and PAO on-boarding: DDO, HOO, PAO and their dealing hands need to register themselves on the Bhavishya portal and need to print the filled form and up-

Workflow



load the duly signed form. No separate login id/password will be issued for the Department users and their existing NIC email ID and password will be used for authentication.

Retiring Employee on-boarding: DDO will upload the list of retiring employees in the form of an XML document and the retiring employees will duly be added on-board automatically by the system, and they will be provided the necessary login-id/password on their registered mobile no. and email-id.

Training: Bhavishya training centre has been set up to train the departmental user. Apart from the in-house

training centre, a NICS empanelled agency has also been trained in the application to provide the necessary training to the users, situated all over India.

Helpdesk: Telephonic, Email and Web VC based helpdesks have also been set up to provide the day-to-day support for all kinds of grievances that could plague the users of Bhavishya.

Project Development: Bhavishya, has been developed by NIC's Office Automation Division which is currently headed by Shri S.N. Sowpari, Sr. Technical Director. The project development is lead by Shri R. Sriram, Technical Director.

WAY FORWARD

Bhavishya is proposed to be implemented at around 9000 DDOs and will traverse across about 50,000 retiring employees annually. Presently, the implementation of Bhavishya has been carried forth at 89 Ministry/Department/Apex Bodies and 300 Attached Offices/Subordinate Offices of the Central Government. Currently, around 3000 DDOs and 12,000 retiring employees/ pensioners have been brought on board.

For further information, please contact:
R. SRIRAM
 Technical Director & HoD
 Office Automation Division
 NIC Headquarters, New Delhi 110 003
 Email: sriram@nic.in
 Phone: 011-24305264