

Department of Pension & Pensioners' Welfare

1. Pensioner's Portal (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2022-23				OUTCOMES 2022-23					
	2022-23	Output	Indicators	Targets 2022-23	Outcome	Indicators	Targets 2022-23			
3.57	1.	Upgradation & Maintenance of Grievance redressal Mechanism for pensioners.	1.1	Number of grievances received	40,000	1.	Resulted in improved environment for Grievance redressal system of pensioners	1.1	% of satisfaction level of grievances holders giving feedback	55%
			1.2	% age of grievances redressed within the prescribed timeline of 60 days	75%			1.2	Average duration of redressal of grievances (in days)	26
	2.	Digitization of pension processing system & implementation of Bhavishya	2.1	No. of DDOs remaining for implementation of Bhavishya	240	2.	End to End Delivery	2.1	% of e-PPOs sent to Digi-locker (retiring employees)	80%
	3.	Awareness programme for pensioners /family pensioners	3.1	No. of Workshops conducted	8	3.	Greater number of Central government pensioners resorting to Digital means of giving Life Certificate	3.1	Number of central/other pensioners using DLC	15,00,000
			3.2	No. of publications through electronic media	3					
			3.3	No. of posting Graphics / video through social media	300					
			3.4	No. of Messages sent on Pensioners' Mobile phones	15,50,000					
	4.	Promotion of Digital Life Certificate (DLC)	4.1	No. of meetings with Banks and other stakeholders	2					