

Department of Pension & Pensioners' Welfare

1. Pensioner's Portal (CS)

FINANCIAL OUTLAY (Rs in Cr)	OUTPUTS 2023-24			OUTCOMES 2023-24			
	2023-24	Output	Indicators	Targets 2023-24	Outcome	Indicators	Targets 2023-24
5	1.	Upgradation & Maintenance of Grievance redressal Mechanism for pensioners	1.1 Number of grievances received	42,000	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)	25
	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			
	4.	Promotion of Digital Life Certificate (DLC)	4.1 No. of meetings with Banks and other stakeholders	2			