

Ministry of Personnel, Pension and Public Grievance

Demand No.74

Department of Pension and Pensioners Welfare

1. Improving Pensioner's Welfare (CS)

FINANCIAL OUTLAY (Rs in Cr ¹)	OUTPUTS 2026-27		OUTCOMES 2026-27			
2026-27	Output	Indicators	Targets 2026-27	Outcome	Indicators	Targets 2026-27
15.31	1. Upgradation of Bhavishya Portal	1.1 Number of Drawing and Disbursing Officers (DDO) onboarded on Bhavishya Portal	240	1. Seamless Pension Processing	1.1 % of e-PPOs out of total PPOs issued	85
		2. Centralized Pension Grievances Redress And Monitoring System (CPENGRAMS)	2.1 % of Grievances auto routed in Centralized Pension Grievances Redress and Monitoring System (CPENGRAMS)	100 ¹	2. Expeditions Grievance Redressal	2.1 % grievance remained unresolved after the stipulated time (within 21 days)
	3. Digital Life Certificates (DLC)	3.1 Number of Campaigns conducted to institutionalize Digital Life Certificates (DLC)	1	3. Digital Empowerment of Pensioners	3.1 % of Pensioners submitting Digital Life Certificates (DLC) in current FY	80
					3.2 % of Pensioners submitting DLC using Face Authentication Technology (FAT) out of total DLC received in current FY	60

¹ subject to the implementation of NexGen CPGRAMS by DARRG

4. Upgradation of Anubhav Portal	4.1	Number of submissions made on Anubhav portal	1800 ²	4. Wider participation and preservation of experiences	4.1	% increase in number of submissions on Anubhav Portal in (YoY)	10
	5. Capacity Building and Awareness	5.1	Number of employees given Pre-Retirement Counselling (PRCs) in current FY		1650 ³	5. Strengthening Resolution of Grievances	5.1
6. Pension Adalats and Litigation Management	5.2	Number of Pensioner's awareness Workshops conducted in current FY	4		5.2	% of Grievance resolved on spot in Pension Adalats out of total cases taken up in current FY	70 ⁴
	5.3	Number of Banker's Workshops conducted in current FY	4				
	6.1	Number of Pension Adalats (online and offline) conducted in current FY	4				
	6.2	Number of National Pension Litigation Workshop conducted in current FY	1 ⁵				

² As per effecting the functionality on Portal by NIC

³ no. of employees participating in two PRCs in FY 2026-27

⁴ As of now there is around 2% reduction in litigation burden. However greater coordination may lead to better results.

⁵ proposed to be convened in April 2026