

**GOVERNMENT OF INDIA
DEFENCE
LOK SABHA**

UNSTARRED QUESTION NO:2048

ANSWERED ON:31.07.2015

Pension to Ex-Servicemen

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Will the Minister of DEFENCE be pleased to state:

- (a) whether the Government has received complaints from ex-servicemen regarding uneven distribution and wrong calculation of their pension amount;
- (b) if so, the details thereof and the number of complaints received during each of the last three years and the current year;
- (c) whether the Government proposes to directly disburse pension to beneficiaries account;
- (d) if so, the details thereof and the time by which the new system is likely to be made operational; and
- (e) the other steps taken / being taken by the Government for the quick disbursement of pensions to ex-servicemen?

Answer

MINISTER OF STATE (RAO INDERJIT SINGH)
IN THE MINISTRY OF DEFENCE

(a) & (b): Yes, Madam. The complaints regarding incorrect payment of pension, incorrect revision / underpayment of pension etc. are being received and action is taken to redress the grievances by taking appropriate action in coordination with Pension Sanctioning Authorities & Pension Disbursement Agencies.

The number of complaints received during each of the last three years and the current year are as under:-

Year No. of complaints received

2012 32147

2013 26209

2014 23178

2015 15435

(Upto 22.7.2015)

(c) The Government is considering to implement a system of Central Pension Disbursement Agency (CPDA) to facilitate credit of pension directly to Pensioner's bank account.

(d) The new system is likely to be implemented from the next financial year.

(e) For ensuring quick and seamless disbursement of pension to Ex-Servicemen, following projects are undertaken by the Government.

(i) Digital life certificate through Jeevan Praman Portal.

(ii)

Digitization of records to enable prompt pension revision in future.

(iii) Submission of e-Pension claim and issuance of e-PPO.
