GOVERNMENT OF TELANGANA
ABSTRACT

Finance Department – ePensions – Streamlined and Integrated online processing and delivery of retirement benefits Pension proposals – Orders – Issued.

FINANCE (HRM.V) DEPARTMENT

G.O.Ms.No.118 **Dated:05.09.2026**

Read the following:

1. G.O.Ms.No.431, Fin & Plg (Fin Wing. Pension.I) Department, dated:5.10.1976.
2. G.O.Ms.No.102, Fin & Plg (Fin Wing.PSC.IV) Department, dated:01.06.1979.
3. G.O.Ms.No.356, Fin & Plg (FW-PSC) Department, dated:28.11.1989.
4. G.O.Ms.No.263, Fin & Plg (Fin Wing. PSC) Department, dated:23.11.1998.
5. G.O.Ms.No.97, Finance (PSC) Department, dated:07.05.2014.
6. Circular Memo No.3811579-A/105/A2/HRM.V/2026, Finance (HRM.V) Department, dated:20.05.2026.

***

ORDER:

The Government of Telangana provides various benefits to eligible Government employees upon their retirement to ensure financial security for them and their dependents. Among these benefits, pension being a regular retirement income provided by the employer in recognition of the services rendered by the employee holds the utmost significance.

2. A detailed study of the processes pertaining to sanction & disbursement of the retirement benefits has revealed occurrence of significant delays and avoidable hardships to the retired/ retiring Government employees due to the current manual and cumbersome procedures and the complexities involved in the initiation, processing, sanction, authorization and disbursement of the retirement benefits. The applications for availing retirement benefits & the associated forms, being voluminous and excessively exhaustive, coupled with multiplicity of stakeholders involved, make the entire process tedious and time consuming.

3. The study further revealed that the resolution of the aforementioned issues requires comprehensive redressal of the legacy issues involved, elimination of redundant processes, seamless integration with employee pay bill processing system, usage of the latest digital technologies, and integration among all the

major stakeholders namely the employees, processing authorities, sanctioning authorities, authorizing authorities including the Accountant General (AG) of Telangana and disbursing authorities.

4. Government have decided to streamline and digitalize the pension process by enabling online submission and end-to-end processing of pension proposals through the IFMIS platform. The system is intended to simplify the submission of pension papers for retiring Government employees by providing pre-filled service and pay-related information, minimizing manual documentation and physical movement of pension papers. This measure is envisaged to reduce the overall processing time, avoid unnecessary delays and repeated visits by employees to various offices, and facilitate easy submission and tracking of pension proposals online. It shall also ensure accurate, timely, transparent and secure processing of retirement benefits with greater visibility and accountability at each stage through predefined timelines. Accordingly, instructions were issued vide reference 6th read above for implementation of Streamlined and Integrated online delivery of retirement benefits pension proposals on a pilot basis in Finance Department, Agriculture & Cooperation Department along with HoDs under their control.

5. It was further observed that employees' service details, as per the Service Register, are not being verified on time, leading to all service particulars being checked only at the time of retirement. This has been observed to be causing inordinate delays in processing pension applications. Therefore, these orders envisage to address this issue through Pre-Retirement Service Verification (PRSV), which mandates verification of the service particulars 2 years prior to the date of retirement. This makes it easier to verify the remaining 2 years' service particulars at the time of retirement and eliminates process delays.

6. Government after careful examination, hereby order for implementation of the ePension System on IFMIS, as Annexed to this order. It is further ordered that the instructions issued vide the references read above shall stand superseded to the extent where such instructions are contrary to those provided herein in these orders.

7. The Accountant General, Telangana, Director of Treasuries & Accounts, Director of Works Accounts, Director of State Audit, Pay & Accounts Officer, Director, TGGLI, all Special Chief Secretaries /Principal Secretaries /Secretaries to Government and all Heads of Department, shall take necessary action to ensure a seamless transition from the current manual system to the online processing system.

8. The process and procedure pertaining to the processing of retirement benefits that are governed by the All India Services (Death-Cum-Retirement Benefits) Rules, 1958 shall be communicated through separate orders.

9. A separate order shall be issued regarding the processing of retirement benefits of employees governed under the Contributory Pension System (CPS). Certain cases of CPS like Gratuity and Family Pension (in case of death and medical invalidation cases) may be eligible through the existing system.

10. The user manual & online resources are available at https://ifmis.telangana.gov.in/

11. A copy of this order is available at https://goir.telangana.gov.in//

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF TELANGANA)

SIKTA PATNAIK
SPECIAL SECRETARY TO GOVERNMENT

To
The Accountant General, Telangana, Hyderabad.
The Director of Treasuries & Accounts, Telangana, Hyderabad.
The Director of Works Accounts, Telangana, Hyderabad.
The Pay & Accounts Officer, Telangana, Hyderabad.
The Director of State Audit, Telangana, Hyderabad.
The Director of Insurance, Telangana, Hyderabad.
All Special Chief Secretaries/Principal Secretaries/Secretaries to Government.
All the Departments of Secretariat.
The Registrar General, High Court of Telangana.
The Resident Commissioner, Telangana Bhavan, New Delhi.
All the Heads of Departments.
All District Collectors.
All District Judges of Telangana.

Copy to:

The Chief Secretary to the Government of Telangana.
The Principal Secretary to Governor, Telangana, Hyderabad.
The Principal Secretary to the Chief Minister and Private Secretaries to all Ministers.
The Secretary, Telangana State Public Service Commission, Hyderabad.
All the District Treasury Officers (with copies for Sub-Treasury Officers).
The Chairman and Managing Director of Telangana GENCO/TRANSCO
All District Educational Officers.
All the District Development Officer, Zilla Praja Parishads.
All District Panchayat Officers.

All Principals of Junior and Degree Colleges of Telangana.
All Mandal Parishad Development Officers.
All Secretaries of Zilla Grandhalaya Samsthas through Director of Public Libraries, Hyderabad.
All Secretaries of Agricultural Market Committees through the Commissioner and Director of Marketing, Telangana.
All Commissioners/ Special Officers of Municipal Corporations & Municipalities.
The Commissioner Printing, Stationery and stores purchase, Telangana (with a request to notify in the Telangana Gazette)
The General Administration (Cabinet) Department.
The General Administration (SW) Department.
The Finance (BG) Department.
The Registrars of all the Universities in Telangana.

//FORWARDED::BY ORDER//

S. A. Khadeer

SECTION OFFICER

ANNEXURE

(Referred to in Para 6 of G.O.Ms.No.118, Finance (HRM.V) Department, dated:05.09.2026)

A) OBJECTIVE

The objective of the e-Pensions system is to simplify, streamline and digitalize the processing of pension proposals and retirement benefits for Government employees through the IFMIS platform. It aims to ensure timely, accurate, secure, and transparent sanction of pensionary benefits on or before the due date, from application to authorization and disbursement, while reducing delays, avoiding manual errors, eliminating excess or incorrect payments, and improving accountability through defined processing timelines.

B) APPLICABILITY

1. These orders shall apply to all Government employees who are governed by the applicable Pension Rules and are eligible for pensionary benefits through IFMIS.
2. These orders shall not apply to majority of the Class IV employees and employees under Zilla Parishads. However, certain cases of Class IV such as Municipal Corporation, teachers in Zilla parishads, and Grants-in-aid schools and colleges may be eligible.

C) SCOPE

The online e-Pensions application enables processing of:

1. Service Pension
2. Family Pension
3. Retirement Gratuity / Death Gratuity
4. Commuted Value of Pension (CVP)
5. Pension proposal processing for all eligible retirement cases including superannuation, voluntary retirement, death cases, medical invalidation and compulsory retirement, etc.
6. Receival of Pension Payment Order (PPO)/Gratuity Payment Order (GPO)/Commutation Payment Order (CPO) through AG via API.

D) ONLINE DELIVERY OF SERVICES

1. The services mentioned at Para C above shall be provided only in the online mode on IFMIS.
2. There shall be no manual processes and physical documents, except for physical movement of Service Register (SR) until further orders.

3. Online services on IFMIS shall be end to end i.e., from application to sanction, authorization and disbursal.
4. Intimations and digitized documents shall be provided to all stakeholders on IFMIS.
5. Approved pension proposals and AG authorized outputs such as PPO, GPO and CPO shall be integrated with Treasuries for seamless downstream bill processing.

E) SERVICE DELIVERY PROCESSES

1) Employee Login – Pension Proposal Initiation

i. The employee who is due for retirement or otherwise eligible for pensionary benefits shall access the e-Pensions application in the IFMIS portal by logging in using employee code.
ii. The pension proposal form shall be pre-filled and made available to the employee for verification and submission.
iii. In the Basic Details tab, the employee shall verify details such as employee name, surname, father's name, gender, marital status, date of birth, Aadhaar details, PAN, mobile number, email ID, address, employee ID, date of joining, retirement date, department, working status and bank account details.
iv. The employee shall enter the post-retirement address, PIN code and place of payment. The place of payment shall be selected only from the available Treasury Offices within the district of retirement.
v. In the Pay Details tab, the employee shall verify the pay particulars including GPF type, GPF number, GLI number, leave balances, GIS category, last increment, scale type, PRC, cadre, pay scale, basic pay, DA, HRA, CCA and other pay details.
vi. In the Earnings and Deductions tab, the employee shall verify the complete details of earnings and deductions representing the Last Pay Drawn.
vii. In the Family Details tab, the employee shall verify family details and update additional information wherever required.
viii. In the Nominee Details tab, the employee shall select nominee(s) from the available family members, assign share percentage, and verify or update nominee bank details, address and contact details.
ix. In the Pension Details tab, the employee shall review the service-related details entered by the DDO, including qualifying service, non-qualifying service, suspension details, offices worked, last pay drawn and pension calculations including normal pension and family pension.
x. The employee may opt for commutation and enter the percentage of commutation wherever applicable.
xi. In the Descriptive Rolls tab, the employee shall upload photographs, joint family photograph wherever applicable, self-signature, family signatures wherever applicable, identification marks, witness signatures and witness details.

xii. Upon verification, the employee shall declare that the information furnished is correct and submit the proposal.
xiii. Upon submission, the proposal shall be forwarded to the Drawing and Disbursing Officer (DDO).

2) DDO Login – Verification and Forwarding

i. The DDO shall log into the IFMIS portal and access the list of pension proposals received.
ii. The DDO shall verify and update Service Particulars including qualifying service, non-qualifying service, suspension details and offices worked. These details may be entered independently prior to proposal initiation through the service particulars module.
iii. The DDO shall verify and select the applicable Type of Pension as per rules, including relevant pension rule combinations such as superannuation and other retirement cases.
iv. In the Enclosures tab, the DDO shall upload mandatory documents including Last Pay Certificate (LPC), Service Register (SR) copy, No Due Certificate and covering letter.
v. The DDO may also upload additional documents such as Non-Drawl Certificate, Non-Suspension Certificate, Provisional Pension Sanction Order, Death Certificate and any other supporting documents as required.
vi. The DDO shall verify Loan Details, Recovery Details and Withheld Amounts, if any. These details may also be entered independently through the loan details module before proposal submission.
vii. In Other Details, the DDO shall select the required designation mapping for proper integration between AG and IFMIS.
viii. In the Preview tab, the DDO shall upload signature, complete the verification checklist confirming scrutiny of SR, pension type and proposal correctness, and may add remarks if required.
ix. The DDO shall select the Pension Sanctioning Authority (PSA), wherever applicable. In cases where the DDO himself/herself is the PSA, the proposal may be forwarded directly to the employee for confirmation.
x. The DDO shall complete mandatory Aadhaar-based eSign authentication and forward the proposal to the PSA or directly to the employee, as applicable.

3) PSA Login – Verification and Approval

i. The Pension Sanctioning Authority (PSA) shall log into the IFMIS portal and access the proposal forwarded by the DDO.
ii. The PSA shall verify all tabs available to the DDO including service particulars, pension type, enclosures, loan details, recoveries, other details and uploaded supporting documents from both employee and DDO.
iii. No additional data entry shall be required at PSA level unless otherwise provided.
iv. Upon verification, the PSA shall complete mandatory Aadhaar-based eSign authentication and approve the proposal.

v. The approved proposal shall be forwarded to the employee for final confirmation. After confirmation by the employee, the Pension Sanctioning Authority shall forward the proposal to the Accountant General (AG) through API integration.

4) Employee Final Confirmation

i. The employee shall log in again and review the final pension proposal as verified by the DDO/PSA along with all uploaded documents.
ii. The employee shall either confirm the proposal or seek correction.
iii. If correction is required, the remarks shall be made visible to the DDO for necessary action.
iv. If the employee confirms the proposal, it shall be forwarded to the Accountant General (AG) by the PSA.
v. If the employee does not provide confirmation within six days from the date of receipt, the proposal shall be deemed to have been confirmed automatically and will be forwarded to the Accountant General (AG) by the PSA.

5) Accountant General (AG)

i. The Accountant General shall process the proposal and communicate the response through API integration.
ii. The Accountant General may approve or reject the proposal as per applicable rules and verification.
iii. Upon approval, AG shall provide the required authorization details along with PPO, GPO and CPO information through API response.
iv. The approved outputs shall be integrated with the IFMIS payment workflow for further pension disbursement processing through the existing system-driven payment flow.

6) Movement of Service Register (SR)

Until the e-Service Register (eSR) is fully deployed and made operational, the physical Service Register (SR) shall continue to be forwarded in physical form for verification and scrutiny, wherever required. Both the sender and the receiver shall ensure proper acknowledgement and maintain a record for tracking the movement of such documents.

7) Return of Proposal

The proposal shall be diligently verified at all levels, and if any discrepancies requiring correction are identified, the same shall be communicated appropriately in the first instance itself so as to avoid delays and multiple returns.

8) Accountability

a) The officers concerned shall be accountable for timely and accurate processing of the pension proposal without leaving any scope for improper verification and/or unwarranted delay.
b) In case of any lapses in this regard, appropriate action under the applicable CCA Rules shall be initiated against the concerned.
c) In case of excess payment, the same shall be recoverable as per applicable rules.

9) Roles & Responsibilities

Employee / Retiring Employee

a) Furnishing accurate and updated details of self, family members, nominees, bank details, service particulars and retirement details.
b) Timely verification and submission of pension proposal.
c) Uploading required photographs, signatures, descriptive rolls and supporting documents.
d) Final confirmation of pension proposal within the stipulated timeline.
e) Reporting grievances, if any, to the DDO/PSA.

Drawing and Disbursing Officer (DDO)

a) Receiving and verifying the pension proposal submitted by the employee.
b) Updating service particulars, pension type, recoveries and loan details.
c) Uploading mandatory and supporting documents including LPC, SR and covering letter.
d) Selecting PSA wherever applicable.
e) Completing mandatory Aadhaar-based eSign and forwarding the proposal.
f) Addressing reported grievances in a timely manner.

Pension Sanctioning Authority (PSA)

a) Verifying the proposal and supporting documents forwarded by the DDO.
b) Completing mandatory Aadhaar-based eSign authentication.
c) Approving and forwarding the proposal to the employee for final confirmation.
d) Addressing reported grievances in a timely manner.

Accountant General (AG)

a) Processing pension proposals received through API integration.
b) Approving or rejecting proposals as per rules.
c) Ensuring correctness of pension authorization
d) Issuing authorization outputs including PPO, GPO and CPO.

DTO / PAO / DWA / JDPPO

a) Processing downstream payment workflow as per authorized pension outputs.
b) Ensuring correctness of payment-related activities and pension onboarding wherever applicable.
c) Addressing reported grievances in a timely manner.

IFMIS

a) Design, development, deployment and maintenance of ePensions Application.
b) Provision of required dashboards, analytics, storage and bandwidth.
c) API integration with Accountant General and payment systems for seamless processing.
d) Timely response to change requests and technical issue resolution.

10) Timelines

The stakeholders shall strictly adhere to the timelines as detailed below:

S. No.	Activity / Process Step	Timelines
1	Submission of pension proposal by employee	As per eligibility / retirement timeline
2	Verification of proposal by DDO and forwarding to PSA/Employee	Within 15 days from the date of receipt of application/resubmitted application
3	Verification of proposal by PSA and forwarding to Employee	Within 15 days from the date of receipt of application
4	Employee confirmation of final proposal	Within 6 days from the date of receipt of proposal
5	Auto-forwarding to AG through PSA if employee does not confirm	On completion of 6 days
6	AG response through API integration	As per AG citizen charter

11) Monitoring & Grievance Redressal Cell

a) The Director of Treasuries and Accounts (DTA) shall designate one officer in each District Treasury Office (DTO) and in the DTA Office as the Nodal Officer for monitoring all activities related to ePensions, including receipt and disposal of grievances.
b) The name, designation, address, mobile number, and email ID of the Nodal Officers shall be uploaded by the DTA on the IFMIS portal within 7 days from the date of issue of these orders.
c) The Nodal Officers shall receive and dispose of all grievances within a period of 14 days.
d) Cases not resolved by the Nodal Officers within the stipulated timeline shall be escalated to the next higher level for resolution.
e) The Nodal Officers shall submit monthly status reports in the first week of every month, and the DTA shall consolidate and submit a comprehensive report to the Finance Department.

12) Onset

From the date of issue of these orders, or from any date as may be prescribed by the Government, all pension proposals shall be processed only through the e-Pensions application available in IFMIS. No manual applications shall be accepted in this regard, except for the physical movement of the Service Register (SR), until further orders.

13) Compliance

All stakeholders shall adhere to the timelines mentioned in this order. Failure in this regard shall invite appropriate disciplinary action.

14) Security

In order to ensure data security and process integrity, all forwarding actions by the DDO and PSA under the e-Pensions application shall be made only through mandatory Aadhaar-based eSign authentication.

S. A. Khadeer

SECTION OFFICER