

GOVERNMENT OF ANDHRA PRADESH
FINANCE (HR.III-PENSION & GPF) DEPARTMENT

Cir.Memo.No.2987131/FIN01-HR0MISC/156/2025-HR-III **Dt:11-12-2025**

Sub:Meeting with JSC Members and Special Invitees on
Implementation of Retirement Benefits Processing System (RBPS)
and Digitalized APGPF Services via NIDHI portal- Reg.

In line with the Government of Andhra Pradesh's ongoing commitment to enhancing employee welfare and improving administrative efficiency, the Finance Department intends to undertake the digitalization and streamlining of processes related to **Employees' Pension and Andhra Pradesh General Provident Fund (APGPF)**.

Towards this end, two IT applications -**Retirement Benefits Processing System (RBPS)** and **APGPF Services** -have been developed. These applications aim to provide integrated, efficient and transparent service delivery for retirement benefits and GPF-related services through an integrated online system accessible via the NIDHI portal.

2. In this regard, a meeting is scheduled to be held on 12th December 2025 from 4:00 PM to 5:00 PM in the Conference Hall, Finance Department, 1st Floor, 2nd Block, A.P. Secretariat, Amaravati. The meeting intends to discuss the key features and operational aspects of the above applications.

3. All the following Associations are requested to give their suggestions and feedback on these IT applications to enable better services to retired and serving employees. Short notes on the proposed applications is attached with this memo.

4. Please note that attendance is limited to **two** representatives from each association.

Encl: 2 Short notes on Retirement Benefits Processing System (RBPS) and APGPF Services.

VADAREVU VINAY CHAND
SECRETARY TO GOVERNMENT (HR)

To

The Andhra Pradesh Non-Gazetted, Gazetted Officers Association

The Andhra Pradesh Secretariat Association

The Andhra Pradesh State Teachers Union (AP STU)

The Progressive Recognized Teachers Association AP (PRTU AP)

The Andhra Pradesh United Teachers Federation (AP UTF)

The A.P Teachers Federation (APTF) (Regd. No. 1938)
The Andhra Pradesh Revenue Service Association
The A.P Government Employees Association
The Andhra Pradesh Upadhyaya Sangham (APUS)
All Andhra Pradesh Government Class-IV Employees Central
Association
The A.P Government Vehicle Drivers' Central Association
The AP Cooperative Service Association
The A.P. State Govt. Retired Employees Association (Special Invitee)
The State Govt. Pensioners' Association, AP (Special Invitee)

Copy to;

The Finance (OP.II) Dept (for making necessary arrangements)
The Chief Security Officer, AP Secretariat (for making arrangements for
smooth entry in to Venue)
The Director of Treasuries & Accounts, A.P., Mangalagiri.
The Pay and Accounts Officer, A.P. Mangalagiri.
The Director of State Audit, A.P., Mangalagiri.
The CEO, APCFSS, Mangalagiri.

//FORWARDED::BY ORDER//


SECTION OFFICER

Retirement Benefits Processing System (RBPS)

1) Background

The Government of Andhra Pradesh (GoAP) provides multiple benefits to the eligible Government employees, upon their retirement, as a measure for ensuring economic security of the employees and their dependents. Amongst the benefits, pension i.e. retirement income given by the employer to the employee for the service rendered, is the most significant.

2) Objective

To ensure that all retirement benefits are sanctioned to the retiring Government employee on/before the dates that they are due, through seamless & online processing of the Common Application Form (CAF) for pensionary benefits on NIDHI.

3) Issues relating to current system

- a) Manual processes and cumbersome procedures.
- b) Time-consuming and voluminous documentation coupled with multiplicity of stakeholders.
- c) Significant delays involved in the initiation, processing, sanction, authorization & disbursement of benefits due to non-availability of updated service records and employee details.

4) Services offered through RBPS are end- to- end online and are as follows

- i. Pre-Retirement Service Verification (PRSV)- Mandatory two years prior to the date of retirement, to ensure complete and accurate availability of all service records without any gaps in them.
- ii. Through the Common Application Form (CAF), the retiring employee can apply for all of the following benefits through single interface-
 - a) Pensionary Benefits
 - Service Pension,
 - Family Pension,
 - Retirement/ Death Gratuity &
 - Commuted Value of Pension (CVP)
 - b) Other Retirement Benefits (ORB)
 - Final Withdrawal from Andhra Pradesh General Provident Fund (APGPF)
 - Final Claim of Andhra Pradesh Government Life Insurance (APGLI)
 - Final Claim of Andhra Pradesh State Employees Group Insurance Scheme (APSEGIS) &
 - Final Leave Encashment.
- iii. Digitally signed Pension Payment Order, Gratuity Payment Order, Commutation Payment Order are made available to all stakeholders concerned.
- iv. A communication module is provided to all the stakeholders concerned to facilitate important communication pertaining to any discrepancies identified in the authorised documents and the corrective actions required.
- v. All the stakeholders are provided with a digitally integrated platform, with clearly defined Service Level Agreements (SLAs) to ensure timely and efficient processing of retiral benefits.

APGPF

1) Background

The Andhra Pradesh General Provident Fund (APGPF) serves as a retirement-cum-savings mechanism for Government employees, providing financial security after retirement and support to dependents in case of the employee's demise. Employees currently access APGPF services such as changes in subscription, Temporary Advances, Part Final Withdrawals, and Final Withdrawals through manual applications. These requests are sanctioned based on the previous year's GPF slip issued by the Accountant General (AG), Andhra Pradesh, along with current-year subscription, arrears, and recovery details.

2) Objective

Simplify, streamline and digitalize all APGPF services, from application to sanction and disbursement, through the NIDHI platform. It aims to ensure timely, accurate, secure, and transparent service delivery, while reducing delays, avoiding manual errors, and improving accountability through defined processing timelines.

3) Issues relating to current system

- i. Excessive payments and negatives balances attributable to errors in manual processing.
- ii. Fraudulent/duplicate payments due to lack of real time information with subscribers/ Sanctioning authorities /DDOs on actual balances.
- iii. Absence of integration with CFMS.

4) Services offered through APGPF application are as follows-

- i. End to end online processing of applications for
 - Increasing or Decreasing GPF Subscription Amount
 - Availing Temporary Advance
 - Availing Part Final Withdrawal
 - Conversion of Temporary Advance to Part Final Withdrawal
- ii. Auto generated bills upon sanction and integration with bill life cycle management in CFMS.
- iii. Integration of payroll system, bill processing system and the GPF software of AG, A.P for real time information and seamless processing of applications and timely sanction/ disbursal benefits to subscribers.
- iv. Standardisation and simplification of workflows to ensure uniform processing across all departments, reducing procedural redundancies and improving administrative efficiency.
- v. Built in system validations as per the existing GPF rules to eliminate calculation errors and thereby reducing the need for manual scrutiny at multiple levels.
- vi. All the stakeholders are provided with a digitally integrated platform, with clearly defined Service Level Agreements (SLAs) to ensure timely and efficient processing of the GPF services.