

Press Brief of Standalone Report on Performance Audit of “Direct Benefit Transfer”

In accordance with Article 151 of the Constitution of India, Comptroller and Auditor General of India (CAG) submits his Audit Reports to the Governor of State for laying on the table of the Legislature. Accordingly, Report of Performance Audit of “Direct Benefit Transfer” - Government of Rajasthan, has been laid on the table of the State Legislature on 22 September 2022. As per procedure, the Report of the CAG stands referred to the Public Accounts Committee of the State Legislature.

Audit findings are highlighted below:

Chapter II: Implementation of DBT in Social Security Pension Schemes

- Irregularities like dead beneficiaries being verified as ‘alive’, pension of beneficiaries who were alive stopped on being erroneously verified as ‘dead’ and applicants found ineligible during verification being marked as ‘verified’ for subsequent payments were found in the system of physical verification of beneficiaries.

(Paragraph 2.5)

- Cases of auto verification/sanction were not being post-audited by the sanctioning authorities and responsibility of the concerned officers was not being fixed in cases where auto verification/sanction led to wrongful payment of pension.

(Paragraph 2.6)

- Unique IDs were not linked to the Pension Payment Orders (PPOs) which led to duplication of beneficiaries and instances of double payment of pension. The Department failed to undertake focussed intervention in getting unique IDs for all the beneficiaries and linking their PPOs with these unique IDs.

(Paragraph 2.8)

- Information Technology related issues such as lack of multi-factor authentication, lack of updates to system requirement specifications and lack of implementation of business continuity plan / disaster recovery plan were noticed.

(Paragraph 2.10)

Chapter III: Infrastructure, Organization and Management of DBT in State

- The State DBT Portal (Jan-Aadhaar portal) was not integrated with DBT Bharat portal.

Important details of DBT schemes such as number of beneficiaries, amount of benefit transfer per beneficiary, month-wise/year-wise DBT transfers, and savings due to DBT etc. were not available on the portal. It was also noticed that the limited scheme data available on the state DBT Portal was not updated in real time.

(Paragraph 3.1)

- State DBT cell was not involved in development of scheme/department-specific ICT applications and the development of such applications was being handled by the concerned Departments. Training /seminar/workshop for capacity building of State officials have not been organized.

(Paragraph 3.2 and 3.3)

Chapter IV: Delivery of benefits to the intended beneficiaries and the grievance redressal mechanism

- The payments of pension were made with significant delays as against the timeline prescribed by the Pension rules.

(Paragraph 4.1)

- Recoveries pertaining to excess/irregular pension payments were pending.

(Paragraph 4.2)

- Shortcomings were noticed in the procedure to address pension payment failures with no provision to inform beneficiaries about such failures and the beneficiaries being subjected to a protracted process with redundant steps for rectification of details.

(Paragraph 4.3)

- A dedicated body to deal with DBT related complaints and grievances of beneficiaries was not set up by DBT cell/ SJED. Significant pendency was noticed in the disposal of grievances/queries pertaining to CMOASPS and CMENSPS registered on RajSSP.

(Paragraphs 4.4 and 4.5)