

Principal Accounts Office  
Govt. of NCT of Delhi  
A-Block, Vikas Bhawan, I.P.Estate, New Delhi  
(Email ID: dcoapenpao@nic.in)

No.F. 4(46)/2023-24/bhavishya/P.Cell/811

Dated : 04/06/25

CIRCULAR

Sub: Setting up of Bhavishya helpdesk in Principal Accounts Office, GNCT of Delhi.

Kindly refer to OM No.F.2/02/2023/AR/4274-81 dated 01.09.2023 issued by Administrative Reform Department, GNCT of Delhi conveying the approval of Competent Authority for implementation of Bhavishya mandatorily for the employees of Government of NCT of Delhi. Initially, it was implemented, as a pilot project, of DDOs attached with PAO 6, 10 & 15 w.e.f.01.10.2023. In order to ensure prompt disposal of pension cases, Administrative Reforms Department has also set up a dedicated help desk: 11-23392726 and 011-23392620 for redressal of grievances of the retiree/retired employees of GNCTD for any procedural help.

2. Principal Accounts Office vide No.F.4(46)/2023-24/bhavishya/P.Cell/328 dated 18.07.2024 had conveyed the approval of Competent Authority to roll out 'Bhavishya' in all the offices of Govt. of NCT of Delhi w.e.f.01.10.2024.

3. In order to facilitate the departments/offices of Govt. of NCT of Delhi, Principal Accounts Office has decided to set up a dedicated Bhavishya helpdesk. The helpdesk will be operational from Monday to Friday, 9.30AM to 6.00PM except for any public/government holidays. A user can communicate with the helpdesk to resolve the issue related to Bhavishya portal & PFMS in the following ways:

(i) Toll Free No. 011-23370661, 011-20841060

(ii) Email : bhavishya-support@delhi.gov.in

4. In view of above, all the Pay and Accounts Officers are hereby directed to bring it to the notice of all the Head of Offices/DDOs under their payment control.

5. This issues with the approval of Controller of Accounts.



(Sanjeev Sharma)  
Dy. Controller of Accounts/  
Nodal Officer: Bhavishya

To,

All PAOs, GNCT of Delhi for strict compliance.

F.No. 4(46)/2023-24/bhavishya/P.Cell/

Dated :

Copy to:

1. PA to Controller of Accounts, Pr. Accounts Office, GNCT of Delhi for information.
2. The Dy. Controller General of Accounts, O/o CGA, Mahalekha Niyantarak Bhawan, 4<sup>th</sup> Floor, Block-E, GPO Complex, INA, New Delhi.
3. Under Secretary, Department of Pension & Pensioners' Welfare, Ministry of Personnel, Public Grievances & Pensions, Govt. of India, 3<sup>rd</sup> Floor, Lok Nayak Bhavan, Khan Market, New Delhi.
4. Sr.S.A., Pr. Accounts Office, GNCT of Delhi with the directions to upload this circular on Pr.A.O. website.

