

## **E-Service Book**

The e-Service Book system was implemented to digitize the pension process and streamline service record management. It was launched in November 2024

### **Function:**

- Digitizes service records and enables workflow-based approvals using Digital Signatures (DSC).
- Sends e-service books to the PAO for final verification and correction, if needed.
- Supports the management of service records for serving personnel and trainees.

### **Benefits:**

- Eliminates delays caused by manual procedures.
- Enhances transparency and accuracy in pension processing.
- Streamlines service record management