Digital India BHASHINI Division and Pension Fund Regulatory and Development Authority Sign MoU for Multilingual Enablement in Pension Services

Initiative to support inclusive pension ecosystem by enabling seamless communication across Indian languages

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The Digital India BHASHINI Division (DIBD), under the Digital India Corporation (DIC), Ministry of Electronics and Information Technology (MeitY), and the Pension Fund Regulatory and Development Authority (PFRDA) have signed a Memorandum of Understanding (MoU) under the initiative titled "BHASHINI for Seva / Sanchalan – A BHASHINI Sahayogi Program." The collaboration aims to strengthen multilingual digital capabilities within the pension fund services ecosystem through integration with the BHASHINI Platform, India's National Language Digital Public Infrastructure.

The MoU establishes a framework for integrating BHASHINI translation APIs, multilingual AI models, and voice-enabled technologies with PFRDA systems to enhance language accessibility and improve communication across digital platforms and user interfaces in the pension sector.

The initiative seeks to strengthen **multilingual access** across all **22 languages recognised under the Eighth Schedule of the Constitution of India** within **PFRDA's operational and communication frameworks**, enabling greater inclusivity for **subscribers and stakeholders**.

Highlighting the impact of the collaboration, Mamta Rohit, Executive Director, PFRDA, said, “For pension systems to scale effectively, overcoming language barriers is essential. Platforms like Bhashini enable us to connect with diverse population groups in their preferred languages, making communication more accessible and context-driven. This will play a crucial role in reaching first-time savers and individuals who have remained outside formal retirement planning due to linguistic constraints, thereby strengthening financial inclusion.”

The collaboration also includes the enrichment of linguistic datasets through structured contributions, enabling continuous improvement in the performance and scalability of multilingual AI systems for institutional use. These efforts will be undertaken under the broader BHASHINI Sahayogi framework, ensuring adaptability of AI models to evolving sectoral requirements.

Speaking on the collaboration, Amitabh Nag, CEO, Digital India BHASHINI Division, stated, “This collaboration with PFRDA marks a significant step in expanding multilingual and voice-enabled access within critical financial services, enabling access at scale and bringing citizen-centric digital governance closer to every Indian.”

The signing of the MoU reinforces the role of BHASHINI as India’s population-scale language infrastructure, supporting the development of inclusive, secure, and interoperable multilingual AI systems across governance and financial service sectors.

The Pension Fund Regulatory and Development Authority (PFRDA) is a statutory regulatory organization established by the Government of India with the responsibilities of regulating, promoting and developing the pension sector in India.

About BHASHINI

BHASHa Interface for India (BHASHINI) is India’s AI-powered language technology initiative under MeitY, that powers multilingual AI ranging over 36 texts, 23 voices, and 35 international languages, bridging literacy and language divides. Launched under the National Language Translation Mission by the Ministry of Electronics and Information Technology, it is designed to enable seamless multilingual access to digital services. Its AI-driven platform supports translation and voice-based interactions across Indian languages, helping government and public sector initiatives reach a wider audience.

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