

भारत सरकार  
वित्त मन्त्रालय, व्यय विभाग  
केन्द्रीय पेंशन लेख कार्यालय  
त्रिकूट-II भीकाजी कामा प्लेस  
नई दिल्ली-110066

फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF EXPENDITURE  
CENTRAL PENSION ACCOUNTING OFFICE  
TRIKOOT-II, BHIKAJI CAMA PLACE,  
NEW DELHI-110066  
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CPAO/IT&Tech/Clarification/13(Vol-III)/2016-17/274

31.03.2017

### Office Memorandum

**Subject:- Intimation of recovery of excess/over payment made to pensioners.**

Based on the grievances received from the pensioners/family pensioners, it is observed that the main grievance from pensioners about recoveries is that they are not informed by the banks about the recoveries and details thereof.

Therefore, Heads of Government Business Divisions and CPPCs of all the banks are advised to make a provision of SMS to timely intimate about the recovery made from the pensioners/ family pensioners alongwith a brief description of the recovery.

This issues with the approval of Competent Authority.

*Krishna Sharma*  
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks

Copy to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Nyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PPS to Addl. CGA (AL), Mahalekha Nyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) The Additional Secretary (Pension), Deptt. of P&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003
- iv) The Jt. CGA (RBD), O/o CGA, Mahalekha Nyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi
- v) PS to CC (P), CPAO, New Delhi
- vi) PA to CA, CPAO, New Delhi
- vii) TD(NIC), CPAO, New Delhi
- viii) Sr. AOs (CDN, A-I, A-II, A-III, IAW, )

*Sd-*  
Sr. Accounts Officer (IT & Tech)