

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  
PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/Bank Performance/2016-17/220

09.01.2017

CPAO/IT&Tech/SCOVA/20/Part file/2016-17/220

### Office Memorandum

**Subject: - Providing breakup of pension and arrear payments & recoveries to pensioners.**

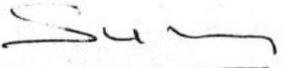
Attention is invited to para 4.6.7 of the *Accounting and Operating Procedure for Central Pension Processing Centre of Authorised Banks for Pension Disbursement to Central Government (Civil) Pensioners (February, 2012)* whereby it has been provided that "The CPPC software will display on the computer screen, options and view of the details of calculation of pension and its breakup of the pension paid to the pensioner/family pensioner. The Home Branch will act as intermediary with the CPPC and, besides providing accounts statement, provide to the pensioners the payment of TDS details, pension slip, the Due and Drawn Statement in respect of each arrear and the Annual Income Statement".

2. Taking into consideration the grievances reported by Pensioners' Associations and Pensioners, CPAO had issued instructions to Heads of CPPCs and Government Business Divisions vide OM No. CPAO/Tech/Banks Performance/2015-16/60 dated-14.06.2016 for strict compliance of above guidelines for providing detailed breakup of pension payments.

3. It has again been reported by Pensioners' Associations and Pensioners that "arrears of arrear of Revision of Pension, Fixed Medical Allowance, Additional Pension, Life Time Arrear etc. are clubbed with monthly payment of pension for which it becomes difficult for pensioner/family pensioner to understand if pension and arrears are disbursed correctly. Even recovery of overpayment or wrong payment is not shown separately".

4. Therefore, banks are instructed to follow the provisions of CPPC guidelines and instructions issued vide OM dated-14.06.2016 and provide full breakup of pension

payment clearly to the pensioners. A compliance report in this regard may be sent to CPAO latest by 31.01.2017 positively.

  
(Subhash Chandra)  
Controller of Accounts

To,

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

Copy for information to:

1. Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. PPS to Addl. CGA, O/o CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to CC (P), CPAO, New Delhi
4. PA to Dy. CA, CPAO, New Delhi
5. Sr. AO. (Coordination), CPAO, New Delhi