

IT Infrastructure of CPAO

PARAS: The working of CPAO is fully computerized which is being done with the help of NIC developed state of the art application-PARAS (Pension Authorization Retrieval & Accounting System). All the fresh as well as revision pension cases are processed through PARAS in CPAO

e-Scroll system helps to receive online scrolls of payment from the CPPCs of Banks for better monitoring and Budgeting & Accounting of pension payments.

e-PPO system is meant for sending digitally signed online revision authority to Banks and thereby reducing the processing time and saving the cost of paper and dispatch.

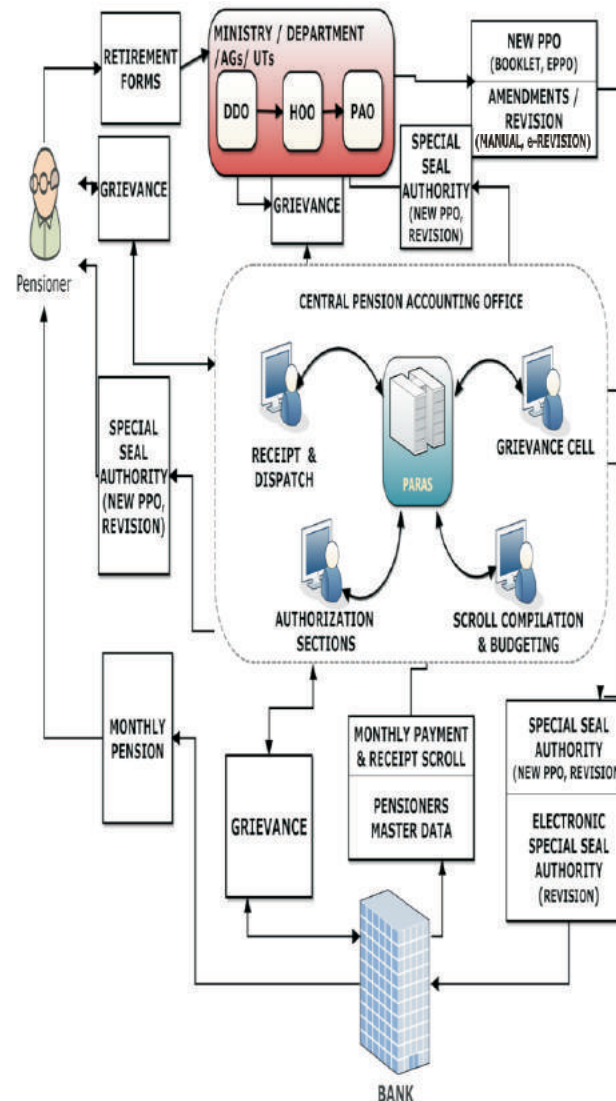
PGMIS (Pensioners Grievance Management Information System) helps in registration and tracking of grievances of pensioners.

Fully functional website www.cpao.nic.in has interfaces for PAOs, CCAs, Banks and pensioners and provides various MIS reports and database services to its stakeholders.

Grievance Redressal Mechanism

CPAO has fully functional Grievance Redressal Mechanism which is managed by trained retired government officers. Pensioners can lodge their grievances through phone, fax, email, website and personal visits. The grievance Cell has ten lines Toll Free number 1800117788. Since its inception from 14/09/2011; it has settled 410,824 grievances till 31st July, 2016.

Pension Authorization Retrieval & Accounting System (PARAS)



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CENTRAL PENSION ACCOUNTING OFFICE (CPAO)



Central Pension Accounting Office
Controller General of Accounts
Department of Expenditure
Ministry of Finance, Government of India
New Delhi

Central Pension Accounting Office

About CPAO

The Central Pension Accounting Office (CPAO) is administratively under the Controller General of Accounts, Ministry of Finance, Department of Expenditure. The office started functioning from 1st January, 1990 for disbursement of pensions through Authorized Banks to Central Government Civil Pensioners. CPAO is committed to provide excellence in pension delivery to the pensioners.

Functions of CPAO

- Administering the 'Scheme for payment of Pension to Central Government Civil Pensioners by Authorized Banks (both Public Sector and some Private Sector Banks)'
- Issue of Special Seal Authorities (SSAs) authorizing payment of pension in fresh as well as revision of pension cases to the CPPCs (Central Pension Processing Centers) of pension disbursing banks
- Management of pension grant and its budgeting
- Monthly and Annual Pension Accounts
- Audit of CPPCs of Pension Disbursing Banks
- Maintaining Data Bank of Central Civil Pensioners containing all details indicated in the PPOs and Revision Authorities
- Handling the grievances of Central Civil Pensioners
- As an interim arrangement, payment of provisional pension to the pensioners/family pensioners covered under National Pension System (NPS)
- Coordination with Ministries/Departments/M/o Finance and DPPW on all matters related to pension payments, accounting & budgeting

Services to Stakeholders

Pensioners

Authorization of Pension/Revision
View/download facility of PPO/Revision
Pensioner Profile
Details of pension payments
Tracking of pension processing status
Registration and tracking of grievances.
Disbursement of pension to NPS-AR pensioners directly to their bank accounts.

Ministries/PAOs

Forwarding of PPO/SSA to the banks
Management of repository of signatures of PAOs
Digital Allocation of PPO numbers
Allocation of pension budget to budget units
Sharing of pensioners database for pension revision
Providing MIS reports for timely processing of pension cases

Banks

Forwarding of PPOs and Revision Authorities
e-PPO for Revision Authorities
Conversion of old PPO to new 12 digits PPO
Reimbursement of pension paid
Reconciliation and updation of pensioners' database with banks
Technical advice on pension matters
Internal Audit of CPPCs
Training of Bank officials on pension processing

Other Stakeholders

Quarterly trend of expenditure to M/o Finance
Pensioners' information to DPPW
Information to Pay Commission
Link of CPAO website with BHAVISHYA system of DPPW
AGs claims settlement

CPAO-Key Statistics

- Maintaining database of about 11.61 lakh Central Civil Pensioners/Family Pensioners/Freedom Fighter Pensioners
- In FY 2016-17, managing the Pension Budget of Rs.32,070 Crore
- Receives pension cases from more than 600 offices across India
- Deals with 29 banks, 42 CPPCs with pensioners spread over 68,000 pension disbursing branches
- In 2015-16, it processed about 34,500 fresh and 1,30,000 revision of pension cases
- In 2015-16, it handled 60,211 pensioners' grievances
- Processing inward claims for reimbursement received from 29 A.Gs
- Deals with about 70 budget units
- Conducted internal audit of 29 CPPCs in 2015-16 (highest so far)
- Handled 963 RTI and 987 legal cases in 2015-16
- During 2015-16, e-PPO Project was implemented in 21 new banks for sending online revision authorities
- Weekly Monitoring of seeding of Aadhaar by banks
- Making direct payments to 3347 NPS subscribers' banks accounts
- Against approved time schedule of 21 days, new PPOs issued in average 15 days and revision in average 10 days in 2015-16



CPAO
Central Pension Accounting Office

