

**COMPENDIUM
OF
ORDERS ISSUED
BY
TECHNICAL SECTION
O/O CPAO**

**During the Period
01.01.2016
TO
30.04.2025**

(To All Authorized BANKS)

Sl. No.	Circular No.	Date of issue	Subject
1	CPAO/Tech/e-PPO/2015-16/1736	22.01.2016	Ensuring safety & security in sending digitally signed online-e-Revision authority of CPPCs of banks from CPAO.
2	CPAO/Tech/e-PPO/2015-16/1743	28.01.2016	Implementation of digital signed pension revision authorities in all banks.
3	CPAO/IT & Tech /FFR Pension /2015-16/1754	08.02.2016	Dependent family pension under the Swatantrata Sainik Samman Scheme 1980-review of policy.
4	CPAO/Tech/IT & Tech/Jeevan Praman /2015-16/1776	10.03.2016	Aadhaar based Digital Life Certificate (Jeevan Pramaan)
5	CPAO/Tech/Banks Performance /2015-16/45	02.06.2016	Issues raised by Pensioners Associations & Pensioners for redressal/action by Banks
6	CPAO/Tech/Banks Performance /2015-16/60	14.06.2016	Issues raised by Pensioners Associations & Pensioners for redressal /action by Banks
7	CPAO/IT&Tech/Single Window Service/54/2016-17/88	20.07.2016	Grievance Redressal and Monitoring System of CPAO for Banks
8	CPAO/IT&Tech/Revision (7th CPC)/19.Vol - III/2015-16/109	11.08.2016	Implementation of Government's decision on the recommendations of the 7th Pay Commission - Revision of Pension of pre-2016 pensioners/ family pensioners etc.
9	CPAO/IT&Tech/Freedom Fighter/2016-17/132	08.09.2016	Enhancement of pension under the Swatantrata Sainik Samman Pension Scheme, 1980 in respect of freedom fighter and their eligible dependent.
10	CPAO/IT&Tech/7th CPC/2016-17/145	04.10.2016	Revision of post-2016 pension cases - regarding.
11	CPAO/IT&Tech/Revision/7th CPC/19.Vol-V/2015-16/149	10.10.2016	Implementation of Government's decision on the recommendations of the 7th Pay Commission-Revision Pension of pre-2016 pensioners/ family pensioners etc.
12	CPAO/IT &Tech/Clarification /2016-17/13 Vol-VI/160	26.10.2016	Crediting of enhanced Medical Allowance to the pensioners account by Banks.
13	CPAO/IT &Tech/Simplification/ 2016-17/11 Vol-V/162	31.10.2016	Automatic Restoration of Commutation of pension and payment of Additional Pension.
14	CPAO/Tech/Jeevan Pramaan/ (3) Vol-VI/2016-17/172	15.11.2016	Extension of date for submission of Annual Life Certificate up-to 15th January,2017.
15	CPAO/IT &Tech/Revision Pre-2006/8 (Vol-IV)/2015 (Part File)/192	14.12.2016	Disposal of Pending Pre-2006 Pension Revision Cases.

16	CPAO/IT &Tech/Bank Performance /2016-17/255	27.02.2017	Timely commencement of family pension in favour of spouse by banks in the event of death of the pensioners.
17	CPAO/IT &Tech/Clarification/ 13(Vol-III)/2016-17/274	31.03.2017	Intimation of recovery of excess/ over payment made to pensioners.
18	CPAO/IT &Tech/Bank Performance /37(Vol-II)/2016-17/14	19.04.2017	Opening of Joint Account by pensioner with first name of pensioner.
19	CPAO/IT &Tech/ Simplification/ 2016-17/11Vol-VI/18	24.04.2017	Requirements from pensioner for credit of first pension to his/her account by bank.
20	CPAO/IT &Tech/e-PPO/6(Vol-X)/2016-17/23	27.04.2017	Implementation of e-PPO for fresh pension cases by sending online digitally signed authorities from CPAO to Banks.
21	CPAO/IT&Tech/Revision (7th CPC)/ 19.Vol-III/2016-17/41	06.06.2017	Implementation of Government's decision on the recommendations of 7th Central Pay Commission - Revision of pension of pre - 2016 Pensioners / Family Pensioners, etc. - reg.
22	CPAO/IT&Tech/Simplification/11(Vol-IV)/2016-17/49	12.06.2017	Problems being faced by the pensioners / family pensioners regarding credit of pension amount into their Bank Accounts.
23	CPAO/IT & Tech/e-PPO/P.F./ 6.Vol-VI/2017-18/64	10.07.2017	Urgent shifting of CPPCs of Banks to new IP White list for SFTP service.
24	CPAO/IT & Tech/Freedom Fighter/1(Vol-X)/2017-18/66	13.07.2017	Clarification regarding Declaration of Employment /Independent Income for claim under dependent family pension under the Swatantrata Sainik Samman Pension Scheme, 1980 now renewed as "Swatantrata Sainik Samman Yojna".
25	CPAO/IT & Tech/Revision (7th CPC)/19.Vol-III/2017-18/68	14.07.2017	The Central Government's decision on recommendations of the 7th CPC on allowance payment to Pensioners: revised Fixed Medical Allowance and Constant Attendance Allowance on 100% disablement regarding.
26	CPAO/IT &Tech/Clarification (DAs/DAOs) /13(Vol-VIII)/ 2017-18/94	14.08.2017	Transfer of pensionary liabilities of DAs/DAOs in Indian Audit and Accounts Department (IA&AD) from State to Centre.
27	CPAO/IT &Tech/Merger of Associated Banks/68/2017-18/100	14.08.2017	Merger of Associated Banks with State Bank of India re-alignment of erstwhile CPPCs of SBI and State Bank of Hyderabad.
28	CPAO/IT &Tech/Revision (7th CPC)/19.Vol-III (B)/2017-	24.08.2017	Acceptance of digitally signed revision authorities.

	18/106		
29	CPAO/IT &Tech/Revision(7th CPC)/19.Vol-III(B)/2017-18/128	26.09.2017	Implementation of Government's decision on the recommendations of 7th Central Pay Commission - Revision of pension of pre-2016 Pensioners /Family Pensioners, etc.-reg.
30	CPAO/IT &Tech/Master data/2017-18/14.Vol-III/177	08.01.2018	Updation of Master data and submission of changed information in Format-F for E-scrolls.
31	CPAO/IT &Tech/E-PPO/6 (Vol-X)/2017-18/179	09.01.2018	Implementation of online movement of PPO(Booklet) of fresh retirees
32	CPAO/IT & Tech/Clarification/13(Vol-III)/2017-18/189	25.01.2018	Intimation of recovery of excess/ over payment made to pensioners.
33	CPAO/IT & Tech/Bank Performance/37 Vol.III(PF)/2017-18/191	30.01.2018	Timely commencement of family pension in favour of spouse by banks in the event of death of the pensioners.
34	CPAO/IT & Tech/Revision/(7th CPC)/9.Vol-III(E)/2017-18/200	21.02.2018	Grant of Fixed Medical Allowance to Central Government Civil Pensioners residing in areas not covered under Central Government Health Scheme - reg
35	CPAO/IT & Tech/Bank Performance /37(Vol-II)/2017-18/204	09.03.2018	Deduction of Income Tax at the time of making payment.
36	CPAO/IT & Tech/Simplification/11.Vol-VI/2017-18/206	12.03.2018	Payment of arrears accruing in respect of deceased pensioners/ family pensioners to the nominee/ legal heir.
37	CPAO/IT & Tech/Bank Performance /37(Vol-III)/2017-18/208	19.03.2018	Simplification of Pension Procedure - submission of Life Certificate.
38	CPAO/IT & Tech/UT Chandigarh /F.No.50/2018-19/09	17.04.2018	Grant of Additional pension to the old age pensioners of U.T. Chandigarh which is applicable to Punjab Government employees.
39	CPAO/IT & Tech (7th CPC)/19.Vol-III (E)/2018-19/15	23.04.2018	Grant of Fixed Medical Allowance.
40	CPAO/IT & Tech/Bank Performance/37 (Vol-III) (A)/2018-19/17	25.04.2018	Deficiency in providing of services by banks to sick pensioners/family pensioner.
41	CPAO/IT & Tech/Bank Performance/37 (Vol-III)/2018-19/22	15.05.2018	Non-acceptance of Nomination Form for Life Time Arrear(LTA).
42	CPAO/IT & Tech/Bank Performance/37 (Vol-III)/2018-19/23	15.05.2018	Non-issue of Pension slip by banks.

43	CPAO/IT & Tech/SCOVA/20 (Vol-I)/2018-19/26	16.05.2018	Recovery of excess payment made to pensioners.
44	CPAO/IT & Tech/Single window Service/54/2018-19/33	28.05.2018	Grievance Redressal and Monitoring System of CPAO for Banks
45	CPAO/IT & Tech/Clarification/ 13(Vol-III)/2018-19/39	31.05.2018	Date up to which enhanced family pension payable
46	CPAO/IT & Tech/Revision(7th CPC)/19.Vol.III(E)/2018-19/49	18.06.2018	Acceptance of Digitally Signed Authorities.
47	CPAO/IT & Tech/Master data/14(Vol-III)/2018-19/52	22.06.2018	Updation of Master data and submission of changed information in Format-F for E-scrolls.
48	CPAO/IT & Tech/Single Window Service/54/2018-19/71	26.07.2018	Facilities for Pensioners through 'Web Responsive Pensioners Service' (WRPS) of CPAO
49	CPAO/IT & Tech/Bank Performance /37 Vol.III/2018-19/85	20.08.2018	Manner of disposal of PPO - death of the pensioner with no claimant authorized for family pension in the same PPO.
50	CPAO/IT & Tech/Bank Performance/2017-18/132	05.10.2018	Timely Revision of Pension as per 7th CPC.
51	CPAO/IT & Tech/Salaries & Allowance of MPs/70/2018-19/146	23.10.2018	Applicability of Dearness Relief to the Pensioner /Family Pensioner.
52	CPAO/IT & Tech/Website/16 (Vol-II A)/2018-19/234	22.03.2019	Regarding 12 digit PPO number search option on CPAO Website from Old PPO number.
53	CPAO/IT&Tech/11(Vol-VI)/ Simplification /2018-19/01	01.04.2019	Simplification of pension procedure-submission of undertaking by retiring Government servant along with pension & Handing over of PPO booklet to Pensioners by Head Office-reg.
54	CPAO/IT&Tech /Delhi Administration/2018-19/23	13.05.2019	Payment of Dearness Relief on pension to the re-employed teachers of Delhi Administration
55	CPAO/IT&Tech /Revision Pre-2006(Ref.)/8 (Vol-VIII)/2019-20/63	23.07.2019	Revision of pension w.e.f. 01.01.2006 of Pre-2006 pensioners who retired from 5th CPC scale of 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods.
56	CPAO/IT&Tech /Revision(7th CPC)/19.Vol-III(E)/2019-20/66	05.08.2019	Clarification of Fixed Medical Allowance (FMA).
57	CPAO/IT & Tech/Master data/14 (Vol-III)/2018-19/PF/77	19.08.2019	Transmission of e-PPO (PDF & XML) to the authorised banks in fresh pension cases.
58	CPAO/IT & Tech/Master data/14(Vol-III)/2019-20/132	16.10.2019	Transmission of e-PPO (PDF & XML) to the authorised banks in fresh pension cases

59	CPAO/IT&Tech/e-PPO/6(Vol-x)(D)/PF/2019-20/140	01.11.2019	Discontinuation of BSR code-regarding.
60	CPAO/IT&Tech/Life Certificate/2 Vol-V/2019-20/146	13.11.2019	Submission of 'Life certificate'.
61	CPAO/IT&Tech/Life certificate/2 (Vol-IV)/2019-20/159	13.12.2019	Additional Relief on death/disability of Government servants covered by the defined contribution pension system (NPS).
62	CPAO/IT&Tech/e-PPO/6 (VolX)(D)/P.F./2019-20/168	30.12.2019	Shifting from BSR Code to IFSC for identifying the Branch of the Authorised Banks.
63	CPAO/IT&Tech/NPS Procedure/22 Vol-III/2019-20/07	04.06.2020	Identification of the pensioner covered under NPS Additional Relief by the Banks
64	CPAO/IT&Tech/e-Pension/2020-21/13	01.07.2020	Shifting from BSR Code to IFSC for identification of branch.
65	CPAO/IT&Tech/Life Certificate/2 (Vol-V)/2020-21/41	28.09.2020	Extension of period for submission of Life Certificate from October 2020 till December 2020.
66	CPAO/IT&Tech/Bank Performance/37 (Vol-III)/2020-21/60	23.11.2020	Regarding marking of PPO number in the bank passbook of Pensioners/Family Pensioners.
67	CPAO/Tech/Bank Performance/37 Vol-III/2020-21/63	08.12.2020	Review of Grievance Mechanism - reg.
68	CPAO/IT&Tech/UT Chandigarh/ F.No.50/ 2020-21/64	18.12.2020	Admissibility of LTC to the pensioner/family pensioner of UT Administration, Chandigarh as applicable to the pensioners of Punjab Govt.
69	CPAO/Tech/Bank Performance/37 Vol-III(A)/2020-21/81	12.02.2021	Documents to be submitted by family pensioner alongwith the formats.
70	CPAO/IT&Tech/Gallantry Award/26/2020-21/06	12.05.2021	Compliance of Income Tax Rules in case of Gallantry Award
71	CPAO/IT&Tech/A-IV/FFP/ Vol-IX/2021-22/19	10.06.2021	Dependent family pension under Swatantrata Sainik Samman Yojana-review of policy- regarding
72	CPAO/IT&Tech/Clarification/Vol-IV (P.F)(13)/21-22/25	17.06.2021	Clarification on Payment of Commuted Value of Pension
73	F. No. O/o- 13012/(12)/3/ 2021-IT Technical/40	12.07.2021	First Credit of pension on the basis of e-PPO into the account of the pensioner/family pensioner followed by subsequent verification with physical PPOs - Regarding.
74	CPAO/IT & Tech/Bank Performance/37 Vol.III/2021-22/E-7109/47	23.07.2021	Revised rates of Dearness Relief to Central Govt. Pensioners/Family Pensioners w.e.f. 01.07.2021.

75	CPAO/IT&Tech/Bank Performance/37(Vol-III)/2021-22/7607/90	06.09.2021	Data on the first credit of pension on the basis of e-PPO and e-SSA into the account of the pensioner/family pensioner.
76	CPAO/IT&Tech/Bank Performance/37(Vol-III)/2021-22/7607/91	06.09.2021	Compliance of issuing of the Pension slip by Pension Disbursing Banks on monthly basis.
77	CPAO/Tech/Bank Performance/37(Vol-III)/2021-22/7607/98	21.09.2021	Return of PPO if pension has not been credited to the account of the pensioner for a period of 3 years and above-reg.
78	CPAO/IT&Tech/Life Certificate/2.Vol. V/6476/2021-22/110	27.09.2021	Submission of Annual Certificate.
79	CPAO/IT&Tech/Life Certificate/2.Vol. V/6476/2021-22/109	27.09.2021	Compliance of Covid protocols while obtaining Life Certificates from Pensioners.
80	O/o-13014(12)/2/2021-IT Technical/6763/147	26.11.2021	Expeditious settlement of family pension cases by banks.
81	CPAO IT&Tech/Bank Performance/37.Vol.III/2021-22/7109/155.	08.12.2021	Revised rates of Dearness Relief to retired Judges of Supreme Court/High Courts and family pensioners of such Judges w.e.f.01.07.2021.
82	CPAO IT&Tech/Bank Performance/37.Vol.III/2021-22/181.	06.01.2022	Payment of Dearness Relief to the pensioners-reg
83	CPAO/IT&Tech/Bank Performance/ Kotak Mahindra Bank/37 Vol(B)2021-22/6476/212	25.03.2022	Authorisation of Kotak Mahindra Bank for disbursement of Pensions.
84	CPAO/IT&Tech/Bank Performance/37 Vol.III A/7674/213	31.03.2022	Payment of Additional quantum of pension at the rates approved by the Government of India.
85	CPAO/IT&Tech/e-PPO/6-Vol X(A)/8060/2021-22/02	04.04.2022	Facility for Central Government Civil pensioners to store Electronic PPO in DigiLocker-reg..
86	CPAO/IT&Tech/Clarification/13 Vol. III A/7380/2022-23/03	05.04.2022	Recovery of excess payment made to pensioners.
87	CPAO/IT&Tech/Clarification/13 Vol. III/2021-22/13	08.04.2022	Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears.
88	CPAO/IT&Tech/7th CPC Revision/19 Vol. III E/8022/2021-22/12	08.04.2022	Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS (OPD) facility and vice-versa-reg.

89	CPAO/IT&Tech/Correspondence with PAOs /2022-23/8535/112	23.06.2022	Nomination of Pensioners under the Payment of Arrears of Pension (Nomination) Rules,1983 for payment of life-time arrears.
90	CPAO/IT&Tech/Gallantry Award/2022-23/118	06.07.2022	Payment and reimbursement on account of LTC to the pensioners/Family pensioners of Chandigarh - reg.
91	CPAO/IT&Tech/Bank Performance/37Vol-III(A)/101636/ 2022-23/124	19.07.2022	Providing Form 16 to all pensioners and family pensioners.
92	CPAO/IT&Tech/Gallantry Award/26/2022-23/125	19.07.2022	Payment of allowance attached to Gallantry Awards/Police Medals along-with pension - reg.
93	CPAO/IT&Tech/7th CPC Revision/19 Vol.III (E)/2022-23/128	02.08.2022	Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS (OPD) facility and vice-versa - Reg.
94	CPAO/IT&Tech/UT Chandigarh/ 50/6476/2022-23/153	06.09.2022	Revision of Pay Scales in pursuance of recommendation of 6th Punjab Pay Commission for Chandigarh Administration.
95	CPAO/IT&Tech/Bank Performance/37 Vol-III(A)/10638/2022-23/162	27.09.2022	Determination of relevant date from which senior retired AIS officers should be paid additional 20% of basic pension.
96	CPAO/IT&Tech/Gallantry Award/ 26/2022-23/172	10.10.2022	Updation of Format 'A' of e-scroll
97	CPAO/IT&Tech/Bank Performance/37 Vol-III/6476/2022-23/175	14.10.2022	Alert to pensioners - Beware of fraud calls - reg.
98	CPAO/IT & Tech/PFMS/ 84(P.F)/2022-23/11144/189	28.10.2022	Regarding e-PPO implementation.
99	CPAO/IT & Tech/Misc. Corres/35 Vol-II(P.F)/2022-23/8535/198	10.11.2022	Irregularities in payment of pension and dearness relief by banks in r/o IDA pensioners of FCI.
100	CPAO/IT & Tech/NPS Procedure 22 VOL- IV / 5428 / 2022-23 /266	13.03.2023	Payment of Pension/Family Pension in respect of NPS subscribers as per Department of Pension and Pensioners' Welfare Notification dated 30th March 2021 - reg.
101	CPAO/IT & Tech/Bank Performance/37 Vol-III(A) / 10638 / 2022-23 /268	22.03.2023	Issuance of Life Certificate to NRI Pensioners Retirees of Govt. of India across International Geographies - reg.
102	CPAO/IT&Tech/VSNL Pensioners/ 98/ 8481/2023-24/03	10.04.2023	To diligently address the reference of pensioners /family pensioners from the concerned Department.

103	CPAO/IT & Tech/Nomination Form/103/ 12839 / 2023-24 /13	20.04.2023	Nomination of Pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears.
104	CPAO/IT & Tech/e-6462/OPS Category /105/2023-24/65	18.05.2023	Implementation of Category S and Category T for OPS cases
105	CPAO/IT & Tech/PNB/e-13182/ CPPC/Vol-II/ 18(i)/ 2023-24/79	08.06.2023	Authorization of 9 Additional CPPCs of Punjab National Bank.
106	CPAO/IT & Tech/Master Data/ 14 Vol.-III A/2023-24/ 6476/ 106	17.08.2023	Updation of Master Data and Submission of changed information in Format- F for e-scrolls and acknowledging ePPO/ eSSA.
107	CPAO/IT & Tech/Misc. Corres./ 35 (Vol-II)(PF)/ 10370/ 2023-24/109	22.08.2023	Deduction of Income Tax from Pension of Gallantry Awardees.
108	CPAO/IT & Tech/Life Certificate /2. Vol-V/2023-24/115	06.09.2023	Nation-wide campaign for submission of Digital Life Certificate -reg
109	CPAO/IT & TECH/Bank Performance /37 Vol-III(A)/2023-24/130	20.10.2023	Delay in First Credit of Pension into the account of pensioner/family pensioner regarding.
110	CPAO/IT & TECH/UT Chandigarh /50/2023-24/139	21.11.2023	Clarification regarding applicability of pension rules after 01.04.2022
111	CPAO/IT & TECH/Mobile App/ 92/2023-24/191	08.03.2024	"DIRGHAYU" Mobile Application.
112	CPAO/IT & TECH/e-SSA (CPAO) /112/e-6462/2024-25/11	16.04.2024	Addition of some new pension categories under OPS - reg.
113	CPAO/IT & TECH/e-PPO/6 Vol-X(C)P.F. /2024-25/3933/ 18	06.05.2024	Implementation of arrear of pension and fixed medical allowance - reg.
114	CPAO/IT&Tech/Bank Performance /37 Vol-III/ 6476/2024-25/53	08.08.2024	To safeguard the interest of pensioners from fraudsters-reg
115	CPAO/IT&Tech/UT Chandigarh /50/2024-25/54	13.08.2024	Restoration/disbursement of FMA to pensioner of UT Chandigarh Administration
116	CPAO/IT & Tech/Bank Performance/37 Vol-III(A)/16977/2024-25/117	03.03.2025	Extension of CGHS facilities to the Pensioners/ Family Pensioners of the union Territory of Puducherry -reg.
117	CPAO/IT&Tech/Bank Performance/37 Vol-IV/10638/2025-26/08	22.04.2025	Advisory to banks recovery of Excess amount of pension paid to pensioners /Family pensioners



CPAO/Tech/e-PPO/2015-16/1736

dated 22.01.2016

Office Memorandum

Subject:- Ensuring safety & security in sending digitally signed online-e-Revision Authority to CPPCs of banks from CPAO.

Movement of paperless Pension Payment Orders of revision of pension has been implemented in State Bank of India, Punjab National Bank, Bank of Baroda and Canara Bank and only digitally signed e-revision Authorities are being sent to these banks online.

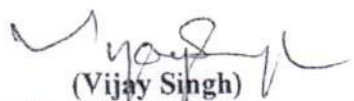
2. In remaining 25 banks, this project will be implemented from 01.02.2016. Initially, till 15.02.2016 physical authorities to these banks will be continued along with digitally signed e-Revision Authorities. With effect from 16.02.2016, physical authorities will be stopped.

3. For smooth, safe and secure functioning of e-PPO system for sending on line digitally signed revision authorities to banks from CPAO, all the banks are advised to ensure that:-

- i) A provision is available in the banks to automatically incorporate the data (XML file) received through e-Revision Authority in their Data Base. It will reduce the time and likelihood of errors in data entry and ensure the correctness of data.
- ii) A system of acknowledgement by CPPCs of the daily receipts of the revision authorities sent by CPAO has already been developed and the format of acknowledgement has been prescribed and also put on the website <http://eppo.nic.in> for the CPPCs (attached for ready reference). Banks are to ensure that acknowledgement are provided by them on daily basis through SFTP. This will enable both CPAO and CPPCs to monitor timely processing of e- authorities.
- iii) Daily downloading of updated directory of digital signatures from the CPAO website to ensure the authenticity of officers of CPAO who are digitally signing the revision authorities before processing of cases.
- iv) The provision of archival and time stamping of digitally signed revision authorities/digital signatures of officers of CPAO, because the validity of these digital signatures is two years, so that if any digital signature becomes time barred, the authenticity and genuineness of e- authority previously signed and sent by the officers of CPAO can be verified.

4. CPPCs may send their compliance report on 3(i) & 3(iv) above to CPAO latest by 15th February, 2016.

Encl:- As above


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

- 1) All the Heads of Govt. Business Departments of Authorized Banks (As per List)
- 2) All the Heads of CPPCs of Authorized Banks (As per List)

Copy to :-

- i) PPS to CGA, O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi – 110 003
- ii) PS to Addl. CGA (GPG), O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi – 110 003
- iii) PS to Chief Controller (Pensions), CPAO, New Delhi
- iv) PA to Controller of Accounts, CPAO, New Delhi.
- v) Sr. TD (NIC) and TD (NIC), CPAO New Delhi.
- vi) PA to Dy. Controller of Accounts, CPAO, New Delhi
- vii) Sr. AOs of Authorisation section (I, II & III)
- viii) Sr. AOs of Coordination/AIS, Internal Audit Wing and RBD Section

Sr. Accounts Officer (IT & Tech)

1. **File Name (Nomenclature)** : ACK-<SAME as of ePPO (Revision) Data file>.xml

The Name of file should be same as what file name was received from CPAO but with a prefix 'ACK-'

E.g. ACK-1724046-20150601.xml

2. **File Structure** :

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<ACK>
  <PPO_NO></PPO_NO>
  <DIARY_NO></DIARY_NO>
  <SSA_NO></SSA_NO>
  <PROCESSED_DATE></PROCESSED_DATE>
  <PROCESSING_STATUS></PROCESSING_STATUS>
  <PROCESSING_REMARKS></PROCESSING_REMARKS>
</ACK>
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2.1. **TAG Description** :

2.1.1. **<PPO_NO>**: PPO Number of Case Processed.

2.1.2. **<DIARY_NO>**: Diary Number Associated with PPO number (Already provided by CPAO in ePPO (Revision) Data file).

2.1.3. **<SSA_NO>**: SSA Number Associated with PPO number (Already provided by CPAO in ePPO (Revision) Data file).

2.1.4. **<PROCESSED_DATE>**: Date when case was processed by BANK (CPPC).

2.1.5. **<PROCESSING_STATUS>**: This Tag will only have either of two Value

2.1.5.1. **ACCEPTED**: in case of successful processing.

2.1.5.2. **REJECTED**: in case of discrepancy or error.

2.1.6. **<PROCESSING_REMARKS>**: This is mandatory in case when processing status is 'REJECTED' and description should be given about the error/discrepancy.

Note: The acknowledgment file should be generated individually for all cases received and processed i.e. a file will contain record for only one PPO case, **if acknowledgment is not received within 3 days it will be treated as accepted.**



CPAO/Tech/e-PPO/2015-16/1713

dated 28.01.2016

Office Memorandum

Subject: Implementation of digital signed pension revision authorities in all banks.

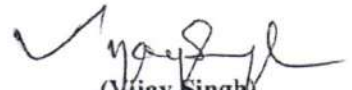
Attention is invited to this office OM No. CPAO/Tech/e-PPO/2015-16/440-511 dated 03.07.2015 followed by OM No. CPAO/Tech/e-PPO/2015-16/1719 dated 11.01.2016 (copy enclosed) on the above subject. Through the OM dated 03.07.2015 all the banks were requested to provide following:-

- (i) Server finger print for SFTP
- (ii) Username of SFTP
- (iii) Password for SFTP

Through the OM dated 11.01.2016 a decision for implementing the paper less movement of digitally signed e-Revision authorities to 25 banks w.e.f. 01.02.2016 to 15.02.2016 on trial basis followed by stoppage of sending physical authorities w.e.f. 16.02.2016 was conveyed.

In spite of repeated requests, 21 CPPCs have not provided their SFTP accounts so far. In the absence of SFTP account it would not be possible for CPAO to send the digitally signed e-Revision authorities w.e.f. 01.02.2016. Therefore, Heads of Business Department/Heads of CPPCs of all the authorised banks are advised to provide their SFTP accounts by 01.02.2016 positively so that the e-revision is implemented as per schedule.

This issues with the approval of Competent Authority.


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)
Ph. No.011-26166758

To,

- 1) All the Heads of Govt. Business Departments of Authorized Banks, (As per List)
- 2) All the Heads of CPPCs of Authorized Banks, (As per List)

Copy for further persuasion to:-

- 1) Sr. TD (NIC), CPAO
- 2) TD (NIC), CPAO

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/Tech/e-PPO/2015-16/440+0511

03.07.2015

Office Memorandum

Subject:- Roll out of e-PPO project for revision authorities.


Presently, under Pilot run of e-PPO Project, CPAO is successfully sending digitally signed revision authorities alongwith hard copies of the same to the three banks i.e. State Bank of India, Chandni Chowk, Canara Bank and Bank of Baroda. Now it has been decided to roll out this project in the CPPCs of remaining banks w.e.f. 01.08.2015.

In the meanwhile, all the remaining CPPCs are advised to complete their preparatory work and other formalities by the end of July, 2015. For this purpose they have to provide:-

- i) Server finger print for SFTP
- ii) User name for SFTP
- iii) Password for SFTP by 15th of July 2015.

CPAO will send both paper authorities and digitally signed PDF and XML files on the SFTP login provided by bank w.e.f. 1st August 2015.

In this regard necessary instructions may be downloaded from CPAO website- www.cpaonnic.in. If needed Sr. TD /TD (NIC), CPAO may be contacted on telephone number 011-26175099.


(Subhash Chandra)
Controller of Accounts
Ph.011-26174809

To,

- 1) Heads of Govt. Business Departments of all Authorized Banks (As per List).
- 2) Heads of CPPCs of all Authorized Banks (As per List).

Copy for information to:-

- 1) Sr. PPS to CGA, O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003
- 2) PPS to Addl. CGA (AN), O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003
- 3) PS to Chief Controller (Pensions), CPAO, New Delhi
- 4) Sr. TD (NIC) and TD (NIC), CPAO New Delhi:- They are requested to ensure that all technical arrangements are in place for smooth implementation of above.
- 5) PA to Dy. Controller of Accounts, CPAO, New Delhi
- 6) Sr. AOs/AAOs of all Authorisation Sections of CPAO.



1719
CPAO/Tech/e-PPO/2015-16/

dated 11.01.2016

Office Memorandum

Subject: Implementation of digital signed pension revision authorities in all banks.

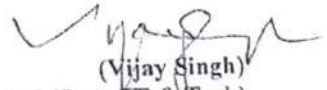
After the implementation of paperless movement of digitally signed e-Revision authorities with four banks i.e. SBI, Chandani Chowk, Punjab National Bank, Bank of Baroda and Canara Bank, paper authorities for these four banks have been dispensed with. In the meeting held with eight major banks on 05.11.2015, it was decided to roll out e-revision authorities for all remaining banks w.e.f. 01.01.2016 alongwith parallel run of physical authorities for one month.

In this context all remaining banks were earlier already advised to complete their preparatory work and other formalities by the end of July, 2015 vide this office OM No. CPAO/Tech/e-PPO/2015-16/440-511 dated 03.07.2015. It is expected that all the banks are ready to accept the digitally signed e- authorities received from CPAO.

In respect of the 14 CPPCs of SBI pilot run has been over and physical movement of papers have been stopped w.e.f. 01.01.2016.

For remaining 25 banks the trial run will be effective from 01.02.2016 to 15.02.2016. during this period physical authorities will also be sent to the CPPCs parallel with electronically authorities. With effect from 16.02.2016 sending of physical authorities to CPPCs to remaining banks will also be stopped.

All Heads of Government Account Departments and CPPCs of the all the authorised banks are requested to ensure the implementation of e-Revision authorities as per schedule indicated above. All the Heads of CPPCs are requested to alert their Technical teams for making necessary provisions in their software, if not already done.


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)
Ph No. - 011-26166758

To,

- 1) All the Heads of Govt. Business Departments of Authorized Banks, (As per List)
- 2) All the Heads of CPPCs of Authorized Banks, (As per List)

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
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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/FFR Pension/2015-16/1754

Dated: 08.02.2016

Office Memorandum

Subject: - Dependent family pension under the Swatantrata Sainik Samman Scheme 1980-review of policy.

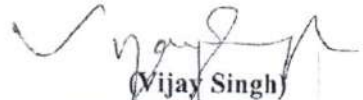
Attention is invited to Ministry of Home Affairs, FFR Division's OM No. F. No. 45/03/2014-FF(P) dated 30.12.2015 (copy enclosed) regarding Dependent family pension under the Swatantrata Sainik Samman Scheme 1980-review of policy. Accordingly, Para 6.1.2 of the revised policy guidelines now read as under:-

"The banks must ensure that a dependent pension is not sanctioned to a spouse or a daughter of a freedom fighter if:-

- (i) The spouse/daughter is already employed in a Central or a State Government, Central/ State PSU or local body and income from such job/activity exceeds Rs. 2,40,000/= per year or Rs. 20,000/= per month.
- (ii) In case the spouse/daughter is working in a private sector or having his/her own business/ activity then income from such job/activity exceeds Rs. 2,40,000/= per year or Rs. 20,000/= per month.
- (iii) The spouse/daughter is receiving a pension/salary on account of his or her own job or by virtue of the previous employment of the deceased freedom fighter and income from such job/ activity exceeds Rs. 2,40,000/= per year or Rs. 20,000/= per month."

Therefore, Heads of CPPCs of all the authorised banks are requested to follow these instructions scrupulously and to take income certificate from the dependents of the freedom fighters annually and at time of transferring of pension payment from one bank to another and to review/ reconsider all those cases in which pension has been stopped on grounds of receipt of multiple pension by the dependent spouse/daughter after considering the income ceiling limit prescribed. If cases comes under the prescribed income ceiling limit then the pension may be released immediately, but if the cases are above the prescribed income ceiling limit then those cases may be reported to the Ministry of Home Affairs, Freedom Fighter Division under intimation to CPAO and the pensioner indicating the reason for the discontinuation of the pension i.e. due to exceeding the prescribed income limit.

Encl:-As above


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)
Ph. No.011-26166758

To,

- 1) All the Heads of CPPCs of Authorized Banks, (As per List).
- 2) The Pr. Chief Controller of Accounts, Ministry of Home Affairs, R.No. 127-D, North Block, New Delhi - 110001.
- 3) The Chief General Manager, Reserve Bank of India, RBI Building, Opp. Mumbai Central, Byculla House, Mumbai - 400 008
- 4) The Dy. Secretary, M/o Home Affairs, Freedom Fighter Division, 2nd Floor, NDCC-II Building, Jai Singh Road, New Delhi

F.No.45/03/2014-FF (P)

Government of India/Bharat Sarkar

Ministry of Home Affairs/Grih Mantralaya

Freedom Fighter Division

2nd Floor, NDCC-II Building,

Jai Singh Road, New Delhi-110 001.

Dated: 30th December, 2015

OFFICE MEMORANDUM

Subject: Dependent family pension under the Swatantrata Sainik Samman Pension Scheme 1980- review of policy – reg.

The undersigned is directed to invite attention to this Ministry's letter no. 8/2/98-FF(P) dated 13.10.2000 addressed to all the disbursing authorities of Swatantrata Sainik Samman Pension vide which it was instructed that the claimant of family pension should fulfil the twin conditions of falling into the eligible category of relationship i.e. widow/widower/unmarried daughter/ mother or father and their dependence on the deceased freedom fighter. Further, it has to be certified that such a dependent does not have any independent means of livelihood. The said instructions have been reiterated vide para 6 of the policy guidelines for disbursement of Central Samman Pension to be followed by authorized Public Sector Banks circulated vide this Ministry's communication of even number dated 6.8.2014. According to sub-para 6.1.2 of the above-mentioned guidelines the banks must ensure that a dependent pension is not sanctioned to a spouse or a daughter of a freedom fighter if:-

- (i) The spouse/daughter is already employed in a Central or a State Government, Central/State PSU or local body.
- (ii) In case the spouse/daughter is working in a private sector or having his/her own business/activity then income from such job/activity exceeds ₹ 20,000/- per month.
- (iii) The spouse/daughter should not be receiving a pension/salary on account of his or her own job or by virtue of the previous employment of the deceased freedom fighter.

Explanation – I:

As a thumb Rule, if a spouse/daughter is already receiving one salary/pension (excluding the State Freedom Fighters' pension), either due to his/her own job or deceased husband's/father's/mother's previous job, then such spouse/daughter should not be sanctioned Central Freedom Fighter Pension."

Please put
up for circulation
to Banks, IAS,
CPAs units etc. and
putting it on our
website

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CA
CAO (IT & Tech)

30/12/15

2. Thus as per the para 6.1.2 of the revised policy guidelines, the upper ceiling of monthly income was not uniform for Govt. and private source of income. To remove the above anomaly, the matter has been considered in consultation with Department of Expenditure, Ministry of Finance, Government of India and it has now been decided to amend the said para 6.1.2 of the revised policy guidelines by introducing a uniform income limit of ₹ 20,000/- per month or ₹ 2,40,000/- per year irrespective of whether it is from Govt. or a private source. Accordingly, Para 6.1.2 of the revised policy guidelines will now be read as under:-

"6.1.2: The banks must ensure that a dependent pensions is not sanctioned to a spouse or a daughter of a freedom fighter if :-

- (i) The spouse/daughter is already employed in a Central or a State Government, Central/State PSU or local body and income from such job/activity exceeds ₹ 2,40,000/- per year or ₹ 20,000/- per month.
- (ii) In case the spouse/daughter is working in a private sector or having his/her own business/activity then income from such job/activity exceeds ₹ 2,40,000/- per year or ₹ 20,000/- per month.
- (iii) The spouse/daughter is receiving a pension/salary on account of his or her own job or by virtue of the previous employment of the deceased freedom fighter and income from such job/activity exceeds ₹ 2,40,000/- per year or ₹ 20,000/- per month".

4. It is, therefore, requested to issue instructions to all concerned to follow these instructions scrupulously and take certificate from the dependents of the freedom fighters about amount and his/her source of income at the time of transferring of pension and also at the time of taking life certificate annually. All the banks are directed to review/reconsider all those cases in which pension had been stopped on the grounds of multiple pensions received by the dependent spouse/daughter keeping in view the above income ceiling of ₹ 2,40,000 per year (or ₹ 20,000/- per month). If found eligible, the pension may be released with immediate effect.


30/12/15

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5. The cases in which the monthly/annual income is above the upper ceiling prescribed above, may be reported to this Ministry along with a notice/intimation to the pensioner that (to be indicated in the notice) the pension may be discontinued in view of his/her other source of income exceeding the prescribed limit.

[Signature]
30/12/15

(Meenu Batra)

Deputy Secretary to the Government of India

Tel. No. 23438062

Email : meenu.batra66@nic.in

To

1. All the CPPCs of Public Sector Banks.
2. The Principal Chief Controller of Accounts (CCA), MHA, North Block, New Delhi.
3. The Chief Controller (Pensions), Central Pension Accounting Office (CPAO), Department of Expenditure, Ministry of Finance, Trikot-II, Bhikaji Cama Place, New Delhi.
4. Dy. Controller General of Accounts, O/o the Controller General of Accounts (CGA), Ministry of Finance, Department of Expenditure, 7th Floor Lok Nayak Bhawan, New Delhi.
5. The Director General (SMU), O/o Comptroller & Auditor General (C&AG) of India, Pocket-9, New Building, Deen Dayal Upadhyah Marg, New Delhi-110024.
6. The Chief Accountant, Reserve Bank of India (RBI), Central Office, Department of Accounts and Expenditure, Mumbai.
7. All Officers of Freedom Fighters' Division, MHA, New Delhi.
8. All processing Sections in Freedom Fighters' Division, MHA
9. The Pension Disbursement Monitoring Cell (PDMC), MHA, New Delhi.
10. All the Members of the Committee of Eminent Freedom Fighters.
11. The S.O. (IT), MHA, New Delhi for uploading it on the MHA website.

[Signature]
30/12/15



CPAO/IT & Tech/Jeevan Praman/2015-16/1776

10.03.2016

Office Memorandum


Subject:- Aadhaar based Digital Life Certificate (Jeevan Pramaan).

A reference is invited to this office O.M. CPAO/Tech/Jeevan Pramaan/2014-15/218-259 dated 20.03.2015 (copy enclosed) on the above mentioned subject whereby all the banks were advised to seed the pensioners' Aadhaar numbers with their PPO and bank accounts so that online biometric authentication system of submission of life certificate *Jeevan Pramaan* may be implemented successfully. This task was to be completed before November, 2015. However, status report of the quarter ending December, 2015 reveals that only 44.54% of pension accounts were seeded which slightly increased during January & February, 2016. As on 04.03.2016 48.80% of total pension accounts have been seeded which is much below the target of hundred percent seeding.

Further the status report of Aadhaar seeding for quarter ending September, 2015, December, 2015 and period ending 4th March, 2016 reveals that only eight banks have shown further progress with reference to the status report of September, 2015. As this is continues process and should not be stopped, Banks should pursue the matter with pensioners by making them aware of the benefits of registering their Aadhaar numbers to banks so that they voluntarily register their Aadhaar numbers with banks. Banks should invariably send weekly progress reports to CPAO on each Friday as already advised to them.

Therefore, all the banks are advised to make further efforts to increase the Aadhaar seeding of Pensioners accounts. It may also be ensured that for all fresh PPOs having Aadhaar numbers, sent from CPAO, Aadhaar seeding of pensioners account with Aadhaar number is done.

Further, the status of seeding of Aadhaar numbers may invariably be shown in the e-scrolls, Format-F and updated master data.


a/c (Subhash Chandra)
Controller of Accounts
Ph.011-26174809

To

- 1) Heads of Govt. Business Departments of all Authorized Banks (As per List).
- 2) Heads of CPPCs of all Authorized Bank, (As per List).

Copy for information to:-

- 1) Sr. PPS to CGA, O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
- 2) PPS to Addl. CGA (GPG), O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
- 3) PS to Jt. Secretary (Pension), DP&PW, R. No. 310, 3rd Floor, Lok Nayak Bhavan, Khan Market, New Delhi - 110003.
- 4) PS to Chief Controller (Pensions), CPAO, New Delhi.


Controller of Accounts

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन सेवा कार्यालय
ट्रिकूट-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/Tech/Jeevan Pramaan /2014-15/218 -259.

20.03.2015

Office Memorandum

Subject: - Aadhaar based Digital Life Certificate (Jeevan Pramaan).


The Hon'ble Prime Minister has launched "Jeevan Aadhaar" (Aadhaar based biometric verification system for pensioner). To make its implementation successful Department of Financial Services has constituted a sub-group comprising of RBI, Indian Bank's Association (IBA), State Bank of India, Punjab National Bank, Bank of Baroda and Canara Bank. Accordingly, RBI, IBA and Department of Financial Services have issued necessary guidelines/ instructions to all banks for their convenience. To implement Jeevan Pramaan it is necessary on the part of banks to seed the Aadhaar number with Pension Payment Order and bank account number. To complete this task, all banks have to take special drive to collect the Aadhaar number of pensioners and make it a part of their master data.

In the above context Addl. CGA has taken a meeting on 24.12.2014 with the discuss the further strategy for speedy implementation of the system. In the meeting, it was decided that to ensure the genuineness of the pensioner it is necessary to seed the Aadhaar number with PPO and pensioners bank account. Because at present banks are not having pensioners' data base on their server to link them with the details of PPOs and Aadhaar numbers, they were advised to prepare a data-base of pensioners account first at the earliest and link them with Aadhaar server. For this purpose, they will call the pensioners to come to bank alongwith their original Aadhaar card and its photocopy for identification. The designated officer of the bank will identify the pensioner with reference to the PPO and KYC document and seed his pension account with Aadhaar server.

He will keep the photocopy of Aadhaar Card in the pensioners' folder for record. The bank will apply this strategy immediately with those pensioners whose life certificates are still pending and are interested to opt for digital certification of their life. Thereafter, they may complete this task well before November, 2015, when life certificate becomes dues.

A column for Aadhaar number has been provided in the format of master data and made available on CPAOs website. All CPPCs are advised to update their master data duly seeded with PPO number & bank account numbers and send the same to CPAO by e-mail at cpao.masterdata@gmail.com at the earliest so that CPAO also updates its master data for validation purpose.

This task must be completed on top priority basis.


(Dr. Dilip Kumar)
Controller of Accounts
Ph. No. 011-26174809

To,
Heads of all the CPPCs of Authorized Banks (As per List)



CPAO/Tech/Banks Performance/2015-16/45

dated 02.06.2016

Office Memorandum

Subject:- Issues raised by Pensioners Associations & Pensioners for redressal/ action by banks.

CPAO has been administering the Scheme for Payment of Pension to Central Civil Pensioners through Authorized Banks. Under the scheme, CPAO authorizes the banks for arranging the payment of pensions to Central Government Civil Pensioners. While making the payment, banks are required to follow the instructions/guidelines given in the Special Seal Authority (SSA)/ Digitally Signed Authority scrupulously. However, many instances are reported to CPAO where banks are not giving due attention to the instructions/guidelines given in the SSA.

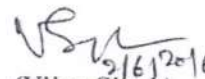
In this context, Pensioners Associations and Pensioners have communicated their feedback/ grievances/ inputs on not following the instructions/guidelines by banks and also for improvement in banks services to pensioner. The main points and action to be taken thereon by the banks alongwith CPAO's instructions/ guidelines are given in the following table for strict compliance by all the authorized banks:-

Sl. No.	Points raised by Associations/ Pensioners	Instructions/ Guidelines for Banks
i)	<p>a) "Joint Account with spouse" system was introduced with a view among other things, to avoid delay in commencement of payment of family pension after the death of pensioner even after having joint account. It has been observed that in most of the cases commencement of payment of family pension takes 4/5 months after submission of death certificate of pension to the bank. Moreover, recovery for excess credit of pension and adjustment of family pension for the intervening period are done by the banks in a cryptic manner and not in a transparent way.</p> <p>b) Further, delay in first credit of family pension due to non-uploading of undertaking of excess /overpayment by family pensioner by the paying branch to its CPPC has also been reported.</p>	<p>a) As per the instructions issued by DP&PW OM No. 1/27/2011-P&PW (E) dated-20.09.2013 conveyed to GMs of all CPPCs by CPAOs OM No. CPAO/ Tech/ Simplification/2014-15/ 595-96 dated-14.10.2014 banks are supposed to commence the family pension to the spouse immediately on receipt of death certificate of the pensioner, proof of his/her own age/date of birth and undertaking of recovery of excess payment. Banks are advised to arrange payment of family pension latest within a month of submission of above documents and provide detail of transaction for the intervening period to the family pensioner.</p> <p>b) Banks are advised to streamline their internal systems to ensure timely credit of family pension and also issue suitable instructions to their branches.</p>
ii)	<p>Non-restoration of Commuted Value of Pension (CVP).</p> <p>As a practice the disbursing banks pay these amounts months after submission of claim by the pensioner. It is pointed</p>	<p>As per Guideline No. 13 on the reverse of the SSA, it has clearly been stated that 'Full value of pension is to be restored automatically by the bank after 15 years from the date of payment of commuted value as indicated in</p>

	out that the date of restoration of commuted amount is normally indicated in PPO. In exceptional cases, where it is not mentioned, the same should be restored after 15 years of retirement or date of payment of commutation value.	the PPO. There is no need to make a reference to CPAO'. Therefore, restoration should be arranged by the banks as and when due without requiring the pensioners to submit application.
iii)	Delay on payment of Additional Pension on attaining the age of 80 years.	As per sl. No. 6 of the SSA additional pension on attaining the age of 80 years is payable as applicable. Bank (CPPC) should flag in their system due date of payment of the additional pension based on the date of birth of the pensioner/ family pensioner to ensure its timely payment.
iv)	Disposition of PPO booklet after the death of pensioner having no spouse.	Sl No.14 of the guidelines on the reverse of the SSA clearly mention that 'In the event of the death of pensioner or the family pensioner or the dependent or whenever pension ceases to be payable, both the copies of PPOs must be returned to CPAO.' Banks must follow these guidelines strictly.
v)	Requirement of life certificate at the time of crediting the first pension.	Instructions to all CPPCs have already been issued vide CPAOs OM No.CPAO/Tech/ Life Certificate/ 2014-15/ 99-175 dated-28.07.2014 for not insisting for the pensioners to provide life certificate at the time of first credit of pension. CPPCs are required to adhere to these instructions strictly.

Unnecessary delays in the payment of dues to the pensioners have been viewed seriously. To avoid pensioners grievances Heads of Govt. Business Department /CPPCs of all banks are advised to streamline their internal systems and ensure timely credit of pensions/ family pensions.

This issues with the approval of Competent Authority.



(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

Heads of CPPCs & Government Business Division of all authorised Banks.

Copy to:

1. Sr.PPS to CGA, O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi – 110 003.
2. PPS to Addl. CGA (GPG), O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi – 110 003.
3. Ms. Sujasha Choudhury, Dy. Secretary (P), D/o P&PW, 3rd Floor, Lok Nayak Bhawan, New Delhi-110003 with reference to her office Memorandum No. 42/05/2016-P&PW(G) dated 17.05.2016.


Sr. Accounts Officer (IT & Tech)



CPAO/Tech/Banks Performance/2015-16/60

dated 14.06.2016

Office Memorandum


Subject:- Issues raised by Pensioners Associations & Pensioners for redressal/ action by banks.

Attention is invited to CPAO's OM No. CPAO/Tech/Banks Performance/2015-16/45 dated- 02.06.2016 whereby points of action to be taken by the banks were sent reiterating instructions/guidelines of CPAO. In order to have better pensioner services by banks and minimize grievances/complaints from pensioners related to pension payments, banks are advised to take quick action on following further points:-

Sl. No.	Points raised by Pensioners Associations/ Pensioners	Instructions/ Guidelines of CPAO for Banks
1.	Details of pension payment by banks to be provided.	Para 4.6.7 of CPPC guidelines provides 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". These guidelines are required to be enforced by all the banks immediately. Accordingly, Banks must streamline their internal system to provide above facilities to pensioners.
2.	Yearly break up of arrear payment be provided to the pensioner which is required for assessing the total taxable income.	
3	Reasons for stopping payment of pension by the bank be provided with the e-scrolls from banks to CPAO to take corrective measures in consultation with the pensioner concerned.	Banks should make a provision to provide the information regularly through SMS on pensioners telephone numbers.
4	An SMS alert be given to the pensioner by the bank that his/her life certificate has not been received & the same may be provided to continue pension payment.	The SMS alerts may be given between 1st December to 10th December of each year to pensioners to minimize the number of cases of stoppage of pension payments in December due to non receipt of life certificate in November as stipulated as it is expected that pensioner will provide the life certificate at the earliest after receipt of SMS alerts.

5	SMS alert on type of variation in payment with reference to last payment may be given by the bank to the pensioner to provide him/ her a chance to check its correctness. The pensioner may check this variation if he/she is provided the pension slip by the bank.	As at Sl. No. 1& 2 above. Facility of SMS alert as suggested may be provided to the pensioners by banks.
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This issues with the approval of Competent Authority.


14/6/2016
(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,
Heads of CPPCs & Government Business Division of all authorised Banks.

Copy to:

1. Sr.PPS to CGA, O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
2. PPS to Addl. CGA (GPG), O/o the CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
3. Ms. Sujasha Choudhury, Dy. Secretary (P), D/o P&PW, 3rd Floor, Lok Nayak Bhawan, New Delhi-110003


14/6/2016
Sr. Accounts Officer (IT & Tech)



CPAO/IT&Tech/Single Window Service/54/2016-17/ ४४

20.07.2016

Office Memorandum

Subject: Grievance Redressal and Monitoring System of CPAO for Banks.

Quick disposal of grievances of pensioners has been on top priority of CPAO. For this purpose, a Grievance Cell is already functioning in CPAO and grievances received through different modes are settled by it. So far, grievances not pertaining to CPAO directly but involving other agencies for final disposal were being forwarded to the concerned agency i.e. Bank, PAO for necessary action through email/letter. But no tracking/monitoring of disposal of such grievances was available either with the bank or with CPAO.

2. In order to fill this gap, CPAO has developed Grievance Redressal and Monitoring System: a facility of online transfer of grievances on the login of the concerned authority directly from the CPAO website for early disposal and update thereon. As such, Heads of the CPPC and Heads of Government Business Department of the banks would be in a position to monitor the disposal of the grievances in time-bound manner and intimate the CPAO about the disposal to enable it to show the final disposal of the grievance on its website for pensioner's information.

3. For using this facility username and password are attached for the respective Heads of CPPCs and Government Business Departments. The process of handling the grievances by banks is available at http://cpao.nic.in/pdf/Bank_grv.pdf and a copy of the same is attached.

4. All Heads of CPPCs & Govt. Business Departments are requested to monitor the disposal of grievances on daily basis and to ensure that all grievances received from CPAO are settled on priority and maximum within 30 days of their receipt and status updated on the facility provided on CPAO website. The period wise pendency information shall be available on the dashboards of Head of CPPC & Head of Govt. Business Department.

5. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, Telephone No. 011-26715338, email - kumardavinder@gmail.com may be contacted.

This issues with the approval of Competent Authority.

Encl:- As above


(Vijay Singh)

Sr. Accounts Officer (IT & Tech)

To,

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

Copy for information to: -

- 1) PPS to CGA, O/o. The CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
- 2) PPS to Addl. CGA (GPG), O/o. The CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
- 3) PS to CC(P)
- 4) PA to CA
- 5) Sr.TD/TD, NIC, CPAO
- 6) PA to Dy. CA
- 7) Sr.AO (Coordination), CPAO

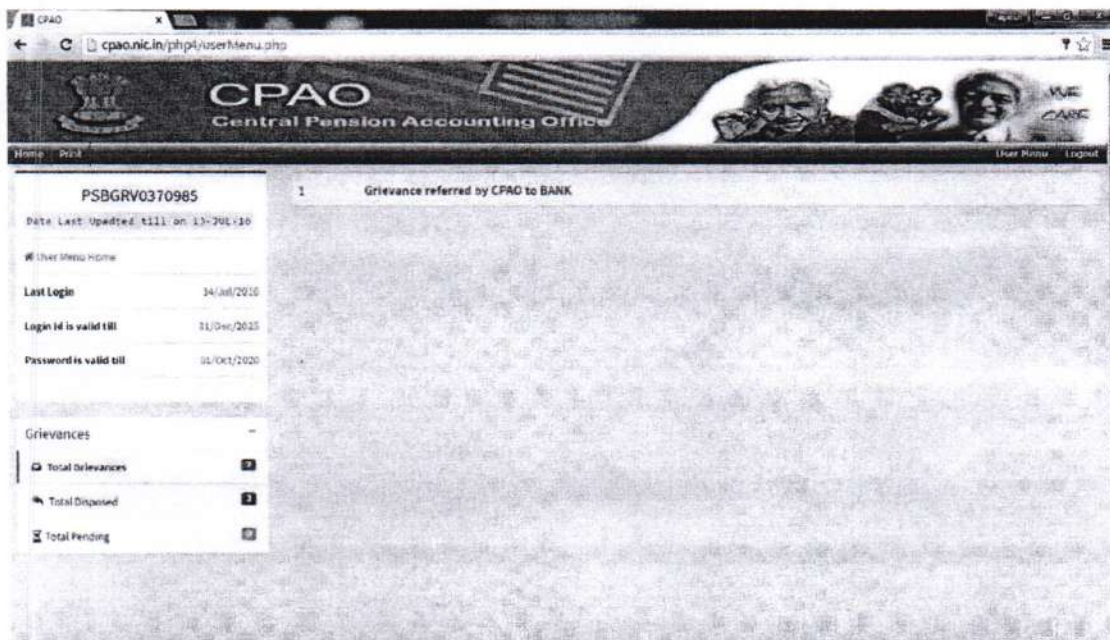

Sr. Accounts Officer (IT & Tech)

User Guidance: Grievance Redressal and Monitoring System of CPAO for Banks

1. Open CPAO web site <http://CPAO.nic.in>.
2. Click on login.
3. Enter your login Id and Password.



4. After login you will get user menu.



5. On the left side of user menu, you will see user name, last update date, last login date, login id valid date, password valid date.
6. Grievances :-
 1. Total Grievances (It shows total No. of Grievances marked to CPPC referred by CPAO).

2. Total Disposed (It shows total No. of Disposed Grievances marked to CPAO referred by CPPC).
3. Total Pending (It shows total No. of Pending Grievances marked to CPPC referred by CPAO).

Pending cases:-

The screenshot shows the CPAO (Central Pension Accounting Office) web application. The page title is "Grievances referred by CPAO". On the left, there is a sidebar with a login section and a "Grievances" section showing counts for Total Grievances, Total Disposed, and Total Pending. The main area displays a table of pending grievances. The table has columns for ACTION TO BE TAKEN, COMPL ID, GRIEVANCE ACTION, GRIEVANCE DESCRIPTION, PPO NUMBER, PERSONER NAME, MIN-DEPT-RETD-FRM, and SUBJECT. Two rows are visible in the table.

ACTION TO BE TAKEN	COMPL ID	GRIEVANCE ACTION	GRIEVANCE DESCRIPTION	PPO NUMBER	PERSONER NAME	MIN-DEPT-RETD-FRM	SUBJECT
	1341810049	Date : 28/7/2016 Description : PENSION FROM 5/15 TO 3/16 NOT PAID	Date : 28/7/2016 Description : LESS P.P.	096181100200	MR. KRISHNA	DELTA ADMINISTRATION	Leave/Excess pension paid / DATE
	1341830028	Date : 12/10/2016 Description : PENSION FROM 5/15 TO 3/16 NOT PAID	Date : 28/08/16 Description : A mail sent to the bank.	1340130493	MR. RAM KARAN SHARMA	HOME AFFAIRS	Retired pension/Arrears not paid

it shows the all Pending Grievances referred by CPAO to CPPC.

Open Pending Case for Disposed Off/Replied to CPAO

The screenshot shows the CPAO web application with the "Complaint Details / Action Form" for a specific grievance. The form displays the following details:

- Grievance ID:** 1341810049
- PPO Number:** 096181100200
- Personer Name:** MR. KRISHNA
- Mobile No:**
- EMAIL:**
- Complaint Date:** 28-JUNE-2016
- Complaint Subject:** Leave/Excess pension paid by bank
- Complaint Action:**
 - Date : 28/7/2016
 - Description : PENSION FROM 5/15 TO 3/16 NOT PAID
 - Date : 28/08/16
 - Description : A mail sent to the bank.
- Marking Comment:**

At the bottom of the form, there are "Submit" and "Reset" buttons.

Fill with Marking Comment and Submit.

Disposed off/Replied back to CPAO:-

The screenshot displays the CPAO web portal interface. The header includes the CPAO logo and the text "Central Pension Accounting Office". The main content area is titled "Grievances referred by CPAO" and shows a list of grievances. The first entry is highlighted, showing details for a grievance referred by CPAO.

PSBGRV0370985
Data Last Updated: 11/11/2016 13:39:16

Grievances referred by CPAO
✓ Pending Cases ✗ Disposed Off/Replied back to CPAO

Disposed Off/Replied back to CPAO
Show: 10 entries

COMPL. ID	PPO NUMBER	PENSIONER NAME	MIN. DEPT. RETD-FRM	SUBJECT	COMPL. DATE	NODAL OFFICER COMMENT	Status
1161770122	703321001426	Mr. SWINDER SINGH	DELHI ADMINISTRATION	Excess pension paid by bank	21-JUNE-2016	REPLIED BACK BY BANK	

Showing 1 to 1 of 1 entries

Previous 1 Next

Grievances
Total Grievances: 2
Total Disposed: 2
Total Pending: 0

It shows all Disposed off/Replied back to CPAO.



CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III/2015-16/109

11th August, 2016

Office Memorandum

Subject: Implementation of Government's decisions on the recommendations of the 7th Pay Commission-Revision of Pension of pre-2016 pensioners/family pensioners etc.

A reference is invited to Deptt. of P&PW OM No. 38/37/2016-P&PW (A) (ii) dated 04.08.2016(copy enclosed) regarding revision of pension of pre-2016 pensioners/family pensioners under 7th CPC recommendations. As per instructions of the OM, all Pension Disbursing Authorities, including Public Sector Banks, have been authorized to revise existing pension/family pension paid under 6th CPC by multiplication factor of 2.57 without any further authorization from the concerned Accounts Officers/Head of Office etc. The revised pension and the arrears due to the pensioners are to be paid by 31.08.2016 and suitable entries have to be made in both halves of the Pension Payment Order by banks. The minimum pension with effect from 01.01.2016 will be Rs.9000 per month.

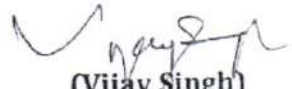
In compliance to the above OM of DP&PW, banks are instructed to start immediate action so that revised pension and arrears can be paid to the pensioners/family pensioners by 31st August, 2016. Since pension/family pension paid under 6th CPC will provide basis for 7th CPC revision, banks may ensure that present pension paid under 6th CPC is as per amount authorized by CPAO through its SSAs/Authorities sent to banks so that instances of underpayments/overpayments may be avoided in 7th CPC revisions without breaching the deadline of 31st August, 2016.

After paying the revised pension and arrears, banks have to flag the revised cases in the Format -A of e-Scrolls to be submitted to CPAO so that revised cases may be identified at CPAO. To enable the banks for flagging of such cases, necessary modifications have been made in the Format-A of e-Scroll by changing the heading of column -18 to **'Applicable Pay Commission'**. Under this column, banks have to fill "7" for the cases which have been revised under 7th CPC by them.

There are possibilities that in some cases where revisions are still pending under 6th CPC which may be received by the banks later after effecting revisions under 7th CPC by them based on the existing pension, they have to **make provision in their software** to revise these cases under 6th CPC at a later date and further required adjustments for 7th CPC revisions may be made by them accordingly.

This issues with the approval of competent authority.

Encl:- As above


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

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

F.No.38/37/2016-P&PW(A) (II)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension & Pensioners' Welfare
Lok Nayak Bhawan, New Delhi-110003

Dated the 4th August, 2016.

OFFICE MEMORANDUM

Sub: Implementation of Government's decisions on the recommendations of the Seventh Central Pay Commission - Revision of pension of pre-2016 pensioners/family pensioners etc.

The undersigned is directed to say that in pursuance of Government's decision on the recommendations of Seventh Central Pay Commission, sanction of the President is hereby accorded to the regulation, with effect from 01.01.2016, of pension/ family pension of all the pre-2016 pensioners/ family pensioners in the manner indicated in the succeeding paragraphs. Separate orders are being issued in respect of employees who retired/died on or after 01.01.2016.

2.1 These orders shall apply to all pensioners/family pensioners who were drawing pension/family pension before 1.1.2016 under the Central Civil Services (Pension) Rules, 1972, Central Civil Services (Extraordinary Pension) Rules and the corresponding rules applicable to Railway pensioners and pensioners of All India Services, including officers of the Indian Civil Service retired from service on or after 1.1.1973. A pensioner/family pensioner who became entitled to pension/family pension with effect from 01.01.2016 consequent on retirement/death of Government servant on 31.12.2015, would also be covered by these orders.

2.2 Separate orders will be issued by the Ministry of Defence in regard to Armed Forces pensioners/family pensioners.

2.3 These orders also do not apply to retired High Court and Supreme Court Judges and other Constitutional/Statutory Authorities whose pension etc. is governed by separate rules/orders.

3. In these orders :

a. 'Existing pensioner' or 'Existing Family pensioner' means a pensioner/family pensioner to whom these orders are applicable in terms of para 2.1 above.

b. 'Existing pension' or 'Existing Family Pension' means the basic pension (inclusive of commuted portion, if any) or basic family pension, as had been fixed at the time

20

of implementation of 6th CPC recommendations, which an existing pensioner or family pensioner was entitled to.

4.1 For existing pensioners, who have retired before 01.01.2016, the revised pension/family pension with effect from 01.01.2016 shall be determined by multiplying the pension/family pension, as had been fixed at the time of implementation of 6th Central Pay Commission (CPC) recommendations, by 2.57. The amount of revised pension/family pension so arrived at shall be rounded off to next higher rupee.

Illustration:

Case I

Pensioner 'A' retired at last pay drawn of Rs. 79,000 on 31st May, 2015 under the 6th CPC regime in the scale of Rs. 67000-79000:

		Amount in Rs.
1.	Basic Pension fixed in 6 th CPC	39500
2.	Revised Pension fixed under 7 th CPC (using a multiple of 2.57)	101515

Case II

Pensioner 'B' retired at last pay drawn of Rs. 4,000 on 31st January, 1989 under the 4th CPC regime in the pay scale of Rs. 3000-100-3500-125-4500:

		Amount in Rs.
1.	Basic Pension fixed in 4 th CPC	1940
2.	Basic Pension as revised in 6 th CPC	12600
3.	Revised Pension fixed under 7 th CPC (using a multiple of 2.57)	32,382

4.2 For this purpose, the existing pension/family pension will be the basic pension/family pension only without the element of additional pension available to the old pensioners/family pensioners of the age of 80 years and above. The additional pension/family pension payable to the old pensioners/family pensioners will be worked out in accordance with para 4.5 of this O.M.

4.3 Since the consolidated pension will be inclusive of commuted portion of pension, if any, the commuted portion will be deducted from the said amount while making monthly disbursements.

4.4 The minimum pension with effect from 01.01.2016 will be Rs. 9000/- per month (excluding the element of additional pension to old pensioners). The upper ceiling on pension/family pension will be 50% and 30% respectively of the highest pay in the Government (The highest pay in the Government is Rs. 2,50,000 with effect from 01.01.2016).

4.5 The quantum of pension/family pension available to the old pensioners/ family pensioners shall continue to be as follows:-

<u>Age of pensioner/family pensioner</u>	<u>Additional quantum of pension</u>
From 80 years to less than 85 years	20% of revised basic pension/ family pension
From 85 years to less than 90 years	30% of revised basic pension / family pension
From 90 years to less than 95 years	40% of revised basic pension / family pension
From 95 years to less than 100 years	50% of revised basic pension / family pension
100 years or more	100% of revised basic pension / family pension

The amount of additional pension will be shown distinctly in the pension payment order. For example, in case where a pensioner is more than 80 years of age and his/her revised pension in terms para 4.1 above is Rs.10,000 pm, the pension will be shown as (i).Basic pension=Rs.10,000 and (ii) Additional pension = Rs.2,000 pm. The pension on his/her attaining the age of 85 years will be shown as (i).Basic Pension = Rs.10,000 and (ii) additional pension = Rs.3,000 pm. Dearness relief will be admissible on the additional pension available to the old pensioners also.

4.6 The revised pension/family pension arrived at as per paragraph 4.1 includes dearness relief sanctioned from 1.1.2016.

5. Where the revised pension/family pension in terms of paragraph 4.1 above works out to an amount less than Rs. 9000/-, the same shall be stepped up to Rs. 9000/-. This will be regarded as pension/family pension with effect from 1.1.2016.

6. The existing instructions regarding regulation of dearness relief to employed/re-employed pensioners/family pensioners, as contained in Department of Pension & Pensioners Welfare O.M. No. 45/73/97-P&PW(G) dated 02.07.1999, as amended from time to time, shall continue to apply.

7. The cases of Central Government employees who have been permanently absorbed in public sector undertakings/autonomous bodies will be regulated as follows:-

(a) PENSION

Where the Government servants on permanent absorption in public sector undertakings/autonomous bodies continue to draw pension separately from the Government, the pension of such absorbtees will be updated in terms of these orders. In cases where the Government servants have drawn one time lump sum terminal benefits equal to 100% of their pensions and have become entitled to the restoration of one-third commuted portion of pension as per the instructions issued by this Department from time to time, their cases will not be covered by these orders. Orders for regulating pension of such pensioners will be issued separately.

108.

(b) FAMILY PENSION

In cases where, on permanent absorption in public sector undertakings/autonomous bodies, the terms of absorption and/or the rules permit grant of family pension under the CCS (Pension) Rules, 1972 or the corresponding rules applicable to Railway employees/members of All India Services, the family pension being drawn by family pensioners will be updated in accordance with these orders.

8. The matter regarding Constant Attendant Allowance admissible to the existing pensioners shall be examined by a Committee comprising Finance Secretary and Secretary (Expenditure) as Chairman and Secretaries of Home Affairs, Defence, Posts, Health & Family Welfare, Personnel & Training and Chairman, Railway Board as Members. Till a final decision is taken based on the recommendations of the Committee, Constant Attendant Allowance shall be paid at existing rates. *have been*

9. All Pension Disbursing Authorities including Public Sector Banks handling disbursement of pension to the Central Government pensioners are hereby authorised to pay pension/family pension to existing pensioners/family pensioners at the revised rates in terms of para 4.1 and 5 above without any further authorisation from the concerned Accounts Officers/Head of Office etc. Wherever the age of pensioner/ family pensioner is available on the pension payment order, the additional pension/ family pension in terms of para 4.4. above may also be paid by the pension disbursing authorities immediately without any further authorisation from the concerned Account Officer/ Head of Office, etc. A suitable entry regarding the revised pension shall be recorded by the pension Disbursing Authorities in both halves of the Pension Payment Order. //

10. The pension/family pension as worked out in accordance with provisions of Para 4.1. and 5 above shall be treated as 'Basic Pension' with effect from 01.01.2016. The revised pension/family pension includes dearness relief sanctioned from 1.1.2016 and shall qualify for grant of Dearness Relief sanctioned thereafter.

11. Further orders in regard to revision of pension based on the recommendations of the Committee to be constituted in terms of the Government's decision on Item No. 11 of this Department's Resolution No. 38/37/2016-P&PW (A) dated 4th August, 2016, will be issued in due course.

12. After a decision as in para 11 above is taken by the Government and orders are issued in this regard, the Head of the Department of the Ministry, Department, Office, etc. from which the government servant had retired or where he was working prior to his demise will revise the pension/family pension of all pensioners/ family pensioners with

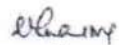
effect from 1st January 2016 in accordance with those orders and issue revised Pension Payment Order (PPOs) accordingly.

13. It is considered desirable that the benefit of these orders should reach the pensioners as expeditiously as possible. To achieve this objective it is desired that all Pension Disbursing Authorities should ensure that the revised pension and the arrears due to the pensioners in terms of para 4.1. and para 5 above is paid to the pensioners or credited to their account by 31st August, 2016 or before positively.

14. In their application to the persons belonging to Indian Audit and Accounts Department, these orders issue in consultation with the Comptroller and Auditor General of India.

15. Ministry of Agriculture etc. are requested to bring the contents of these Orders to the notice of Controller of Accounts/Pay and Accounts Officers and Attached and subordinate Offices under them on a top priority basis. All pension disbursing offices are also advised to prominently display these orders on their notice boards for the benefit of pensioners.

16. Hindi version will follow.


(Vandana Sharma)

Joint Secretary to the Government of India

To

All Ministries/ Departments of Government of India

Copy to : As per mailing list

- Central Pension Accounting Office, New Delhi
- CMDs of All Pension Disbursing Banks



CPAO/IT&Tech/Freedom Fighter /2016-17/132

08.09.2016

Office Memorandum

Subject:- Enhancement of pension under the Swatantrata Sainik Samman Pension Scheme, 1980 in respect of freedom fighter and their eligible dependent.

Ministry of Home Affairs vide letter No.45/06/2016-FF (P) dated-17.08.2016 (copy attached) addressed to the Chief Controller of Accounts has communicated the decision to enhance the total amount of monthly pension of freedom fighters and the dependent family pension of spouses (widows/ widowers), eligible daughters and dependent parents of deceased freedom fighters with effect from 15.08.2016. Consequently, the monthly amount of pension of various categories of freedom fighter pensioners will be as below with effect from 15.08.2016:-

Sl. No.	Category of Freedom Fighters	Present amount of pension (per month)	Enhanced amount of pension (per month)
1.	Ex-Andaman Political Prisoners/ spouses	Rs.24,775/-	Rs.30,000/-
2.	Freedom Fighters who suffered outside British India/ spouses	Rs.23,085/-	Rs.28,000/-
3.	Other Freedom Fighters/ spouses including INA	Rs.21,395/-	Rs.26,000/-
4.	Dependent parents/eligible daughters (maximum 3 daughters at any point of time)	Rs.3,380/- (dependent parents) Rs.5,070/- (daughters)	50% of the sum that would have been admissible to the Freedom Fighter i.e. in the range of Rs.13,000/- to 15,000/-

2. Further, the existing Dearness Relief system based on All India Consumer Price Index for Industrial workers, which was hitherto applied to freedom fighter pensioners on annual basis, has been discontinued and replaced by the Dearness Allowance system applicable to Central Government employees twice a year.

3. Accordingly, all CPPCs are advised to credit the enhanced pension to the pensioners account by 15th September, 2016 and make entry of the same in disbursers portion of the individual PPO which are with the CPPCs and arrangements may be made by paying branches for updation of pensioners portion of PPO.

Encl: As above


(Vijay Singh)

Sr. Accounts Officer (IT & Tech)

To,
Heads of CPPCs & Government Business Division of all authorised Banks.

No. 45/06/2016-FF(P)
Government of India/Bharat Sarkar
Ministry of Home Affairs/Grih Mantralaya

2nd Floor, NDCC-II Building,
Jai Singh Road, New Delhi-110 001,
17th August, 2016.

To,
The Chief Controller of Accounts,
Ministry of Home Affairs,
North Block,
New Delhi-110 001.

Subject: Enhancement of pension under the Swatantrata Sainik Samman Pension Scheme, 1980 in respect of freedom fighters and their eligible dependents.

Sir,

I am directed to say that it has been decided to enhance the total amount of monthly pension of freedom fighters and the dependent family pension of spouses (widows/widowers), eligible daughters and dependent parents of deceased freedom fighters with effect from 15.08.2016. Consequently, the monthly amount of pension of various categories of freedom fighter pensioners will be as below with effect from 15.08.2016:-

Sl. No.	Category of freedom fighters	Present amount of pension (per month)	Enhanced amount of pension (per month)
1.	Ex-Andaman Political Prisoners/ spouses	Rs.24,775/-	Rs.30,000/-
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3.	Other Freedom Fighters/ spouses including INA	Rs.21,395/-	Rs.26,000/-
4.	Dependent parents/ eligible daughters (maximum 3 daughters at any point of time)	Rs. 3,380/- (dependent parents) Rs.5,070/- (daughters)	50% of the sum that would have been admissible to the Freedom Fighter i.e. in the range of Rs.13,000/- to Rs. 15,000/-

W. S. K.
17/8/16

Immediate

No. 45/06/2016-FF(P)
Government of India/Bharat Sarkar
Ministry of Home Affairs/Grih Mantralaya


-2-

2. It is also informed that the existing Dearness Relief system based on All India Consumer Price Index for Industrial workers, which was hitherto applied to freedom fighter pensioners on annual basis, has been discontinued and replaced by the Dearness Allowance system applicable to Central Government employees twice a year.

3. It is, therefore, requested to issue necessary instructions to all concerned to modify the existing Pension Payment Orders (PPOs) of the freedom fighter pensioners and the eligible dependent pensioners of deceased freedom fighters, in each case, so as to effect payment of revised monthly pension as indicated in paragraph 1 and 2 above.

4. Hindi version will follow.

Yours faithfully,


(Meenu Batra) 17/8/16

Deputy Secretary to the Government of India
Tel. No. 23438062

Immediate

No. 45/06/2016-FF(P)
Government of India/Bharat Sarkar
Ministry of Home Affairs/Grih Mantralaya

-3-

New Delhi, the 17th August, 2016

Copy forwarded for information and similar action to:-

1. The Secretary, Ministry of Finance, Department of Expenditure, North Block, New Delhi-110 001.
2. The Comptroller and Auditor General of India, 10, Bahadur Shah Zafar Marg, New Delhi.
3. The Chief Accountant, Reserve Bank of India, Central Office, Department of Account & Expenditure, Mumbai. It is requested that necessary instructions be issued to the authorized banks for making payment of pension to various categories of freedom fighters and their eligible dependents at the enhanced rates from the 15.08.2016.
4. Chief Controller of Accounts, Central Pension Accounting Office (CPAO), Bhikaji Kama Place, Trikot-II, Behind Hotel Hyatt. Regency, New Delhi-110 066.
5. Chief Controller of Accounts (Pension and Misc.), Jamnagar House, N.D.-110011.
6. The Accounts Officer, Office of the Controller General of Accounts, Ministry of Finance Lok Nayak Bhawan, New Delhi-110 003.
7. Chief Secretaries of all State Governments/U.T. Administrations.
8. Prime Minister's Office, South Block, New Delhi.
9. The Cabinet Secretariat, Rashtrapati Bhawan, New Delhi w.r.t. the ID No. 261/1/9/2016.Cab. dated 17.08.2016.
10. CPPCs of all 28 authorized banks (list attached).
11. PS to Home Minister, MHA, North Block, New Delhi/*PS to MOS (H), MHA.*
12. Private Secretaries to HS/SS (F)/AS(F)/JS (FFR).
13. All Officers and staff of Freedom Fighters Division, Ministry of Home Affairs, NDCC-II Building, New Delhi.
- ✓ 14. IT Cell, MHA for uploading this letter on MHA's website.
15. 100 spare copies.


(Meenu Batra)

Deputy Secretary to the Government of India

सं.-45/06/2016-एफ एफ (पी)

भारत सरकार

गृह मंत्रालय

द्वितीय तल, एन डी सी सी-11 भवन

जय सिंह मार्ग, नई दिल्ली-110001

दिनांक : 17 अगस्त, 2016

सेवा में,

मुख्य लेखा नियंत्रक,

गृह मंत्रालय

नॉर्थ ब्लॉक,

नई दिल्ली-110001

विषय: स्वतंत्रता सेनानी सम्मान पेंशन योजना, 1980 के अंतर्गत स्वतंत्रता सेनानियों तथा उनके पात्र आश्रितों के लिए पेंशन में वृद्धि।

महोदय,

मुझे यह कहने का निदेश हुआ है कि दिनांक 15.08.2016 से स्वतंत्रता सेनानियों, तथा मृतक स्वतंत्रता सेनानियों के जीवन साथियों (विधवा/विधुर), पात्र मृतकों तथा आश्रित माता-पिता के लिए मासिक पेंशन की कुल राशि में वृद्धि करने का निर्णय लिया गया है। इसके फलस्वरूप स्वतंत्रता सेनानी पेंशनभोगियों की विभिन्न श्रेणियों की मासिक पेंशन की राशि दिनांक 15.08.2016 से निम्नानुसार होगी:-

क्रम सं.	स्वतंत्रता सेनानियों की श्रेणी	पेंशन की वर्तमान राशि (प्रतिमाह)	पेंशन की बढ़ी हुई राशि (प्रतिमाह)
1.	पूर्व अंडमान राजनैतिक कैदी/उनके जीवनसाथी	24,775/- रुपए	30,000/- रुपए
2.	ब्रिटिश इंडिया से बाहर यातना भोगने वाले स्वतंत्रता सेनानी/ उनके जीवन-साथी	23085/- रुपए	28,000/- रुपए
3.	आजाद हिंद फौज सहित अन्य स्वतंत्रता सेनानी/उनके जीवन - साथी	21,395/- रुपए	26,000/- रुपए
4.	आश्रित माता-पिता/पात्र पुत्रियां (एक समय में अधिकतम तीन पुत्रियों तक)	3,380/- रुपए (आश्रित माता-पिता) 5,070/- रुपए (पुत्रियां)	उस राशि का 50 प्रतिशत जो स्वतंत्रता सेनानी के लिए ग्राह्य हुई होती अर्थात 13,000/- से 15,000/- रुपए की रेंज में

2. औद्योगिक कामगारों के लिए अखिल भारतीय उपभोक्ता मूल्य सूचकांक पर आधारित मौजूदा मंहगाई राहत प्रणाली, जो अब तक स्वतंत्रता सेनानी पेंशनभोगियों के लिए वार्षिक आधार पर लागू थी, को समाप्त कर दिया गया

17/8/16

है तथा इसके स्थान पर केन्द्र सरकार के कर्मचारियों के लिए लागू वर्ष में दो बार मंहगाई भत्ता प्रणाली लागू कर दी गई है।

3. अतः यह अनुरोध है कि सभी संबंधितों को स्वतंत्रता सेनानी पेंशनभोगियों तथा मृतक स्वतंत्रता सेनानियों के पात्र आश्रित पेंशनभोगियों के प्रत्येक मामले में विद्यमान पेंशन भुगतान आदेशों (पी पी ओज) में संशोधन के आवश्यक आदेश जारी किए ताकि संशोधित मासिक पेंशन के भुगतान को लागू किया जा सके जैसाकि उपर्युक्त अनुच्छेद 1 तथा 2 में विनिर्दिष्ट किया गया है।

भवदीया

(मीनू बेरा) 17/8/16

उप सचिव, भारत सरकार

दूरभाष सं. 23438062

सूचना तथा समरूप कार्रवाई के लिए प्रतिलिपि अर्पित:-

1. सचिव, वित्त मंत्रालय, व्यय विभाग, नॉर्थ ब्लॉक, नई दिल्ली-110001
2. भारत के नियंत्रक एवं महालेखापरीक्षक, 10, बहादुर शाह जफर मार्ग, नई दिल्ली।
3. मुख्य लेखाकार, भारतीय रिजर्व बैंक, केन्द्रीय कार्यालय, लेखा एवं व्यय विभाग, मुम्बई। यह अनुरोध किया जाता है कि स्वतंत्रता सेनानियों तथा उनके पात्र आश्रितों की विभिन्न श्रेणियों को दिनांक 15.08.2016 से बढ़ी हुई दरों से भुगतान करने के लिए अधिकृत बैंकों को आवश्यक अनुदेश जारी किए जाएं।
4. मुख्य लेखा नियंत्रक, केन्द्रीय पेंशन लेखा कार्यालय (सी पी ए ओ), भीकाजी कामा प्लेस, ब्रिक्कूट-II, होटल हयात रेजेंसी के पीछे, नई दिल्ली-110066
5. मुख्य लेखा नियंत्रक (पेंशन एवं विविध) जामनगर हाउस, नई दिल्ली-110011
6. लेखा अधिकारी, महालेखा नियंत्रक का कार्यालय, वित्त मंत्रालय, लोक नायक भवन, नई दिल्ली-110003
7. सभी राज्य सरकार/संघ राज्य क्षेत्र प्रशासनों के मुख्य सचिव।
8. प्रधानमंत्री कार्यालय, साउथ ब्लॉक, नई दिल्ली।
9. मंत्रिमंडल सचिवालय, राष्ट्रपति भवन, नई दिल्ली के उनके दिनांक 17.08.2016 के पत्रांक 261/1/9/2016 - Cab के संदर्भ में।
10. सभी 28 अधिकृत बैंकों के सी पी पी सीज को (सूची संलग्न)
11. गृह मंत्री के निजी सचिव, गृह मंत्रालय नॉर्थ ब्लॉक, नई दिल्ली/गृह राज्यमंत्री (एन्प) के निजी सचिव, गृह मंत्रालय
12. गृह सचिव/ एस एस (एफ)/अपर सचिव(एफ)/संयुक्त सचिव (एफ एफ आर) के निजी सचिव।
13. स्वतंत्रता सेनानी प्रभाग के सभी अधिकारी और कर्मचारी, गृह मंत्रालय, एन डी सी सी-II, जय सिंह रोड, नई दिल्ली।
14. अनुभाग अधिकारी (आई टी) को इस पत्र की एक प्रति गृह मंत्रालय की वेबसाइट (एफ एफ आर प्रभाग) पर अपलोड करने हेतु।
15. 100 अतिरिक्त प्रतियां।

(मीनू बेरा)

उप सचिव, भारत सरकार

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/7th CPC/2016-17/145

04.10.2016

Office Memorandum

Subject: Revision of post-2016 pension cases – regarding.

After government decision on the implementation of 7th CPC recommendations vide DP&PW OM dated 04.08.2016, the pension cases of those government servants who retired/died after 01.01.2016 and whose pension was finalized under 6th CPC. These pension cases need to be revised under 7th CPC recommendations after doing the pay fixation under 7th CPC. Since initially these cases were processed using pension module of COMPACT, relevant data for revising the same under 7th CPC is available in COMPACT. Therefore, these cases may be processed in the COMPACT and do not require to be processed through e-Revision Utility. Necessary modifications have already been made in the COMPACT for revision of such cases under 7th CPC.

All the pension processing PAOs may be instructed to revise above mentioned pension cases of post-2016 retirees using COMPACT and take the printout of revised authorities and send to CPAO under their signatures and to calculate the differential amount of gratuity and commutation and convey the same to CPAO for payment by the Banks in the above mentioned revised authorities.

(Subhash Chandra)
Controller of Accounts

To,

1. All Pr. CCAs/CCAs/CAs (independent Charge)/AGs and Administrators of UTs.
2. All the pension processing PAOs (through Sl. No.1)



CPAO/IT&Tech/Revision /7th CPC/19.Vol-V/2015-16/49

10th October, 2016

Office Memorandum

Subject: Implementation of Government's decisions on the recommendations of the 7th Pay Commission-Revision of Pension of pre-2016 pensioners/family pensioners etc.


A reference is invited to para 2.1 of Deptt. of P&PW OM No. 38/37/2016-P&PW (A) (ii) dated 04.08.2016 wherein it has clearly been stated that "these orders shall apply to all pensioners/ family pensioners who were drawing pension/family pension before 1.1.2016 under the Central Civil Services (Pension) Rules, 1972, Central Civil Services (Extraordinary Pension) Rules and the corresponding rules applicable to Railway pensioners and pensioners of All India Services, including officers of the Indian Civil Service retired from service on or after 1.1.1973".

2. Further, para 9 of the aforesaid OM states that "All Pension Disbursing Authorities including Public Sector Banks handling disbursement of pension to the Central Government pensioners have been authorized to pay pension/family pension to existing pensioners/ family pensioners at the revised rates without any further authorization from the concerned Accounts Officers/Head of Office etc". CPAO has also clarified vide point No.9 of its clarification issued to the banks at Annexure-II of its communication number CPAO/IT& Tech/ Revision (7th CPC)/19 Vol-III/2016-17/124 dated-30.08.2016

3. However, complaints from All India Service Pensioners, who are drawing their pension through State Governments, are being received in CPAO that the banks have not revised their pensions for want of any instruction from respective AGs/Designated Authorities.

4. Keeping in view the grievances of AIS pensioners, banks are advised to comply with the instructions of para 9 of DP&PW OM dated-04.08.2016 and make payment to AIS pensioners immediately.

This issues with the approval of Chief Controller (Pensions).


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of all Banks
2. Heads of Government Business Division of all Banks
3. All Accountants General/Designated Authorities of the States.



CPAO/IT&Tech/Clarification/2016-17/ 13.vol-VI/160

26.10.2016

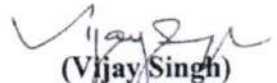
Office Memorandum

Subject: Crediting of enhanced Medical Allowance to the pensioners account by Banks.

During the workshop for banks on monitoring the pensioners grievances through "Web Responsive Pensioners' Service" organised on 03.10.2016 a query was made on requirement of Special Seal Authority for crediting Medical Allowance at the enhanced rate based on orders issued by DP&PW from time to time. In this context, attention is invited to para 4.5.2 (copy of the extract attached) of Accounting and Operating Procedure for Central Pension Processing Centre of Authorised Banks for Pension Disbursement to Central Government (Civil) Pensioners issued in Feb, 2012 wherein it has been provided that CPPC should have direct access to the website of the Department of Pensions & Pensioners Welfare and Ministry of Home Affair, so that these are regularly browsed and orders on Dearness Relief issued by various Departments are acted upon immediately.

CPPCs of all the banks are advised to follow the same instructions for revising the Medical Allowance of the pensioners already drawing the same as and when the rate of Medical Allowance is enhanced by DP&PW without requiring for any Special Seal Authority from CPAO.

Encl:-As above


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

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

4.5. Roles and Responsibilities of CPPC as oversight agency

- 4.5.1. CPPC will receive Government orders and disseminate the same to all concerned agencies for necessary action.
 - 4.5.2. The CPPC should have direct access to the websites of the Department of Pension & Pensioners' Welfare, M/o Home Affairs and M/o Consumer Affairs so that these are regularly browsed and orders on Dearness Relief issued by various Departments are acted upon immediately.
 - 4.5.3. The dues of the pensioner accruing with time, based on age must be automatically paid to the pensioner by the CPPC on provisional basis for a period of six months. This should be fully automated and exceptions watched for correction.
 - 4.5.4. At the time of credit afforded at CPPC, a confirmation report must be generated and monitored to ensure that the pension/family pension etc. in respect of all pensioners of the CPPC have been credited. A monthly discrepancy report with respect to the total number of pensioners and those paid in the previous month may be reviewed regularly. Exceptions should be reviewed by the senior management of the bank to enable immediate rectification of any omissions.
 - 4.5.5. CPPC software is required to have a grievance redressal module as detailed in Section 9.2 below.
 - 4.5.6. CPPC may exercise oversight on quality of service to pensioners including services to the handicapped pensioners.
 - 4.5.7. CPPCs may ensure that the responsibilities assigned to Home Branches are enforced so that the pensioners are not redirected to CPPC for redressal of grievances and information needs. Necessary performance measures and monitoring mechanisms, in co-ordination with the respective administrative structures to achieve the desired level of service delivery in Home Branches as well as CPPCs may be instituted by the bank.
- 4.6. Roles and Responsibilities of Home branches (pension v account service branch)**



CPAO/IT&Tech/Simplification/2016-17/11. जो-व/162

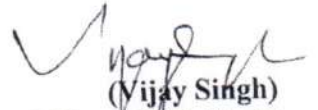
31.10.2016

Office Memorandum

Subject: Automatic Restoration of Commutation of pension and payment of Additional Pension.

Attention is invited to this office OM No. CPAO/Tech/Bank Performance/2015-16/45 dated 02.06.2016 para No. (ii) & (iii) followed by minutes of the meeting with all Banks held on 22.08.2016 para II (c) wherein all Banks were advised to restore the commuted portion of pension after 15 years from the date of payment of commutation and pay additional pension on attaining the age of 80 years both automatically. Now, all CPPCs are directed to submit the compliance report of the above instructions by 7th November, 2016 by e-mail on e-mail id vijay.cpao@gmail.com for onward transmission to DP&PW.

This issues with approval of CC (P)


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

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

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/Tech/Jeevan Pramaan/(3) Vol-VY2016-17/ 172

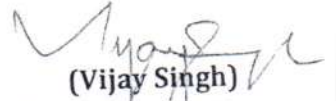
15.11.2016

Office Memorandum

Subject: - Extension of date for submission of Annual Life Certificate upto 15th January, 2017.

Pensioners/ family pensioners are required to submit their Annual Life Certificates during the month of November every year. In view of rush at bank branches due to demonetization of Rs.500/- and Rs. 1000/- currency notes, this year Government of India has decided to extend the time limit for submission of Annual Life Certificates upto 15th January, 2017 for convenience of pensioners/family pensioners. Accordingly, all the CPPCs of pension disbursing banks are advised to issue necessary directions to their Pension Accounts Holding Branches (PAHB) .

This issues with the approval of the Competent Authority.


(Vijay Singh)

Sr. Accounts Officer (IT & Tech)

To,

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

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
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CPAO/IT & Tech/Revision Pre-2006/8 (Vol-IV)/2015 (Part file) /192

14.12.2016


Office Memorandum

Subject: - Disposal of pending pre-2006 pension revision cases.

To deal with pending pre-2006 (including pre-90) revision of pension cases pertaining to Civil Ministries/Departments, CPAO has prepared a fresh list of such cases which is available under CPPC login on <http://eppo.nic.in>. Banks are requested to download the same and take following steps:

1. Banks should make all efforts to get the pension records (disburser portion of PPO& Authority letters sent by CPAO) available with CPPC/Bank branches/Pensioners. After getting the records, banks are required to fill the attached proforma and send the same to CPAO. Necessary records required for revision, if not available with banks, may be taken from the pensioners at the time they visit bank branches for submission of their life certificates.
2. Pensioners' records as mentioned above should be compared with the KYC details of the pensioners available under their bank accounts. In case of any mismatch between both the records, matter needs to be reported to CPAO along with all the details.
3. In case no record is available either with bank or with pensioner in support of pension payment, banks should send a certificate of non availability of records to CPAO.
4. All these pension cases are pending for revision since long time and no complaint/grievance has been lodged by these pensioners/family pensioners with CPAO. Therefore, banks are required to closely verify the particulars i.e. photograph, signature etc. of these pensioners/family pensioners at the time they visit the bank branch for submission of their life certificates and also with KYC details.

5. Some pensioners/family pensioners may not visit bank branches for submission of life certificates. They may submit their life certificates through certificate given by any of the authorities mentioned in correction Slip No.14 of *Scheme for payment of pensions to Central Government Civil Pensioners by Authorised Banks*. Banks are required to counterverify these life certificates from the certificate issuing authorities.
6. The copies of life certificates received from these pensioners may be forwarded by banks to CPAO by 15th February, 2017.


(Subhash Chandra)
Controller of Accounts
Phone No. 26174809

Encl: As above

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 Nyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. PPS to Addl. CGA (GPG), O/o the CGA, Mahalekha Nyantrak 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
6. Sr. AO(IAW), CPAO, New Delhi

DETAILS OF PENSIONERS/FAMILY PENSIONERS IN RESPECT OF PRE-2006 & PRE-1990 CASESPROFORMA

1. Name of Pensioner/Family Pensioner: _____
2. Father Name/Spouse Name _____
3. Date of Birth of the Pensioner: _____
4. Date of Joining in Government service: _____
4. Date of Retirement _____
5. Name of the Family Pensioner: _____
6. Date of Birth of the Family Pensioner _____
7. Relation with the pensioner _____
8. Present address _____
- (Please give complete address) _____
- PIN COD: _____ STATE _____
9. Permanent Address _____
- _____ PIN CODE _____ STATE _____
10. Other Contact details: Personal Mobile No. _____
Alternative Mobile No. _____
11. Name & address of Bank where from drawing pension: _____
12. Pensioner's Bank Account No. _____
13. BSR Code of Bank: _____
14. PPO No (copy should be attached). _____
15. Aadhaar Number. _____
16. Department from where he retired _____
17. Last post held _____
18. Last Pay Scale _____
19. Total Qualifying service _____

Signature of Branch Manager
(Name)
Date: _____

Please attach any of the following documents (Attested photocopy) in support of date of birth of pensioner/family pensioner.

1. Your Voter ID Card. 2. Aadhaar Card 3. Driving License, if it contains date of birth 4. Passport
5. CGHS Pensioner Card. 6. PAN Card 7. Matriculation Certificate.

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-II भीकाजी कामा प्लेस
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फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA
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PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/Bank Performance/2016-17/255

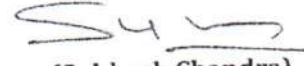
27.02.2017

Office Memorandum

Subject: - Timely commencement of family pension in favour of spouse by banks in the event of death of the pensioners.

Attention is invited to this Office OM No. CPAO/Tech/Banks Performance/2015-16/45 dated-02.06.2016[Sl. No. (i) a & (i) b] followed by minutes of the meeting dated-22.08.2016[Para II-(b)] on the above subject whereby Heads of all the CPPCs and Government Business Divisions of the Banks were advised to **Commence the family pension to the spouse immediately on receipt of death certificate of the pensioner, proof of spouse age/date of birth and undertaking of recovery of excess payment latest within a month.** However, analysis of reports prepared in CPAO regarding time taken in conversion of pension to family pension in favour of spouse of deceased pensioners shows inordinate delay in many cases. The details of these cases are available in CPPC logins on <http://eppo.nic.in>.

In view of the above, Heads of CPPCs and Government Business Divisions of the banks are advised to review the attached delay report and ensure compliance of the above instructions and submit the status report to CPAO along with reasons for delay by 8th March, 2017 positively by e-mail at vijay.17@gov.in


(Subhash Chandra)
Controller of Accounts
Phone No. 26174809

Encl: As above

To,

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

Copy (along with enclosures) 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 (AL), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. Addl. Secretary (Pension), Deptt. of P&PW, 3rd Floor, Lok Nayak Bhawan, Khan Market, New Delhi-110003
4. Ms. Sujasha Chaudhary, Director (Pension), Deptt. of P&PW, 3rd Floor, Lok Nayak Bhawan, Khan Market, New Delhi-110003
5. PS to CC (P), CPAO, New Delhi
6. Sr. AO (Coordination), CPAO, New Delhi
7. Sr. AO(IAW), CPAO, New Delhi



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 Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PPS to Addl. CGA (AL), Mahalekha Niyantrak 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 Niyantrak 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)



CPAO/IT & Tech/Bank Performance/37(Vol-II)/2016-17/ 14

19.04.2017

Office Memorandum

Subject:- Opening of Joint Account by pensioner with first name of pensioner.

Attention is invited to Correction Slip No.1 dated-08.02.2006 of Scheme for Payment of Pensions to Central Government Civil Pensioners by Authorised Banks on crediting of pension in the Joint Account of Pensioners with spouse (copy enclosed).

It has been reported that in some cases Banks are allowing the pensioners to open their pension account as Joint Account with first name of his/her spouse which may create difficulties for pensioner at the time of filing the Income Tax Returns as the income tax is assessed on the income of the pensioner and not of the spouse.

Heads of CPPCs/Government Account Divisions of all the banks are advised to instruct their bank branches to facilitate the retiring employees approaching them for opening their pension accounts before their retirement. In case of Joint Account, the same may be opened with first name of pensioner only.

This issues with the approval of Competent Authority.

Encl:-As above

(Vijay Singh)

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 Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PPS to Addl. CGA (AI.), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to CA, CPAO, New Delhi
- v) TD(NIC), CPAO, New Delhi
- vi) Sr. AOs (CDN, ADMN., A-I, A-II, A-III, IAW)

Sr. Accounts Officer (IT & Tech)

**Amendment to the Scheme for Payment of Pensions to
Central Government Civil Pensioners by Authorised Banks
(Fourth Edition, 3rd December, 2004)**

Correction Slip No. I

The following lines may be added at the end of existing para 4.1

Para 4.1

Page-2

Paying branch may also credit in his or her joint account operated by pensioner with his / her spouse in whose favour an authorization for family pension exists in the Pension Payment Order (PPO). The joint account of the pensioners with the spouse could be operated either by 'Former or Survivor' or 'Either or Survivor' basis subject to the following conditions:-

- (a) Once pension has been credited to a pensioner's bank account, the liability of the Government / bank ceases. No further liability arises, even if the spouse wrongly drawn the account.
- (b) As pension is payable only during the life of a pensioner, his / her death shall be intimated to the bank at the earliest and in any case within one month of the demise, so that the bank does not continue crediting monthly pension to the joint account with the spouse, after the death of the pensioner. If, however any amount has been wrongly credited to the joint account, it shall be recoverable from the joint account and / or any other account held by the pensioners / spouse either individually or jointly. The legal heirs, successors, executors etc. shall also be liable to refund any amount, which has been wrongly credited to the joint account.
- (c) Payment of Arrears of Pension (Nomination) Rules 1983 would continue to be applicable to a Joint Account with Pensioner's spouse. This implies that if there is an 'accepted nomination' in accordance with Rules 5 and 6 of these Rules, arrears mentioned in the Rules shall be payable to the nominee.

Existing pensioners desiring to get their pension credited to a joint account as indicated above are required to submit an application to the branch bank, from where they are presently drawing pension in the enclosed form that is i.e. Annexure XXIX. This would also be signed by the pensioner's spouse in token of having accepted the terms and conditions laid down in this Office Memorandum. These instructions are also applicable to the Govt. servants who will be retiring after the issue of this Office Memorandum.

Annexure 2812
7/2

The Branch Manager

(Bank)

(Branch and Address)

Sub: - Payment of pension under PPO No. _____ through your bank branch.

Dear Sir/Madam,

I wish to receive my pension under PPO No. _____ by getting it credited to the saving/current bank account no. _____ which is operated jointly in your branch by me and my spouse, Mr./Mrs. _____ in whose favour an authorization for family pension exists in the Pension Payment Order (PPO).

I have read and understood the contents of the Government of India, Ministry of Finance, Department of Expenditure, Central Pension Accounting Office OM No.CPAO/Tech/Amendments/Sch.Book/2005-06/69 dated 09.06.2005 which contains the following terms and conditions: Once pension has been credited to a pensioner's bank account, liability of the government/bank ceases. No further liability arises, even if the amount is wrongly drawn by the spouse.

- (a) As pension is payable only during the life of a pensioner, his/her death shall be intimated to the bank at the earliest and in any case within one month of the demise, so that the bank does not continue crediting monthly pension to the joint account with the spouse, after the death of the pensioner. If, however, any amount has been wrongly credited to the joint account, it shall be recoverable from the joint account and/or any other account held by the pensioner/spouse either individually or jointly. The legal heirs, successors, executors etc., shall also be liable to refund any amount, which has been wrongly credited to the joint account.
- (b) Payment of Arrears of Pensions (nomination) Rules, 1983 would continue to be applicable to the joint account with pensioner's spouse. Thus, if there is an 'accepted nomination' in accordance with Rule 5 and 6 of these Rules, arrears mentioned in the Rules will be payable to the nominee.

I accept the above terms and conditions. My spouse too, in token of having accepted those terms and conditions, has put his/her signature below.

1. Signature of Pensioner

2. Signature of Spouse



CPAO/IT&Tech/ Simplification/2016-17/11Vol-VI/18

24.04.2017

Office Memorandum


Subject:- Requirements from pensioner for credit of first pension to his/her account by bank.

Attention is invited to CPAO's OM No.CPAO/Tech/Simplification/2014-15/52 dated-28.05.2014 whereby it was intimated to all concerned that pensioners were not required to visit the bank to activate their first payment of pension. It was also intimated that Undertaking for recovery of excess/overpayment of pension had been made a part of PPO. Inspite of these instructions, banks used to insist on pensioners to physically appear in the bank before commencing first payment of pension. Consequently, CPAO had issued instructions vide OM No. CPAO/Tech/Life Certificate/2014-15/99-175 dated-28.07.2014 that banks should not insist on the pensioners to issue life certificate at the time of first credit of pension. They were also advised to identify the pensioner with reference to information already available with bank obtained through KYC at the time of opening of bank account. The above instructions were reiterated by OM No. CPAO/Tech/Bank Performance/2014-15/45 dated-02.06.2016.

However, it is observed that banks are still insisting upon the pensioners for completion of formalities like submission of life certificate, letter of Undertaking and certificate of non-employment to credit their first payment and other dues to their pension account resulting into inconvenience to the pensioners defeating the very purpose of simplifying the pension procedures.

In view of the above, Heads of CPPCs and Heads of Government Business Divisions of all the banks are advised to ensure that instructions issued by CPAO are followed by CPPCs and paying branches and any inconvenience to pensioners are avoided.

This issues with the approval of competent authority.


(Vijay Singh)
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 Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PPS to Addl. CGA (AL), Mahalekha Niyantrak 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 Niyantrak 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


Sr. Accounts Officer (IT & Tech)



CPAO/IT&Tech/e-PPO/ 6 (Vol-X)/2016-17/ 23

27.04.2017

Office Memorandum

Subject:- Implementation of e-PPO for fresh pension cases by sending online digitally signed authorities from CPAO to Banks.

After successful implementation of digitally signed e-Revision Authorities for arranging payment of pension from CPAO to CPPCs of the banks, it has been decided to implement it for fresh pension cases also **w.e.f. 01.05.2017**.

Like e-Revision digitally signed special authority, on receipt of pension case from PAO, CPAO will process the fresh retirement cases in PARAS system, generate the Special Authority which will be signed digitally and pushed to the SFTP servers of CPPCs of Banks. On receipt of online digital SSA and XML file containing data, CPPC would incorporate the XML file in their system and in case required, XML data may be verified with the digitally signed PDF file of SSA duly signed by concerned Pay & Accounts Officer/Sr. Accounts Officer. Manual copies of SSA and PPO Booklet will continue to be forwarded by speed post to CPPCs. Once physical copies of PPO Booklet and SSA is received, the case would be finalized by them.

Heads of CPPCs and Heads of Government Business Divisions of all the banks are advised to ensure the implementation these instructions.

This issues with the approval of competent authority.


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

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



CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III/2016-17/ 4)

06.06.2017

Office Memorandum

Subject: - Implementation of Government's decision on the recommendations of 7th Central Pay Commission - Revision of pension of pre- 2016 Pensioners / Family Pensioners, etc.-reg.

Reference is invited to the Department of Pension & Pensioners' Welfare OM No.38/37/2016-P&PW (A) dated-12th May 2017 (copy enclosed) regarding revision of pension of pre-2016 pensioners/family pensioners under 7th CPC recommendations. It has been decided that the Pension/Family Pension w.e.f. 01.01.2016 in respect of all Central civil pensioners/family pensioners, including CAPFs, who retired/died prior to 01.01.2016, will be revised by notionally fixing their pay in the pay matrix recommended by the 7th CPC in the Level/Index corresponding to the pay in the pay scale/pay band and grade pay at which they retired/died. 50% of the notional pay fixed as per the 7th CPC as on 01.01.2016 shall be the revised pension and 30% of this notional pay shall be the revised family pension w.e.f. 1.1.2016. The amount of revised pension/family pension so arrived at shall be rounded off to the next higher rupee.

2. In compliance of the above mentioned OM, all the Banks are required to ensure that the correct amount of revised pension and arrears thereto are paid to the pensioners/family pensioners at the earliest on receipt of Revision Authority from CPAO. Accordingly, Banks are instructed as follows:

- i. The functionality of pay fixation in terms of 7th CPC which entails new fields like Level & Index in the Pay Matrix should be incorporated in the software that the Banks are using for pension processing and calculation of arrears.
- ii. The credit of revised pension in the bank accounts of pensioners/family pensioners and payment of arrears should be in a time bound manner after receipt of Revision Authority from CPAO (through electronic mode). It should not be later than the next due date of credit of pension in the pensioners accounts.
- iii. No arrears on account of revision of Pension/Family pension on notional fixation of pay will be admissible for the period prior to 1.1.2016. The arrears on account of revision of pension/family pension in terms of these orders would be admissible with effect from 01.01.2016. For calculation of arrears

becoming due on the revision of pension/ family pension on the basis of this O.M., the arrears of pension and the revised pension/family pension already paid on revision of pension/family pension in accordance with the instructions contained in the DP&PW OM No. 38/37/2016-P&PW (A) (ii) dated 04.08.2016 shall be adjusted.

- iv. Banks are required to take immediate corrective action on the Internal Audit reports of CPAO on the audit of the pension paid by the banks to the pensioners/family pensioners under 7th CPC as per the 2.57 multiplication factor based on the DP&PW OM No. 38/37/2016-P&PW (A)(II) dated 04.08.2016 and CPAO OM No. CPAO/IT & Tech/ Revision (7th CPC)/19. Vol-III/2015-16/109 dated 11.08.2016 to ensure correct payment of arrears consequent to receipt of revision authority from CPAO as per (ii) above.

3. Regular review meetings shall be held with the CPPCs and Government Business Divisions of Banks to monitor the progress in this regard. Banks are directed to ensure adequate infrastructure & manpower at their end to process large number of revisions in a short period of time and also ensure regular internal monitoring at their level.

This issues with the approval of the competent authority.

Encl:-As above



(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To,

- 1) Heads of CPPCs of Banks
- 2) Heads of Government Business Division of Banks

No.38/37/2016-P&PW(A)
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi
Dated, the 12th May, 2017

Office Memorandum

Sub:- Implementation of Government's decision on the recommendations of the Seventh Central Pay Commission – Revision of pension of pre-2016 pensioners/family pensioners, etc.

The undersigned is directed to say that the 7th Central Pay Commission (7th CPC), in its Report, recommended two formulations for revision of pension of pre-2016 pensioners. A Resolution No. 38/37/2016-P&PW (A) dated 04.08.2016 was issued by this Department indicating the decisions taken by the Government on the various recommendations of the 7th CPC on pensionary matters.

2. Based on the decisions taken by the Government on the recommendations of the 7th CPC, orders for revision of pension of pre-2016 pensioners/family pensioners in accordance with second Formulation were issued vide this Department's OM No. 38/37/2016-P&PW (A) (ii) dated 04.08.2016. It was provided in this O.M. that the revised pension/family pension w.e.f. 1.1.2016 of pre-2016 pensioners/family pensioners shall be determined by multiplying the pension/family pension as had been fixed at the time of implementation of the recommendations of the 6th CPC, by 2.57.

3. In accordance with the decision mentioned in this Department's Resolution No. 38/37/2016-P&PW (A) dated 04.08.2016 and OM No. 38/37/2016-P&PW(A) (ii) dated 04.08.2016, the feasibility of the first option recommended by 7th CPC has been examined by a Committee headed by Secretary, Department of Pension & Pensioners' Welfare.

4. The aforesaid Committee has submitted its Report and the recommendations made by the Committee have been considered by the Government. Accordingly, it has been decided that the revised pension/family pension w.e.f. 01.01.2016 in respect of all Central civil pensioners/family pensioners, including CAPF's, who retired/died prior to 01.01.2016, may be revised by notionally fixing their pay in the pay matrix recommended by the 7th CPC in the level corresponding to the pay in the pay scale/pay band and grade pay at which they retired/died. This will be done by notional pay fixation under each intervening Pay Commission based on the Formula for revision of pay. While fixing pay on notional basis, the pay fixation formulae approved by the Government and other relevant instructions on the subject in force at the relevant time shall be strictly followed. 50% of the notional pay as on 01.01.2016 shall be the revised pension and 30% of this notional pay shall be the revised family pension w.e.f. 1.1.2016 as per the first Formulation. In the case of family pensioners who were entitled to family pension at enhanced rate, the revised family pension shall be 50% of the notional pay as on 01.01.2016 and shall be

payable till the period up to which family pension at enhanced rate is admissible as per rules. The amount of revised pension/family pension so arrived at shall be rounded off to next higher rupee.

5. It has also been decided that higher of the two Formulations i.e. the pension/family pension already revised in accordance with this Department's OM No. 38/37/2016-P&PW(A) (ii) dated 04.08.2016 or the revised pension/family pension as worked out in accordance with para 4 above, shall be granted to pre-2016 central civil pensioners as revised pension/family pension w.e.f. 01.01.2016. In cases where pension/family pension being paid w.e.f. 1.1.2016 in accordance with this Department's OM No. 38/37/2016-P&PW(A) (ii) dated 04.08.2016 happens to be more than pension/family pension as worked out in accordance with para 4 above, the pension/family pension already being paid shall be treated as revised pension/family pension w.e.f. 1.1.2016.

6. Instructions were issued vide this Department's OM No. 45/86/97-P&PW(A) (iii) dated 10.02.1998 for revision of pension/ family pension in respect of Government servants who retired or died before 01.01.1986, by notional fixation of their pay in the scale of pay introduced with effect from 01.01.1986. The notional pay so worked out as on 01.01.1986 was treated as average emoluments/last pay for the purpose of calculation of notional pension/family pension as on 01.01.1986. The notional pension/family pension so arrived at was further revised with effect from 01.01.1996 and was paid in accordance with the instructions issued for revision of pension/family pension of pre-1996 pensioners/family pensioners in implementation of the recommendations of the 5th Central Pay Commission.

7. Accordingly, for the purpose of calculation of notional pay w.e.f. 1.1.2016 of those Government servants who retired or died before 01.01.1986, the pay scale and the notional pay as on 1.1.1986, as arrived at in terms of the instructions issued vide this Department's OM 45/86/97-P&PW(A) dated 10.02.1998, will be treated as the pay scale and the pay of the concerned Government servant as on 1.1.1986. In the case of those Government servants who retired or died on or after 01.01.1986 but before 1.1.2016, the actual pay and the pay scale from which they retired or died would be taken into consideration for the purpose of calculation of the notional pay as on 1.1.2016 in accordance with para 4 above.

8. The minimum pension with effect from 01.01.2016 will be Rs. 9000/- per month (excluding the element of additional pension to old pensioners). The upper ceiling on pension/family pension will be 50% and 30% respectively of the highest pay in the Government (The highest pay in the Government is Rs. 2,50,000 with effect from 01.01.2016).

9. The pension/family pension as worked out in accordance with provisions of Para 4 and 5 above shall be treated as 'Basic Pension' with effect from 01.01.2016. The revised pension/family pension includes dearness relief sanctioned from 1.1.2016 and shall qualify for grant of Dearness Relief sanctioned thereafter.

10. The existing instructions regarding regulation of dearness relief to employed/re-employed pensioners/family pensioners, as contained in Department of Pension & Pensioners Welfare O.M. No. 45/73/97-P&PW(G) dated 02.07.1999, as amended from time to time, shall continue to apply.

11. These orders would not be applicable for the purpose of revision of pension of those pensioners who were drawing compulsory retirement pension under Rule 40 of the CCS (Pension) Rules or compassionate allowance under Rule 41 of the CCS (Pension) Rules. The pensioners in these categories would continue to be entitled to revised pension in accordance with the instructions contained in this Department's O.M. No. 38/37/2016-P&PW(A)(ii) dated 4.8.2016.

12. The pension of the pensioners who are drawing monthly pension from the Government on permanent absorption in public sector undertakings/autonomous bodies will also be revised in accordance with these orders. However, separate orders will be issued for revision of pension of those pensioners who had earlier drawn one time lump sum terminal benefits on absorption in public sector undertakings, etc. and are drawing one-third restored pension as per the instructions issued by this Department from time to time.

13. In cases where, on permanent absorption in public sector undertakings/autonomous bodies, the terms of absorption and/or the rules permit grant of family pension under the CCS (Pension) Rules, 1972 or the corresponding rules applicable to Railway employees/members of All India Services, the family pension being drawn by family pensioners will be updated in accordance with these orders.

14. Since the consolidated pension will be inclusive of commuted portion of pension, if any, the commuted portion will be deducted from the said amount while making monthly disbursements.

15. The quantum of age-related pension/family pension available to the old pensioners/ family pensioners shall continue to be as follows:-

Age of pensioner/family pensioner	Additional quantum of pension
From 80 years to less than 85 years	20% of revised basic pension/ family pension
From 85 years to less than 90 years	30% of revised basic pension / family pension
From 90 years to less than 95 years	40% of revised basic pension / family pension
From 95 years to less than 100 years	50% of revised basic pension / family pension
100 years or more	100% of revised basic pension / family pension

The amount of additional pension will be shown distinctly in the pension payment order. For example, in case where a pensioner is more than 80 years of age and

his/her revised pension is Rs.10,000 pm, the pension will be shown as (i).Basic pension=Rs.10,000 and (ii) Additional pension = Rs.2,000 pm. The pension on his/her attaining the age of 85 years will be shown as (i).Basic Pension = Rs.10,000 and (ii) additional pension = Rs.3,000 pm. Dearness relief will be admissible on the additional pension available to the old pensioners also.

16. A few examples of calculation of pension/family pension in the manner prescribed above are given in Annexure-I to this O.M.

17. No arrears on account of revision of Pension/Family pension on notional fixation of pay will be admissible for the period prior to 1.1.2016. The arrears on account of revision of pension/family pension in terms of these orders would be admissible with effect from 01.01.2016. For calculation of arrears becoming due on the revision of pension/ family pension on the basis of this O.M., the arrears of pension and the revised pension/family pension already paid on revision of pension/family pension in accordance with the instructions contained in this Department's OM No. 38/37/2016-P&PW(A) (ii) dated 04.08.2016 shall be adjusted.

18. It shall be the responsibility of the Head of Department and Pay and Accounts Office attached to that office from which the Government servant had retired or was working last before his death to revise the pension/ family pension of pre – 2016 pensioners/ family pensioners with effect from 01.01.2016 in accordance with these orders and to issue a revised pension payment authority. The Pension Sanctioning Authority would impress upon the concerned Head of Office for fixation of pay on notional basis at the earliest and issue revised authority at the earliest. The revised authority will be issued under the existing PPO number and would travel to the Pension Disbursing Authority through the same channel through which the original PPO had travelled.

19. These orders shall apply to all pensioners/family pensioners who were drawing pension/family pension before 1.1.2016 under the Central Civil Services (Pension) Rules, 1972, and the corresponding rules applicable to Railway pensioners and pensioners of All India Services, including officers of the Indian Civil Service retired from service on or after 1.1.1973. A pensioner/family pensioner who became entitled to pension/family pension with effect from 01.01.2016 consequent on retirement/death of Government servant on 31.12.2015, would also be covered by these orders. Separate orders will be issued by the Ministry of Defence in regard to Armed Forces pensioners/family pensioners.

20. These orders do not apply to retired High Court and Supreme Court Judges and other Constitutional/Statutory Authorities whose pension etc. is governed by separate rules/orders.

21. These orders issue with the concurrence of Ministry of Finance (Department of Expenditure) vide their I.D. No. 30-1/33(c)/2016-IC dated 11.05.2017 and I.D. No. 30-1/33(c)/2016-IC dated 12.05.2017.

22. In their application to the persons belonging to the Indian Audit and Accounts Department, these orders issue in consultation with the Comptroller and Auditor General of India.

23. Ministry of Agriculture etc. are requested to bring the contents of these orders to the notice of Heads of Department/Controller of Accounts, Pay and Accounts Officers, and Attached and Subordinate Offices under them on top priority basis. All Ministries/Departments are requested to accord top priority to the work of revision of pension of pre-2016 pensioners/family pensioners and issue the revised Pension Payment Authority in respect of all pre-2016 pensioners.

24. Hindi version will follow.


(Harjit Singh)
Director

To

1. All Ministries/Departments of Government of India (as per standard mailing list)
2. Central Pension Accounting Office, New Delhi
3. Comptroller & Auditor General of India, New Delhi

ANNEXURE I

EXAMPLES

(Reference Para 16 of OM No.38/37/2016-P&PW(A) dated 12th May, 2017.)

S.No	Description	1 st Case	2 nd Case	3 rd Case	4 th Case
1.	Date of Retirement	31.12.1984	31.01.1989	30.06.1999	31.05.2015
2.	Scale of Pay (or Pay Band & G.P.) at the time of retirement <u>OR</u> Notional pay scale as on 1.1.1986 for those retired before 1.1.1986	975-1680 (4 th CPC Scale)	3000-4500 (4 th CPC Scale)	4000-6000 (5 th CPC Scale)	67000-79000 (6 th CPC Scale)
3.	Pay on retirement <u>OR</u> Notional pay as on 1.1.1986 for those retired before 1.1.1986	1210	4000	4800	79000
4.	Pension as on 01.01.2016 before revision	4191	12600	5424	39500
5.	Family pension as on 01.01.2016 before revision	3500	7560	3500	23700
6.	Family pension at enhanced rate as on 01.01.2016 before revision (if applicable)	NA	N.A.	NA	39500
7.	Revised pension by multiplying pre-revised pension by 2.57	10771	32382	13940	101515
8.	Revised family pension by multiplying pre-revised family pension by 2.57	9000	19430	9000	60909
9.	Revised family pension at enhanced rate by multiplying pre-revised enhanced family pension by 2.57	NA	NA	N.A.	101515
10.	Pay fixed on notional basis on 1.1.1996	3710 (3200-4900)	11300 (10000-15200)	N.A.	NA
11.	Pay fixed on notional basis on 1.1.2006	8910 (PB-I, GP 2000)	27620 (PB-3, GP 6600)	11330 (PB-I, GP-2400)	NA
12.	Pay fixed on notional basis on 1.1.2016	23100 (Level-3)	71800 (Level-11)	29600 (Level-4)	205100 (Level-15)
13.	Revised pension w.e.f. 1.1.2016 as per first formulation.	11550	35900	14800	102550
14.	Revised family pension w.e.f. 1.1.2016 as per first formulation.	9000	21540	9000	61530
15.	Revised family pension at enhanced rate w.e.f. 1.1.2016 as per first formulation.	NA	N.A.	N.A.	102550
16.	Revised pension payable (Higher of S.No. 7 and 13)	11550	35900	14800	102550
17.	Revised family pension payable (Higher of S.No. 8 and 14)	9000	21540	9000	61530
18.	Revised family pension at enhanced rate payable (Higher of S.No. 9 and 15)	NA	N.A.	N.A.	102550



CPAO/IT & Tech/Simplification/11(Vol-IV)/2016-17/49

12.06.2017

Office Memorandum

Subject:- Problems being faced by the pensioners/ family pensioners regarding credit of pension amount into their Bank Accounts.

Attention is invited to CPAO's OM No. CPAO/Tech/Bank Performance/2015-16/60 dated-14.06.2016 for better pensioner services by banks and minimize grievances/ complaints from pensioners related to pension payments. Inspite of issuing frequent instructions, number of representations are received from pensioners/family pensioners experiencing difficulties relating to delays and incorrect amount of pension being credited in their bank accounts. The pensioners have also complained about the recovery of excess amount from their bank accounts.

All measures should be taken for efficient pension delivery to avoid such grievances and Heads of CPPCs and Heads of Govt. Business Divisions are again requested to provide monthly pension slips alongwith break up to pensioners/ family pensioners and invariably at the time of commencement of pension and thereafter whenever there is change in quantum of pension.

This issues with the approval of the competent authority.

Krishna Sharma

(Krishna Sharma)
Sr. Accounts Officer (IT & Tech)
Ph.No.011-26166758

To,

- 1) Heads of CPPCs of Banks
- 2) Heads of Government Business Division of Banks



CPAO/IT&Tech/e-PPO/P.F./6 Vol-VI/2017-18/64

10th July, 2017

Office Memorandum

Subject:- Urgent shifting of CPPCs of Banks to new IP white list for SFTP service.

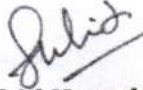
It is brought to the notice of CPPCs of all the banks that currently CPAO is using single public IP address (164.100.105.135) with a speed of 10 MBPS on a single lease line connection for sending file of digitally signed SSA and other files from SFTP service CPAO to banks. Now for faster processing and better performance for the SFTP service, CPAO has taken another lease line with a speed of 34 MBPS to avoid the situation of down connection. Internet traffic is slow through 10 MBPS (PGCIL) line because all banks SFTP servers have whitelisted this line for accepting the digitally signed PDFs from CPAO.

To speed up the transfer of files from CPAO to CPPCs, banks need to urgently whitelist the IPs of our 34 MBPS lease line. **This should be completed by 21st July, 2017, after which 10 MBPS line will become defunct and banks will not be able to get Digitally Signed files through this line.** CPPCs should take immediate steps to whitelist both the following IP addresses to avoid interruption of file transfer from CPAO to CPPCs.

- I. 164.100.177.19
- II. 164.100.78.148

In case of any clarification on the matter, Sh. Davinder Kumar, Technical Director, Telephone No. 011-26715338, e-mail kumardavinder@nic.in may be contacted.

All the Heads of CPPCs and Government Business Division of Authorised Banks are requested to ensure that whitelisting as per above timeline is completed.

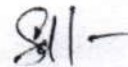

(Md. Shahid Kamal Ansari)
Asstt. Controller of Accounts

To,

- 1) Heads of CPPCs & Government Business Division of all authorised Banks.

Copy to:

1. Sr.PS to CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi
2. PS to CC(P), CPAO, New Delhi
3. PA to CA, CPAO, New Delhi
4. TD (NIC), CPAO, New Delhi
5. Sr. AO(Coordination), CPAO, New Delhi


(Assistant Controller of Accounts)



CPAO/IT&Tech/Freedom Fighter /I(Vol-X)/2017-18/ 66

13.07.2017

Office Memorandum

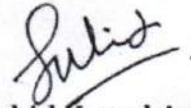
Subject:- Clarification regarding Declaration of Employment/Independent Income for claim under dependent family pension under the Swatantrata Sainik Samman Pension Scheme, 1980 now renewed as "Swatantrata Sainik Samman Yojna".

Attention is invited to Ministry of Home Affairs, Freedom Fighter Division OM No.45/03/2014-FF (P) dated-06.06.2017(copy enclosed) on the above subject. As per para 2 of the said OM, it has been decided to accept declaration on employment/independent income issued by the designated officer authorized to issue employment/income certificate and equivalent to Tehsildar for this purpose in the concerned State.

Heads of CPPCs and Government Business Departments of all banks authorized for pension disbursement are advised to sensitise all the bank branches to comply with the above decision of Ministry of Home Affairs, Freedom Fighter Division.

This issues with the approval of the competent authority.

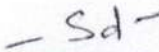
Encl:- As above


(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To,
All Heads of CPPCs of Banks/Heads of Government Business Division of Banks.

Copy for information to:-

- 1) Smt. Meenu Batra, Dy. Secretary, Ministry of Home Affairs, 2nd Floor, NDCC - II Building, Jai Singh Road, New Delhi.
- 2) PS to Pr. CCA, Ministry of Home Affairs, North Block, New Delhi.


(Asstt. Controller of Accounts)

F.No.45/03/2014-FF(P)
Government of India/Bharat Sarkar
Ministry of Home Affairs/Grih Mantralaya
Freedom Fighter Division

2nd Floor, NDCC-II Building,
Jai Singh Road, New Delhi-110 001.

Dated: 6th June, 2017

OFFICE MEMORANDUM

Subject: Clarification regarding Declaration of Employment/Independent Income for claim under dependent family pension under the Swatantrata Sainik Samman Pension Scheme, 1980 now renamed as "Swatantrata Sainik Samman Yojana".

The undersigned is directed to refer to this Ministry's letter of even number dated 3.3.2016 issuing clarification regarding review of policy relating to eligibility for dependent family pension under the above-mentioned Scheme. It has been clarified vide O.M. dated 3.3.2016 that all the spouses/daughters have to submit a declaration regarding their employment/independent income as per the revised Annexure-VII issued by Tehsildar or Revenue Officer Sr. to Tehsildar.

2. It has come to the notice of this Ministry that in some States the employment/income certificate issuing authority is not the Tehsildar but some other officers in different ranks. Hence, to remove this anomaly, it has been decided that from now onwards the banks are advised to accept declaration on employment/independent income issued by the designated officer and equivalent to Tehsildar for this purpose in the concerned State.


(Meenu Batra)

Deputy Secretary to the Government of India
Tel. No. 23438062

Email: meenu.batra66@nic.in

Copy for information and necessary action to :-

1. All the CPPCs of authorised Banks.
2. The Chief Controller of Accounts (CCA), MHA, North Block, New Delhi.
3. The Chief Controller (Pensions), Central Pension Accounting Office (CPAO), Department of Expenditure, Ministry of Finance, Trikot-II, Bhikaji Cama Place, New Delhi.

59665

4. Dy. Controller General of Accounts, O/o the Controller General of Accounts (**CGA**), Ministry of Finance, Department of Expenditure, 7th Floor Lok Nayak Bhawan, New Delhi.
5. The Director General (SMU), O/o Comptroller & Auditor General (**C&AG**) of India, Pocket-9, New Building, Deen Dayal Upadhyah Marg, New Delhi-110024.
6. The Chief Accountant, Reserve Bank of India (**RBI**), Central Office, Department of Accounts and Expenditure, 120141 Mumbai.
7. All the Officers of Freedom Fighters' Division, MHA, NDCC-II Building, New Delhi.
8. The Pension Disbursement Monitoring Cell (PDMC), MHA, NDCC-II Building, New Delhi.
9. All the Members of the Committee of Eminent Freedom Fighters.
10. The S.O. (IT), MHA, New Delhi for uploading it on the MHA website.


(Meenu Batra)

Deputy Secretary to the Government of India



CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III/2017-18/68

14.07.2017

Office Memorandum

Subject:- The Central Government's decision on recommendations of the 7th CPC on allowance payment to Pensioners: revised Fixed Medical Allowance and Constant Attendance Allowance on 100% disablement regarding.

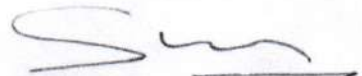
Attention is invited to Ministry of Finance, Department of Expenditure Resolution No.11-1/2016-IC dated-6th July, 2017 on the above subject whereby it has been decided to revise the existing rates of following allowances for Pensioners:

No.	Sl.	Name of the Allowance	Existing Rates	Revised Rates
1.		Fixed Medical Allowance	Rs.500/-	Rs.1000/-
2.		Constant Attendance Allowance on 100% disablement	Rs.4500/-	Rs.6750/-

These revised rates are payable w.e.f.01.07.2017.

In view of the above, Heads of CPPCs/Government Business Departments of all the banks are requested to arrange to credit the pensions/family pensions to the bank accounts from the month of July, 2017 onwards, for the respective pensioners who are already being paid above allowances, with the revised rates without waiting for any specific/ separate authority from CPAO for such Pensioners.

This issues with the approval of the competent authority.



(Subhash Chandra)
(Controller of Accounts)

To,

- 1) All Heads of CPPCs of Banks/Heads of Government Business Divisions of Banks.

Copy for information to:

- 1) Sr.PS to CGA, O/o the CGA, Mahalekha Nyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 2) Pr.CCAs/CCAs/CAs/AGs/Administrators of UTs
- 3) PS to Chief Controller(Pension),CPAO, New Delhi
- 4) PA to CA, CPAO, New Delhi
- 5) Sr.AO(CDN), CPAO, New Delhi
- 6) PAOs of all Authorization Sections, CPAO, New Delhi


(Controller of Accounts)



CPAO/IT& Tech/Clarification(DAs/DAOs) /13(Vol-VIII)/ 2017-18/९५

14.08.2017

Office Memorandum

Subject:- Transfer of pensionary liabilities of DAs/DAOs in Indian Audit and Accounts Department (IA&AD) from State to Centre.

As per Ministry of Finance, Department of Expenditure, EG Branch UO No. A-32022/6/85-EG dated-05.10.1992 Divisional Accountants/ Divisional Accounts Officers (DAs/DAOs) are Central Government employees and covered under FR & SR as well the CCS (Pension) Rules, 1972. However, incidences of their Pay & Allowances as well as pension were entirely borne by the respective State Governments. In the absence of any clear instruction on processing the pension cases of DAs/DAOs there has been confusion on the channel through which pension case should be routed, resulting in mis-classification of booking of expenditure.

In view of the above, to streamline the process of pension payment and its proper accounting, Ministry of Finance, Department of Expenditure vide its UO No. ID No.G-19020/1/2017-EG dated-28.07.2017 (copy enclosed) has decided to transfer the liabilities of DAs/DAOs in the Indian Audit & Accounts Department from the State Government to the Central Government. The DAs/DAOs will be entitled to all pensionary benefits like other Central Government (Civil) pensioners. As a result of this decision henceforth all PPOs concerning the retired DAs/DAOs will route through CPAO only.

All AGs are advised to instruct their Administrative Authorities and PAOs to process the pension case of DAs/DAOs and route the PPOs through CPAO to bring uniformity in pension processing.

This issues with the approval of Competent Authority.

Encl:- As above

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To,

- i) Sh. V. S. Venkatanathan, Asstt. Comptroller & Auditor General (N), O/o the Comptroller & Auditor General of India, 9, Deen Dayal Upadhyay Marg, New Delhi-110124.
- ii) All Accountants General/Administrators of UTs
- iii) Smt. Nirmala Dev, Dy. Secretary (EG), Ministry of Finance, Department of Expenditure, Room No 264-C, North Block, New Delhi -110001.
- iv) Heads of CPPCs of Banks/Heads of Government Business Divisions of all the Banks to make payment of pension to DAs/DAOs on the authority issued by CPAO and send such payment scrolls to CPAO for booking in Central Civil pension grant.

Government of India
Ministry of Finance
Department of Expenditure
(EG Branch)


Subject: - Non-authorization of pensionary benefits to Divisional Accounts/Divisional Accounts Officer (DAs/DAOs) in Indian Audit & Accounts Department by Central Pension Accounting Office (CPAO) - Shifting of liabilities of pensionary benefits from States to the Centre-regarding.

Reference is invited to O/o the C&AG of India's D.O. letter No. 127-Staff Entt.II/38-2015 dated 23.12.2016, U.O. No.121-Staff Entt.II/38-2015 dated 30.05.2017 and U.O. No.137-Staff Entt.II/38-2015 dated 29.06.2017 on the subject cited above. The proposal for shifting of liabilities of pensionary benefits from States to Centre in respect of Divisional Accountants/Divisional Accounts Officers (DAs/DAOs) in Indian Audit and Accounts Department (IA&AD) has been examined in consultation with O/o the Controller General of Accounts, and Department of Pension & Pensioners' Welfare.

2. With the approval of the Competent Authority, it is agreed to transfer the liabilities of payment of pensionary benefits in respect of Divisional Accountants/Divisional Accounts Officers (DAs/DAOs) from the State Governments to the Central Government. DAs/DAOs will be entitled to all pensionary benefits like other Central Government (Civil) pensioners.

3. This issues with the approval of Hon'ble Finance Minister.

g/c


28/07/2017
(Nirjala Dev)
Deputy Secretary (EG)
Tele: 23093276

O/o C&AG of India [Shri Khalid Bin Jamal,PD(Staff)], 9 DDU Marg, New Delhi
M/o Finance, D/o Expenditure's I.D. No.G-19020/1/2017-EG dated 28.07.2017

28/07/2017
8/2/2



CPAO/IT& Tech/Merger of Associated Banks/68/ 2017-18//50

14.08.2017

Office Memorandum

Subject:- Merger of Associated Banks with State Bank of India- re-alignment of erstwhile CPPCs of SBI and State Bank of Hyderabad.

As a result of acquisition of Associated Banks (ABs) by SBI to facilitate the Government Business of Hyderabad Circle which used to cover the states of Andhra Pradesh and Telangana has been bifurcated into two circles Viz Hyderabad and Amaravati.

The erstwhile SBI, CPPC, Hyderabad will henceforth handle the pension payments of Telangana State and the erstwhile SBH, CPPC now renamed as SBI, CPPC, Amaravati will handle the pension payments of Andhra Pradesh and Yanam District of Pondicherry. SBI has re-aligned the erstwhile CPPCs with new BSR Codes and IFSC Codes. The addresses of both the CPPCs are given below:-

CPPC- Hyderabad (For Telangana State)	CPPC - Amaravati (For Andhra Pradesh and Yanam District of Pondicherry Union Territory)
Asst. General Manager, State Bank of India Centralised Pension Processing Centre CPPC (Hyderabad circle) : Code No : 04472) #1 st Floor, SCAB building Hyderabad - LHO Compound Hyderabad - 500 095 Toll free No. : 18004254787 Fax : 04023466993 e-Mail: sbi.04472@sbi.co.in	Chief Manager, State Bank of India Centralised Pension Processing Centre, (CPPC) (Amaravati circle) Code No :(21019) #1 st Floor, Methodist complex Opp: Charmas Show Room Abids, Hyderabad - 500 001 Toll free no :18004251450; Fax 040 23382871 e-Mail: cmcppc.lhoand@sbi.co.in

In view of the above, henceforth all concerned are requested to update their data for future correspondence on the above addresses only.

This issues with the approval of Competent Authority.

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To

- General Manager, Reserve Bank of India, Department of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculia, Mumbai - 400008.
- General Manager, (GAD), State Bank of India, National Banking Group, 4th Floor, Global I.T.Centre, Sector-11, CBD Belapur, Navi Mumbai-400 614.
- Asst. General Manager, State Bank of India, Centralised Pension Processing Centre (CPPC), 1st Floor, SCAB Building, LHO Compound Hyderabad - 500 095.
- Chief Manager, State Bank of India, Centralised Pension Processing Centre, 1st Floor, Methodist complex, Opp: Charmas Show Room, Abids, Hyderabad- 500001



CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III (B)/2017-18/106

Dated: 24.08.2017

Office Memorandum

Subject:- Acceptance of digitally signed revision authorities.

CPAO is receiving references from CPPCs as to whether the physical copy of digitally signed authorities duly embossed with Special Seal is required. In this context, it is made clear that the objective of implementation of paperless movement of authorities from CPAO to CPPCs is the removal of physical movement of authorities from CPAO to CPPCs of the Authorised Banks. This issue was also discussed in the meeting held with Banks/CPPCs dated-11.08.2017 Chaired by CC (P) and it was clarified that the digitally signed authorities are sufficient to process the pension case by the banks, therefore, it is not required to send physically signed SSA separately.

In view of the above CPPCs of all the Authorized Banks should not insist for physical copy of SSA.

This issues with the approval of the competent authority.

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To,

1. All Heads of CPPCs of Authorised Banks
2. Heads of Government Business Division of Authorised Banks.

Copy to:

1. Sr.PS to CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi
2. PS to CC(P), CPAO, New Delhi
3. PA to CA, CPAO, New Delhi
4. TD (NIC), CPAO, New Delhi
5. Sr. AO(Coordination), CPAO, New Delhi
6. PAOs of all Sections, CPAO, New Delhi
7. Sr. AO, Grievance Cell, CPAO, New Delhi

(Assistant Controller of Accounts)



CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III(B)/2016-17/128

26.09.2017


Office Memorandum

Subject: - Implementation of Government's decision on the recommendations of 7th Central Pay Commission - Revision of pension of pre- 2016 Pensioners / Family Pensioners etc.-reg.

Attention is invited to para 2(ii) of this office OM No. CPAO/ IT&Tech/Revision (7th CPC)/19 (Vol-III)/ 2016-17/ 41 dated-06.06.2017 on the above subject where it has been provided that "The credit of revised pension in the bank accounts of pensioners/family pensioners and payment of arrears should be in a time bound manner after receipt of Revision Authority from CPAO (through electronic mode). It should not be later than the next due date of credit of pension in the pensioners accounts."

But analysis of the payment of arrears reveals that most of the banks are not maintaining the above provision. Finance Secretary in his review meeting has expressed his concern on the delay by the banks. Therefore, Heads of CPPCs and Heads of Government Business Departments of all the authorized banks are requested to ensure the compliance of the above provision.

This issues with the approval of the competent authority.



(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To,

- 1) Heads of CPPCs of Banks
- 2) Heads of Government Business Division of Banks

Copy for information to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to CC (P), CPAO, New Delhi
- iii) PA to CA, CPAO, New Delhi
- iv) TD(NIC), CPAO, New Delhi
- v) Sr. AO (Coordination), CPAO, New Delhi
- vi) Sr. AO (IT & Tech.), CPAO, New Delhi
- vii) PAOs of all authorisation sections of CPAO


(Asstt. Controller of Accounts)



CPAO/IT & Tech/Master data/2017-18/14. VDI-III /177

08.01.2018

Office Memorandum

Subject: Updation of Master data and submission of changed information in Format-F for E- scrolls.

Attention is invited to this Office OM No. CPAO/IT&Tech/Master data/2015-16/298 dated-25.05.2015 (copy enclosed) issued to all banks to update their master data once in a year by 31st January in the revised format of master data available at CPAO website www.cpao.nic.in at the link "Banks→ Guidelines for Banks → Guidelines for Master data" followed by the report on "change of status of pension" in an electronic format-F alongwith regular monthly paid scrolls. It was also reiterated vide this office OM No. CPAO/IT&Tech/Master data/2015-16/1744 dated-28.01.2016 (copy enclosed).

In spite of above instructions banks are not updating their master data regularly and not giving the changed information in Format-F alongwith payment scrolls.

In view of above, CMDs/Chief Executive Officers of all Authorised banks are once again requested to direct their CPPCs to provide the update Pd master data of pensioners as on 01.01.2018 latest by 25.01.2018 for annual review. They may also be directed to furnish the changed information in Format-F (version 2.8 also including Life Certificate date) alongwith each and every payment scrolls in future so that any subsequent change, required in master data, may be incorporated by CPAO itself.

To facilitate the banks, the guidelines for electronic transmission of accounting data under the CPPC system by authorised banks alongwith changed/ updated Format-F have been provided on CPAO's website www.cpao.nic.in.

This issues with the approval of Chief Controller (Pensions).

Encl:- As above

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To,

- 1) All the Chairman & Managing Directors/Chief Executive Officers of Authorized Banks (As per List)

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

फोन : 26174596, 26174456, 26174438



168
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/Tech/Master data/2015-16/298

25.05.2015

Office Memorandum

Subject:- Reconciliation of Master Data

The reconciliation of master data of CPPC of any bank with the database of Central Pension Accounting Office has always been an important issue which has been highlighted from time to time. Even at the time of establishing CPPCs of the banks, it was cleared at para 6.5.3 of CPPC Guidelines that the smooth implementation of the CPPC and the reimbursement thereof depends upon a perfect match of data of both bank and CPAO.

Taking into consideration the importance of updation of master data by all the banks, necessity of providing updated master data in the latest format at least once in the month was highlighted in the OM No. CPAO/Tech/Masterdata/2013-14/288 dated-24.03.2014 issued to all Executive Directors of the authorized banks (copy enclosed).

In the Standing Committee meeting, almost all the banks mentioned that they are submitting the updated master data to CPAO regularly. But the "Bank-wise Master-data Processing" report provided by NIC Cell of CPAO is not very much encouraging. It reveals that during the current calendar year i.e. 2015 only three banks have submitted their updated master data so far. Moreover, it has been observed that either the data submitted by CPPCs have errors or not in proper / latest format resulting in non-processing of the data.

Therefore, it has been decided that the banks must send their updated master data once in a year by 31st January in the revised format only (23rd December, 2014 version) (copy enclosed). The same is also available on CPAO's website www.cpaon.in at the link "For Banks" -> Guidelines for Banks->Guidelines for Master Data.

Report on "change of status of pension" must also be sent regularly in an electronic Format "F" (copy enclosed) along with each and every Pension Payment Scroll in Format 'A'.

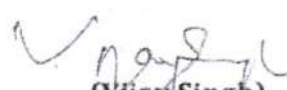
The Executive Directors of all authorized banks are hereby once again requested to instruct their GMs/DGMs supervising the CPPCs to be particular in sending the masterdata as per schedule stipulated above.

(167)

The updated master data in the prescribed format from all banks must reach to CPAO at E-mail address i.e. cpao.masterdata@gmail.com with an endorsement to cpao.coordination@gmail.com.

The updated master data in prescribed format for the year 2015 must reach to CPAO by 15th June, 2015.


This issues with the approval of competent authority.


(Vijay Singh)
Sr. Accounts Officer (Tech)

To,
The Executive Directors of all authorized banks (As per list)

Copy to:

1 Heads of all the CPPCs of Authorized Banks (As per List)


Sr. Accounts Officer (Tech)

No. CPAO/Tech/Master Data/2013-14 / 258
Central Pension Accounting Office
Department of Expenditure
Ministry of Finance
Trikoote-II, Bhikaji Cama Place
New Delhi-110066

Dated: 24/03/2014

OFFICE MEMORANDUM

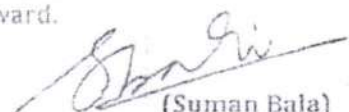
Reconciliation has been a major concern since the approval of CPPCs of the respective banks as it is the only path through which CPAO can proceed further towards completion of pending vital requirements like updation of CPAOs data-base and auto-reconciliation of expenditure on one to one basis with reference to the authorities issued by CPAO. Latest format of Master data has already been provided to all the banks for providing updated master data incorporating therein all the changed informations, if any, from time to time at least once in a month for updation.

This issue has been highlighted from different platforms from time to time. Even in the 14th Core Group meeting held in Coimbatore dated 30.08.2013 & it was decided to complete the reconciliation of master data of pending cases by 31.01.2013 failing which the RBI was to be approached to stop the reimbursement of the defaulting banks. Keeping in view the nil progress made by the banks CC(P) conveyed a meeting with concerned GMs/DGMs of all CPPC on 18-12-2013 to gear up the matter and representatives of the CPPCs were given the target dates for completion of the long pending reconciliation work.

But, as reported by NIC, CPAO the data received from several Banks (through Email or CD) are not appropriate and in the prescribed format resulting non-Reconciliation of Master Data.

Therefore, keeping in view the importance of the issue, all Executive Directors of the authorized banks are requested once again to direct their G.Ms/D.G.Ms, looking after the CPPCs, to send their updated Master Data in the prescribed format only, to NIC, CPAO with an endorsement to cpao.coordination@gmail.com by 10th of April, 2014, so that Reconciliation of Master Data can be done by 30th of April 2014 at any cost failing which the matter will be taken up with R.B.I through CGA for stopping the reimbursement to the defaulting banks.

Further, it is worthwhile to mention here that e-scroll was made mandatory to all the CPPCs w.e.f. 01.04.2013, but it has been observed that even after the lapse of 1 year the CPPCs are not providing all the required information within the time-schedule prescribed. Therefore all the CPPCs are here by directed to follow the instructions already issued on e-scroll scrupulously, and it must be ensured that no desired information is missed from the e-scroll from 01.04.2014 onward.


(Suman Bala)
Chief Controller (Pension)

To:-

- 1) All Executive Directors to all CPPCs Authorised Banks
(As per list attached)

Copy To:

- 1) To Incharge of All the CPPCs.
- 2) P.S. to C.A.
- 3) Sr. A.O. (Coord.)
- 4) Sr. A.O. (R&D)

Dated: December 23, 2014

FORMAT FOR MASTER DATA Dated: December 23, 2014

Sr. No.	Field Name	Type	Width (Characters)	Start Position	End Position	Mandatory(M)/ Optional(O)	Remarks
1.	CPPC Code	C	7	1	7	M	
2.	Paying Branch Code	C	7	8	14	M	
3.	Title (Like "Mr./Ms./Dr/Late" etc.)	C	5	15	19	M	
4.	First Name	C	30	20	49	M	
5.	Middle Name	C	15	50	64	O	
6.	Last Name	C	15	65	79	O	
7.	Gender	C	1	80	80	M	M / F
8.	Pensioner Bank Account No.	C	30	81	110	M	
9.	New Pension Payment Order Number	C	12	111	122	M	
10.	Old PPO Number	C	30	123	152	M for Pre 90	
11.	Ministry/Department Retired from	C	50	153	202	M if PAO Code is not Mentioned	
12.	Retirement Office	C	40	203	242	M if PAO Code is not Mentioned	
13.	PAO Code	C	5	243	247	M if Retirement Office and Ministry/Department Retired from is not Mentioned	
14.	Date of Birth of Pension	D	8	248	255	M except Pension Class is 'B', PPO is of 'F' or 'G' or 'H'	
15.	Date of retirement	D	8	256	263	M	
16.	Pensioner Address1	C	60	264	323	M	
17.	Pensioner Address2	C	60	324	383	O	
18.	Pensioner District	C	30	384	413	M	
19.	Pensioner State	C	20	414	433	M	
20.	Pensioner PIN Code	N	6	434	439	O	
21.	Basic Pension /Family (Current Pension)	N	6	440	444	M	
22.	Revised as per Annexure 4.1,4.2 or None	N	1	445	445	0; Not Revised 1; Revised according to 4.1 2; Revised according to 4.2	
23.	FP Title (Like "Mr./Ms./Dr" etc.)	C	5	446	450	O	

Dated: December 23, 2014

Sr. No.	Field Name	Type	Width (Characters)	Start Position	End Position	Mandatory(M)/Optional(O)	Remarks
24.	FP First Name	C	30	451	480	O	
25.	FP Middle Name	C	15	481	495	O	
26.	FP Last Name	C	15	496	510	O	
27.	Pension Class (Pension Category)	C	1	511	511	M	List Attached
28.	Date of Birth of Family Pensioner	D	8	512	519	O	Family Pensioner's Date of Birth
29.	Date of Death of Pensioner	D	8	520	527	Mandatory when Pension Class is 'B' or 'E'.	Date of Death of Pensioner
30.	Enhanced Rate (FP)	N	6	528	532	O	Amount of Enhanced Rate
31.	Enhanced Rate (FP) From	D	8	533	540	O	Enhanced Rate from date
32.	Enhanced Rate (FP) To	D	8	541	548	O	Enhanced Rate to date
33.	Normal Rate (FP)	N	6	549	553	O	Amount of Normal Rate
34.	Normal Rate (FP) From	D	8	554	561	O	Normal Rate from date
35.	Normal Rate (FP) To	D	8	562	569	O	Normal Rate to date
36.	Pay band	C	80	570	649	M; If Revised according to 4.2	Pay band (6th CPC)
37.	Grade Pay	N	5	650	654	M; If Revised according to 4.2	Grade Pay (6th CPC)
38.	Last Pay Drawn	N	6	655	659	M; If Revised according to 4.2	Last Pay Drawn
39.	Additional Pension / Family Additional Pension	N	5	660	664	O; M; If Revised according to 4.5	Additional Pension (6th CPC) M; If revised according to 4.5
40.	Constant Attendance Allowance (Disability Pension)	N	4	665	668	Mandatory when Pensioner is eligible for disability and getting disability amount	(6th CPC) If disability, then mandatory
41.	Death In Harness	C	1	669	669	M	Death In Harness(6th CPC) (Y/N)
42.	Medical Allowance Allowed	C	1	670	670	M	Medical Allowance Allowed (Y/N)

Dated: December 23, 2014

Sr. No.	Field Name	Type	Width (Characters)	Start Position	End Position	Mandatory(M)/ Optional(O)	Remarks
43.	Medical Allowance Amount	N	6	671	676	M	Mandatory if sl. No. 42 is y
44.	Commutation Value of Pension	N	7	677	683	Mandatory when Commutation is paid by Bank.	Commutation Value Paid by Bank
45.	AIS Service	C	3	684	686	Mandatory for AIS	For All India Service (IAS/IPS/IFS)
46.	AIS State Code	C	2	687	688	Mandatory for AIS	See List Attached
47.	AIS Year of Joining	N	4	689	692	Mandatory for AIS	Year of Joining of All India Service
48.	Qualifying Service Years	N	2	693	694	O	No of Net Qualifying Service Years
49.	Qualifying Service Months	N	2	695	696	O	No of Net Qualifying Service Months
50.	Qualifying Service Days	N	2	697	698	O	No of Net Qualifying Service Days
51.	Whether Pension /Family discontinued	C	1	699	699	M	(Y/N)
52.	From when	D	8	700	707	O; M; If yes of 51 (Whether Pension / Family Pension discontinued)	
53.	Pensioner Telephone Number	N	15	708	722	O	
54.	Pensioner Mobile Number	N	10	723	732	O	
55.	Pensioner email Address	C	70	733	802	O	
56.	PAN Card Number	C	10	803	812	O	
57.	Pensioner Adhaar Card Number	N	12	813	824	O	

Total Record Size:

828 Char (Fixed Size)

Data will be in ASCII fixed file format. The details of presenting data in text file are as under:-
1. Fields will be in the same order as described in the format above.

Dated: December 23, 2014

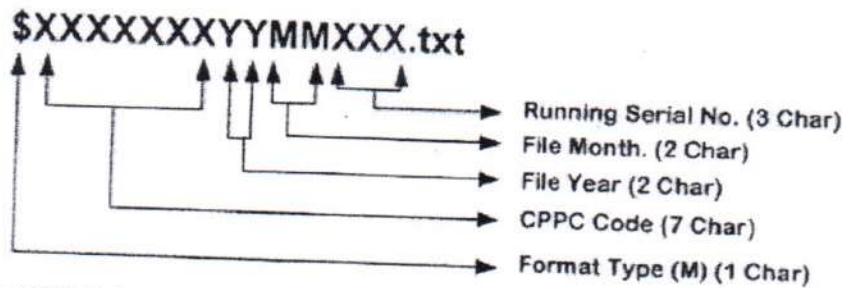
2. One record will be in one line only. This means that if there 100 records, then the text file

Dated: December 23, 2014

- will contain exactly 100 lines. One record will not be continued in more than one line in text file.
3. Date will be sending in character format (YYYYMMDD). For example 01/10/2001 will be send as "20011001".
 4. Type Description : N = Numeric, C=Character, D= Date

File Name Nomenclature

Files containing the required data in ASCII format should be sent to CPAO with following name nomenclature.

Example:

File sent by SBI CPPC for the month of January 2007 should be like this:
M00000010701001.txt

Explanation: Here "M" stands for Master Data from Bank, "0000001" Is the CPPC code for SBI (State Bank of India), "01" is the file Month i.e. in which month the file is being sent, "07" is the file year i.e. in which year the file is being sent, "001" is running serial number i.e. should change with every file sent.

Note: Running Serial No should be restarted from 001 every new calendar year. Running serial number should be maintained separately for each format type i.e. every calendar year running serial number should start from 001 for each format type.

Fixed-Column ASCII Format

Fixed column format means that the values for a variable are always located in the same column. Let's consider a dataset with four variables. The codebook is shown in Table 1 and the data from five cases are shown in Table 2. The data are stored in the file called **fixed.dat**. *Id* is always located in columns 1-2, *firstnam* is always located in columns 3-12, *age* is always located in columns 15-16 and *gender* is always located in column 18. In this example the case with *id* = 03 is a 10 year old female whose first name is Rajni Sharma.

Table1. Codebook for a Fixed-Column, ASCII Data file

Variable Name	Columns	Variable Type	Variable Labels/Value Labels
Id	1-2	numeric2.0	
firstnam	3-12	string 10	First name of respondent
Age	15-16	numeric2.0	Age of respondent
Gender	18	numeric1.0	Gender of Respondent/ 1 = "Female" 2 = "Male" 9 = "No Gender Information"

Table2. Data for a Fixed-Column ASCII Data file

01Sujata#####181
02Anil#Kumar####9
03Rajni#Sharma101

(Blank Space is represented by #, but while preparing file do not put#)

The values can be right next to each other (e.g., *id* and *firstnam*) or they can be separated by one or more spaces (e.g., *age* and *gender*). The basic rule for fixed-column ASCII files is that the values for a variable must always be located in the same column.

Note: The above mentioned data is not actual data it is just as an example.

Dated: December 23, 2014

Category of Pension

- A. Superannuation Pension (other than High Court and Supreme Court Judges). Earlier pensioners who were under voluntary retirement and invalid pension category should now be marked "V" and "I" respectively according to the new revised categories of pension.
- B. Family Pension (other than High Court and Supreme Court Judges). It should only be family pension for A, I, V categories.
- C. Pension to High court judges and their family pensions.
- D. Superannuation Pension of Supreme Court Judges.
- E. Family Pension for Supreme Court Judges.
- F. Pension to Ex-MPs.
- G. Swantrata Sainik samman Pensioners (Freedom Fighters /Political Pensions) and their family pensions.
- H. Pensions and other amenities to the former President of India/Vice-president of India including Payment of Medical expenses and traveling expenses towards medical check up of the spouse of the retired/ deceased president/Vice-president.
- I. Invalid Pension.
- V. Voluntary Retirement: This is a new category added. All the earlier pensioners who are under category "A" (as per original category) and are voluntarily retired should be made the category "V" according to the new system.
- P. Prorata Pension.
- Q. Other Pension.

Dated: December 23, 2014

AIS State Code & Description**AIS State Code****AIS State Cadre**

AP	ANDHRA PRADESH
AS	ASSAM
AT	AGMUT
BR	BIHAR
CG	CHATTISGARH
GU	GUJRAT
HP	HIMACHAL PRADESH
HR	HARYANA
JK	JAMMU AND KASHMIR
JR	JHARKHAND
KR	KERLA
KT	KARNATAKA
MH	MAHARASHTRA
ML	MEGHALAYA
MP	MADHYA PRADESH
MR	MANIPUR
NL	NAGALAND
OR	ORISSA
PB	PUNJAB
RJ	RAJASTHAN
SK	SIKKIM
TN	TAMIL NADU
TP	TRIPURA
UP	UTTAR PRADESH
UR	UTTARANCHAL
WB	WEST BENGAL

Dated: December 23, 2014

INSTRUCTIONS

Please give special importance to the following points:-

Note: Control Characters such as `^` etc. should not be present in the master data file otherwise it will be treated as junk data. File naming convention should be strictly followed as per the mentioned guidelines i.e. [`<Format Type> suppose 'M'><CPPC Code> suppose '004464'><Year> suppose '09'><Month> suppose '04'><Serial No. of file> suppose it is first file then '001'><File Name Extension i.e. '.txt'>] will lead to generation of file name 'M00044640904001.txt'`

1. **CPPC Code** is 7 Character long field of 'Character' data type, which is mandatory. This field denotes the Central Payment Processing Center Code (**CPPC Code**) given to Bank by Reserve Bank of India as **BSR Code Part I**. For example HDFC Bank's CPPC Code is '0510005'.
2. **Paying Branch Code** is also 7 Character long field of 'Character' data type, which is mandatory. This field denotes the Paying Branch Code of Bank given by Reserve Bank of India. For example HDFC Bank's Paying Branch Code (**BSR Code**) is '0510005'.
3. **Title** should never be prefixed with the name field.
4. **Pensioner Bank Account No.** is 30 Character long field of 'Character' data type, which is mandatory. For example suppose Pensioner's Bank A/C No. is 258963147, then only '258963147' should be provided.
5. **New Pension Payment Order Number** (i.e. New PPO No.) is 12 Character long field, which is mandatory. It should be exactly 12 characters long for example: '173989200179'. In any case of Old PPO No not be placed in this field. This field should not be left blank.
6. **Old PPO Number** is 30 Character long field of 'Character' data type, which is mandatory only for Pre 90 cases. In any case where pensioner is not allotted New PPO No. then Old PPO No.(such as IT/C/1084) should be provided in Old PPO No. Field. For example 'IT/C/1084'. In case of Old PPO No.(such as IT/C/1084), New PPO No. given by CPAO should be attached, in cases there is no New PPO No. then it should be taken by CPAO.
7. **Pension Class (Pension Category)** is 1 Character long field of 'Character' data type, Which is mandatory. Current categories are A, B, C, D, E, F, G, H, I, V and P. Detailed description of Pension Category is attached with heading 'List of Category'.
8. **Whether Pension discontinued** is 1 Character long field, which is mandatory. Provide 'Y' for Yes and 'N' for No (to be used in cases of life certificate is not given).
9. **From when** is 8 Character long field of 'Date' data type in 'YYYYMMDD' format, which is optional. For example '20090401', but mandatory If 'Y' (i.e. yes) is provided in above 51st Instruction (i.e. Whether Pension discontinued).

Electronic Format - F

Electronic Format for Report on Change of Status of pension

Change of status of pension

(To be prepared by CPPC)

Sr	Field Name	Type	Width (Characters)	Description
1	CPPC Code*	C	7	BSR Code of CPPC
2	SCROLL NO*	C	5	Same as provided in the corresponding Format A.
3	SCROLL DATE*	D	8	Scroll Date (YYYYMMDD)
4	PENSION ACCOUNT HOLDING BRANCH BSR CODE	C	7	Pay Branch Code (BSR Code).
5	BANK ACCOUNT NO.	C	20	Pensioner SB Account No.
6	PPO NUMBER*	C	12	POST 1990 PPO No. and in case of Pre-1990 12 Digit New PPO no Issued by CPAO
7	OLD PPO NUMBER	C	30	Pre-1990 Old PPO No, not applicable for Post 1990 Cases
8	PENSIONER NAME*	C	70	Pensioner's Name
9	PENSIONER AC*	C	20	Pensioners Bank Account No
10	PENSIONER CAT OLD ###	C	1	Category of Pension Original
11	PRESENT CAT ###	C	1	Changed Status of Pension (Refer to Pension Categories, In Case of Discontinuation give present)
12	CHANGE TYPE *	C	1	Change Type '0' No Change. '1' IF Death of Pensioner and Discontinuation of pension. '2' IF Death of Pensioner and change of case to Family Pension. '3' IF New Pension Case. '4' IF Transfer IN from Other CPPC. '5' IF Transfer OUT from Current CPPC. '6' IF Suspension. **** '7' Payment of Arrear legal heir.\$\$
13	DATE OF CHANGE *	D	8	Date of Change of Status(YYYYMMDD)
14	CHEQUE NO ##	N	10	Cheque No.
15	CHEQUE DATE ##	D	8	Date on Which Issued(YYYYMMDD)
16	CHEQUE AMT ##	N	12	Cheque Amount
17	COMM AMT	N	12	Total Commutation Amount
18	COMM DATE	D	8	Commutation Start Date(YYYYMMDD)
19	NEW CPPC***	N	7	New CPPC Code
20	NEW PENSION ACCOUNT HOLDING BRANCH BSR CODE.***	N	7	New Pay Branch Code

CPAO-NICE-Scroll Guidelines Intern Document

21	ADHAAR NO.	N	12	Adhaar No.
22	PAN NO.	C	10	Pan No.
23	MOBILE NO.	N	10	Mobile No.
24	EMAIL ADDRESS	C	50	Email Address
25	LIFE CERTIFICATE DATE	D	8	Date of Life Certificate Received last time. YYYYMMDD)
26	MONTH YEAR*	N	6	Year and Month (YYYYMM).
27	PAY_COMMISSION	C	4	Pension revised under pay commission '5CPC'; '6CPC'; '7CPC'; 'NA'

Note:-

1. * Indicates mandatory fields.
2. ## Indicates Mandatory fields in case of over payments.
3. *** Indicates Mandatory fields in case of Transfer of Pensioner from one bank to another.
4. ### Indicates Mandatory fields in case of Pension Category Change.
5. All the date fields should be in YYYYMMDD format.
6. Type Description: N=Numeric, C=Character, D=DATE.
7. In case of over payments the details of cheque for recovery has to be given (when Pension is discontinued).
8. **** Suspension here means temporary holding pension payment due to any valid reason.(for ex. Life certificate not given)
9. \$\$ when this flag is used, then the details of legal heir i.e. Name and cheque details can be entered in format F itself while the claimed figure can be entered in the main e-scroll format 'A'.
10. There should be one to one correspondence between records of Format-A and Format-F, i.e., corresponding to every record in Format-A there should be a corresponding record in Format-F related with either account no. or PPO_No. No. of records in Format-F will be greater than or equal to no. of records in Format-A.



CPAO/IT & Tech/Master data/2015-16/1744

28.01.2016

Office Memorandum

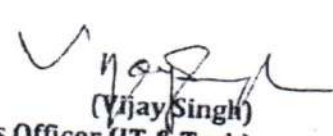
Urgent

Subject:- Updation of Master data and submission of changed information in Format-F for E-scrolls.

Attention is invited to this Office OM No. CPAO/Tech/Master data/2015-16/298 dated-25.05.2015 followed by OM of even No. 1665 dated-16.10.2015 and even NO. 1696 dated 02.12.2015 issued to all banks to update their master data once in a year by 31st January in the revised format of master data available at CPAO website www.cpaon.nic.in at the link "For Banks" → Guidelines for Banks → Guidelines for Master data followed by the report on "change of status of pension" in an electronic format-F alongwith regular monthly paid scrolls. Accordingly annual updation of master data has become due. Therefore, CMDs/Chief Executive Officers of all Authorised banks are requested to direct their CPPCs to provide the updated master data of pensioners as on 01.01.2016 latest by 31.01.2016. They may also be directed to furnish the changed information in Format-F (version 2.8 also including Life Certificate date) alongwith each and every payment scrolls in future so that any subsequent change, required in master data, may be incorporated by CPAO itself.

To facilitate the banks, the guidelines for electronic transmission of accounting data under the CPPC system by authorised banks alongwith changed/ updated Format-F have been provided on CPAO's website www.cpaon.nic.in.

This issues with the approval of Competent Authority


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)
Ph. No.011-26166758

To,

- 1) All the CMDs/Chief Executive Directors of Authorized Banks, (As per List)

Copy to:-

- 1) All the Heads of Govt. Business Departments of Authorized Banks, (As per List)
- 2) All the Heads of CPPCs of Authorized Banks, (As per List)



CPAO/IT&Tech/e-PPO/ 6 (Vol-X)/2017-18/79

09.01.2018

Office Memorandum

Subject:- Implementation of online movement of PPO (Booklet) of fresh retirees.

CPAO is going to implement the on-line movement of PPO (Booklet) to the banks shortly. Brief on e-PPO is attached. Banks will require to do necessary changes in their software based on the new arrangement. Technical document on integration between the system of CPAO and Banks is available on CPAO's website www.cpao.nic.in for guidance.

2. Sh. Davinder Kumar, Sr. TD (NIC) (contact Mobile 01126175099, e-mail ID kumar.davinder@nic.in) may be contacted in case of any clarification.

3. Therefore, Heads of CPPCs and Heads of Government Business Divisions of all the banks are advised to make the necessary provisions in their software at the earliest. A confirmation in this regard so may be sent to CPAO by 29th January, 2018.

This issues with the approval of Chief Controller (Pensions).

Encl:- Brief of e-PPO

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To,

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

Copy for information to:-

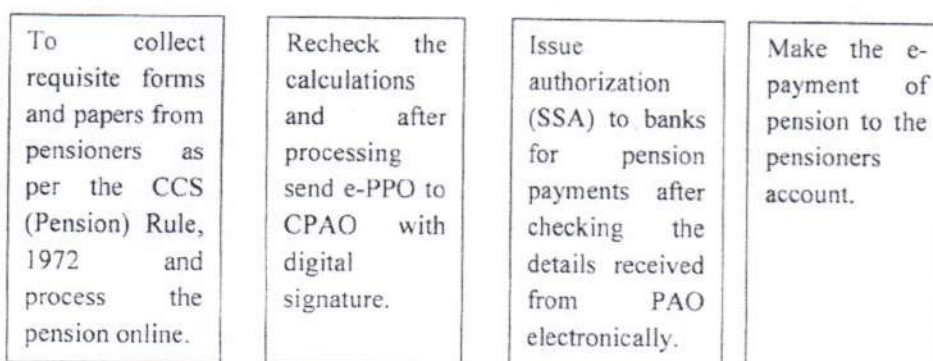
- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PPS to Addl. CGA (VP), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) Jt. CGA (IT Division) Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi
- iv) Jt. CGA (PFMS), 4th Floor, Shivaji Stadium Annexe, New Delhi - 110 001
- v) Director, DP&PW, Lok Nayak Bhawan, New Delhi - 110003.
- vi) PS to CC (P), CPAO, New Delhi
- vii) PA to CA, CPAO, New Delhi
- viii) Sr. TD(NIC), CPAO, New Delhi
- ix) Sr. AOs of all the Sections of CPAO.

(Asstt. Controller of Accounts)

Brief About e-PPO Project

The e-PPO system aims at online processing of pension cases and seamless movement of online data/SSA/PPO Booklet from HOO to PAO to CPAO to Bank in fresh as well as revision of pension cases. In this system, all the stakeholders i.e. HOO, PAO and CPAO would perform their respective work online. The main objective of this exercise is that there should be a seamless movement of pension papers electronically from Head of Office to banks for payment of pensions.

Head of Office → PAO → CPAO → CPPC/Bank



Existing Process Flow:-

At present, CPAO is receiving manual PPO Booklet and SSA from PAOs with following documents:-

- i) Joint photographs
- ii) Undertaking of recovery of over/excess payment made by bank.
- iii) Option of getting PPO booklet from Head of Office or through Bank.
- iv) Specimen signatures and identification marks.

After receiving the pension cases, CPAO processes it in PARAS, generates electronic SSA and sends it to concerned CPPCS along with PPO Booklet for arranging the payment to the pensioner. CPAO has started sending online SSA to the banks from 1st May, 2017.

Proposed Process Flow under e-PPO System:-

1. Bhavishya (On-line application for preparation of Pension Papers at Head of Office level) will get the list of future retirees (employees retiring within next 12-15 months with respect to retirement date) and pay details from EIS Module (Employees

Information System, an on-line salary application) of PFMS. Preparation of Pension Papers in Bhavishya application and its submission to PAO by Head of Office (HoO).

2. After getting the pension case from the Head of Office through Bhavishya, the PAO will process the case in the **PFMS Pension Module** and generate various authorities and electronic PPO Booklet. After using digital signature, PAO will send the pension case with e-PPO to CPAO. Information related to e-PPO will move to CPAO through SFTP between PFMS and CPAO. PAO can take print out of the PPO through the system only after its approval by CPAO. In this system there will not be any requirement of generation of SSA by the PAO as all the details of SSA would be available in e-PPO Booklet.
3. Presently, CPAO has provided facility of online generation of PPO Number through its website to PAOs in accordance with the provisions of Civil Accounts Manual (CAM). The same facility will continue even after implementation of ePPO, however, a link will be provided between PFMS pension module and CPAO website to get the PPO numbers generated on CPAO website.
4. CPAO, after downloading the pension case from PFMS Pension Module, will process it in PARAS. If the case is in order the e-PPO along with SSA of CPAO will go to Bank for payment of monthly pension and payment of commutation of pension amount (if payable through Bank).
5. Till the time all the HOOs come to the Bhavishya Platform, PFMS Pension Module will have provision for entry of the cases received manually from the HOO for capturing the details of pension cases



CPAO/IT&Tech/Clarification/13(Vol-III)/2016-17// 89

25.01.2018

Office Memorandum

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

As per 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) wherein 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".

These instructions have been reiterated vide this office OM No. CPAO/Tech/ Banks Performance/2015-16/60 dated-14.06.2016 followed by OM No. CPAO/ IT& Tech/ Banks Performance/2016-17/220 dated-09.01.2017 and OM No. CPAO/ IT& Tech/ Clarification/13(Vol-III)/2016-17/274 dated 31.03.2017 available on this office website www.cpaonin.in.

In spite of repeated instructions, it is observed that banks are still not giving the details of pension to the pensioners. Therefore, all Heads of CPPCs and Government Business Departments are once again advised to issue instructions to their branches to ensure that all pensioners are provided break up of payments made to them without fail.

This issues with the approval of Competent Authority.

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

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 Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to CA, CPAO, New Delhi
- v) Sr. TD(NIC), CPAO, New Delhi
- vi) Sr. AOs (CDN, A-I, A-II, A-III, IAW,)

(Asstt. Controller of Accounts)



CPAO/IT&Tech/Bank Performance/37 Vol. III(PF)/2017-18/191

30.01.2018

Office Memorandum

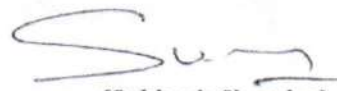
Subject:- Timely commencement of family pension in favour of spouse by banks in the event of death of the pensioners.

Attention is invited to this office OM No. CPAO/Tech/ Bank Performance/2016-17/255 dated-27.02.2017 whereby Heads of all the CPPCs and Government Business Divisions of the Banks were advised to Commence the family pension to the spouse immediately on receipt of death certificate of the pensioner, proof of spouse age/date of birth and under taking of recovery of excess payment latest within a month.

However, analysis of reports prepared in CPAO regarding time taken in conversion of pension to family pension in favour of spouse of deceased pensioners shows inordinate delay in many cases. The details of these cases are available in CPPC logins <http://epco.nic.in>.

In view of the above, Heads of CPPCs and Government Business Divisions of the banks are advised to review the latest position and ensure compliance of the above instructions and submit the status report to CPAO alongwith reasons for delay by 9th February, 2018 positively by e-mail at vijay.cpao@gmail.com.

It is, further, requested to give the acknowledgement of receipt of application and death certificate to the family pensioner regarding commencement of family pension.

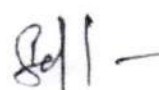

(Subhash Chandra)
(Controller of Accounts)
Ph. No. 011-26174809

To,

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

Copy for information to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) Jt. Secretary (Pension), D/o P&PW, 3rd Floor, Lok Nayak Bhawan, New Delhi-110003.
- iv) PS to CC (P), CPAO, New Delhi.
- v) PA to ACA, CPAO, New Delhi
- vi) Sr. TD(NIC), CPAO, New Delhi
- vii) Sr. AOs of all the Sections, CPAO, New Delhi


(Controller of Accounts)



CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III (E)/2017-18/ 200

21.02.2018

Office Memorandum

**Subject: Grant of Fixed Medical Allowance to Central Government Civil Pensioners
residing in areas not covered under Central Government Health Scheme
-reg.**

Please find enclosed DP&PW OM No. 4/34/2017-P&PW (D) dated-31.01.2018 on
the above subject for further necessary action.

Encl: As above

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph. No. 011-26103074

To

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

Copy to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to CA, CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AOs of all the Sections, CPAO, New Delhi.

(Asstt. Controller of Accounts)

F.No. 4/34/2017-P&PW(D)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Pension and Pensioners Welfare

3rd Floor, Lok Nayak Bhawan,
Khan Market, New Delhi
Dated: 31 -01-2018

OFFICE MEMORANDUM

Sub: Grant of Fixed Medical Allowance to Central Government Civil Pensioners residing in areas not covered under Central Government Health Scheme -reg.

The undersigned is directed to refer to this Department's OM No. 38/99/99-P&PW(C) dated 17-4-2000 on the subject mentioned above and to say that in accordance with the instructions contained therein, Central Government Civil Pensioners, residing in an area not served by any CGHS dispensary or any corresponding Health Schemes administered by other Ministries/Departments, as the case may be, even though their places of residence may fall within the limits of a CGHS covered cities, are required to submit the following documents for claiming Fixed Medical Allowance:

- a) An undertaking in the prescribed format.
 - b) A certificate from the Medical Authorities of CGHS or from authorities of corresponding Health Schemes of the concerned Ministries/Departments, as the case may be, that the area where the pensioner is residing is not served by any dispensary under CGHS or the corresponding Health Scheme administered by the Ministry/Department.
2. Keeping in view the difficulties being faced by the pensioners in obtaining the required certificate from the concerned Medical Authorities, the matter has been reconsidered in consultation with the Ministry of Health and Family Welfare. It has now been decided that the pensioners, residing in areas not covered by CGHS or any corresponding Health Schemes administered by other Ministries/Departments, as the case may be, would no longer be required to submit a certificate referred to in para 1 (b) above.

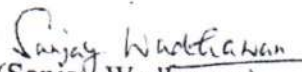
Cond/-

However, such pensioners would continue to submit an undertaking in the following format:

I _____, a retired employee of _____ (Office Address) _____ declare that I am residing at _____ (Residential Address indicated in PPO) _____, which area is not covered under CGHS or any corresponding Health Scheme administered by the Ministry/Department of _____, (as the case may be). I have also not obtained and do not wish to obtain a CGHS Card for availing out-door facilities under CGHS/Corresponding Health Scheme of other Ministries/Departments from any dispensary situated in an adjoining area.

3. A Central Government Civil Pensioner is also required to fill the enclosed Form along with above mentioned undertaking.

4. All the pension disbursing authorities are required to obtain the above undertaking along with the Form, as mentioned in Para 3 above, from such pensioners before sanctioning Fixed Medical Allowance. An entry to this effect should also be made in their PPOs.


(Sanjay Wadhawan)

Deputy Secretary to the Govt. of India
Tel. No. 24655523

Encl: As above

To

All Ministries/Departments of Government of India (As per standard mailing list)

Copy to :

- (1) Comptroller and Auditor General of India, Pocket-9, Deen Dayal Upadhyaya Marg, New Delhi-110 124.
- (2) Controller General of Accounts, Mahalekha Niyantrak Bhawan, GPO Complex, Block E, Aviation Colony, INA Colony, New Delhi-110003 .
- (3) Chief Controller (Pension), Central Pension Accounting Office, Trikot-II, Bhikaji Cama Place, New Delhi - 110 066.
- (4) Dr. Bindu Tiwari, Director (CGHS Policy), Ministry of Health and Family Welfare, Nirman Bhawan, New Delhi.
- (5) NIC, DoP&PW for uploading on the Website.

Form for availing Medical Facilities under central Government Health Scheme or Fixed Medical Allowance after retirement.

1. I reside/will be residing at the following address:			
Flat/House No/Bldg. Name		Street/Locality	
Village & Post Office/Block		City & District	
State		Pin Code	
2. I opt the following facility			
(Please tick any one of the following)			
i. I will be residing in a CGHS area and would be availing CGHS facility			<input type="checkbox"/>
ii. I will be residing in a CGHS area but would not be availing CGHS facility. I understand that I will not be eligible for Fixed Medical Allowance (FMA)			<input type="checkbox"/>
iii. I will be residing in non-CGHS area but would be availing CGHS facility for In-patient Department (IPD) and Out-patient Department (OPD) treatment. I will not be eligible for FMA			<input type="checkbox"/>
iv. I will be residing in a non-CGHS area but would be availing CGHS facility for IPD treatment only by payment of CGHS contributions. I will also avail FMA for OPD treatment			<input type="checkbox"/>
v. I will be residing in a non-CGHS area and would not be availing CGHS facility for both IPD treatment and OPD treatment. I will avail FMA.			<input type="checkbox"/>
vi. I will avail medical facilities available to spouse/family members who is an employees/pensioner of Government/PSU/Autonomous Body. I will not avail CGHS facility and FMA			<input type="checkbox"/>
vii. Avail medical facility of previous organization. I will not avail CGHS facility and FMA			<input type="checkbox"/>
This is my one time change in option as provided in the Rules and it supersedes the earlier option given by me. I understand that I shall not be able to change this option again (Strike out this item if not applicable)			

Name of the retiring employee/pensioner:		Mobile No.	
--	--	------------	--

(Signature of head of office)

(Signature of applicant)



CPAO/IT & Tech/Bank Performance/37 (Vol-II)/2017-18/204

09.03.2018

Office Memorandum

Subject:- Deduction of Income Tax at the time of making payment.

It is observed that some of the banks are not following the guidelines of the Income Tax Act regarding tax deduction on pension payments. Pensioners have raised grievances relating to the deduction of income tax at the fag end of the year causing undue financial hardship to the pensioners. Moreover, there is considerable delay in the issuance of Form-16 to the pensioners and in some cases Form-16 are not being issued to the pensioners.

In view of the above, all Heads of CPPCs are advised to deduct the income tax at the time of each payment itself and issue Form-16 by 31st of May every year and follow the Income tax guidelines issued from time to time.

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to CA, CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AOs of all the Sections, CPAO, New Delhi.

(Asstt. Controller of Accounts)



CPAO/IT&Tech/Simplification/11.Vol-VI /2017-18/206

Dated: 12.03.2018

Office Memorandum

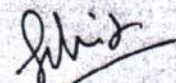
Subject:- Payment of arrears accruing in respect of deceased pensioners/family pensioners to the nominee/legal heir.

On death of the pensioners/family pensioners, the pension account is closed by the bank and the balance amount in the account of pensioners/ family pensioners is paid to the nominees/legal heirs. However, it is observed that the life time arrears arising subsequently on account of Pay Commission etc. are not paid to the nominees/legal heirs of the deceased pensioners/family pensioners either on account of fact that the pension/ family pension is not revised by the concerned Pension Sanctioning Authority (PSA) or the amount of arrears of revised pension/family pension is not paid due to closure of the bank account. In such cases action is to be taken by the concerned Pay & Accounts Officer as per provision of para 7.5.6 of the Civil Accounts Manual (copy attached).

DP&PW vide its OM No. 1/22/2012-P&PW (E) dated-10th July, 2013 (copy enclosed) has clearly defined the procedure so that nominees/legal heirs of pensioners/family pensioners are not subjected to harassment in claiming the payment of arrears of pension.

In view of the above, all the Head of Offices/PAOs/CPPCs of banks are requested to comply with the procedure as mentioned in the above OM of DP&PW for speedy settlement of claims of pension arrears.

Encl:- As above


(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs
2. Heads of CPPCs of all Banks
3. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to CA, CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AOs of all the Sections, CPAO, New Delhi.

7.5.1 Payment of Pension through Public Sector Banks and Other Nominated Banks (Private Sector Banks)

Pensioners are given option for getting their pension credited to their saving or current bank accounts (either single account in their names or joint account with their spouses operated either by 'Former or Survivor' or 'Either or Survivor' basis). All Pr. Chief Controller of Accounts/Chief Controller/Controller of Accounts in charge of the Accounting Organisation, Accountants General and Director of Accounts, as the case may be, will forward the 'Facsimile of Special Seal' and specimen signatures of the Accounts Officer entrusted with the issuing of PPOs to the Central Pension Accounting Office. In case of a change in the incumbency of the nominated Accounts Officer, the specimen signature of the new officer will be sent to the Central Pension Accounting Office duly attested by the relieved officer.

7.5.2 All PPOs and subsequent amendments to PPOs issued by PPO issuing authorities will be sent to the Central Pension Accounting Office under Special Seal Authority for arranging payment through authorized Banks irrespective of whether the payment is to be made at the same station or another station. PPOs will be sent to Central Pension Accounting Office under the forwarding letter in Annexure H & H-1 to this Chapter.

7.5.3 The Central Pension Accounting Office will enter the following particulars in the Central Data Bank.

- (i) PPO number and date
- (ii) Class of pension
- (iii) Name of pensioner
- (iv) Department/Ministry in which the pensioner was last serving
- (v) Accounts Officer issuing the PPO with Code Number
- (vi) Date of retirement of pensioner
- (vii) Date of commencement of pension
- (viii) Gross amount of monthly pension
- (ix) Commutation of pension
- (x) Reduced amount of monthly pension on account of commutation
- (xi) Family pension etc.

After verifying the signature of the Pay & Accounts Officer who has issued the PPO and the Special Seal of his office the authorised officers in CPAO will transmit the PPO to the link Branch of the Bank for arranging payment through the paying Branch desired by the pensioner.

7.5.4 The detailed instructions to be followed by the authorised Banks in crediting pension into the pensioner's account have been incorporated in the book, titled 'Scheme for Payment of Pensions to Central Govt. Civil Pensioners by Authorized Banks'. It includes instructions on keeping record of PPOs received, keeping the pensioners informed of the movement of pension documents, duties and functions of Paying Branch before starting payment, functions of Link Branch for obtaining reimbursement of payment made, procedure for reimbursement to Banks, certificates to be furnished by the pensioners, procedure for transfer of pension payments from one branch / Bank to another, and payment of relief and family pension, etc.

7.5.5 It must be ensured that arrears of pension due to the pensioners on account of delayed finalization or for any other reason have been correctly worked out. They must be paid to the pensioners in accordance with the provisions of various rules and orders applicable, by the Pay and Accounts Offices as indicated in Annexure D. Only the future monthly pensions payable will be authorized to the Banks by transmitting the PPOs to Central Pension Accounting Office, in accordance with the procedure outlined in para 7.5.2.

7.5.6 There may be an occasion when the pensioner opting to draw pension through a bank dies before the PPO is sent to Central Pension Accounting Office. In such cases Pay and Accounts Office will make the payment of arrears of pension to the heirs of deceased pensioner, and PPO will be sent to CPAO for authorizing family pension only.

No. 1/22/2012-P&PW (E)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhavan,
Khan Market, New Delhi
Dated: 10th July, 2013

Office Memorandum

- Sub: (i) Payment of arrears of pension in cases where valid nomination has not been made under the Payment of Arrears of Pension (Nomination) Rules, 1983;
- (ii) payment of arrears of family pension – reg.

Attention is invited to the Payment of Arrears of Pension (Nomination) Rules, 1983 which provide that after the death of the pensioner, all moneys payable to the pensioner on account of pension will be paid to the nominee of the deceased pensioner. In the absence of any nomination made by the pensioner, the arrears of his/her pension are paid to the legal heir as per the procedure indicated in para 4 of part A of annexure to Ministry of Finance OM No. 1(3)-E.V/83, dated 11.10.1983. However, dependants of some pensioners expressed difficulties in obtaining the legal heir-ship certificates and represented that the necessity of production of legal heir-ship certificates may be waived where the amount of arrears payable is small.

2. The matter had been examined in Ministry of Finance, D/o Expenditure vide OM dated 04/06/1985 and it was decided that in case where a valid nomination does not exist under the Payment of Arrears of Pension (Nomination) Rules, 1983 and the dependent of pensioner is unable to produce the legal heir-ship certificate, the Payment of Lifetime Arrears of Pension accruing to the deceased pensioner may be authorized on the basis of any documentary proof regarding the relationship and heir-ship of the claimant if the gross amount of arrear does not exceed Rupees 25,000. In such cases, if the gross amount did not exceed Rupees 5,000 and case represented no peculiar features, the accounts officer was authorised to make the payment on his own authority.

3. The Government has further looked into the matter and decided to increase the limits of Rupees 5000 and 25000 as indicated in Department of Expenditure OM, dated 4.6.85 to Rupees 50,000 and 2,50,000 respectively. The conditions and the procedure of payment as indicated in Department of Expenditure OM, dated 22.10.1983 and 04.06.1985 will remain the same, which are reiterated hereunder.

4. The Pension Disbursing Authority (PDA) may receive application along with any documentary proof regarding the relationship and heir-ship of the claimant. In case the claimant is the recipient of family pension, the disbursing Officer will verify the identity of the claimant with reference to the disburser's half as well as pensioner's half of the PPO and give a certificate of having done so. PDA will duly attest the documents received from the applicant and forward these along with the application to the Accounts Officer. The Accounts Officer, on receipt of application along with a copy of PPO of the pensioner and other documents from the PDA, will calculate the amount of arrears and issue necessary authority for payment of life-time arrears to the disbursing authority if the case does not present any peculiar features and the amount does not exceed Rs.50,000. In case the amount exceeds Rupees 50,000 but does not exceed Rupees 2,50,000, the Accounts Officer will obtain the

orders of the Head of Department or Administrator or the CAG in the case of pensioners from Indian Audit & Accounts Department or any Officer of that Department declared as an HOD. Payment will be made on execution of a duly stamped indemnity bond in Form T.R. 14/G.A.R. 26, with such sureties as necessary in terms of para 7 below. In case of any doubt and also in cases where the amount of arrears exceeds Rupees 2,50,000, payments shall be authorized to be made only to the persons producing the legal authority.

5. This department's OM No. 43/4/95-P&PW(G), dated 30.10.1995 stipulates that in the event of death of a family pensioner, the right to receive any arrears of family pension would automatically pass on to the eligible member of the family next in line. The requirement of succession certificate for payment of any arrears occurs only where there is no member in the family who is eligible to receive family pension after the death of the family pensioner. Therefore, it has been decided that the provisions of this office memorandum will also apply to the payment of arrears of family pension where no member of family is eligible to receive family pension.

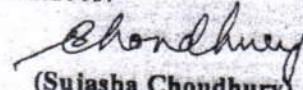
6. The Head of Department here means the Head of Department as defined in rule 2 (xvi) of the General Financial Rules, 2005. However, in order to ensure that the citizens do not have to face unnecessary hardships, it has been decided that in the case of field establishments, the Administrative Ministries/Departments may delegate the power of Head of Department to the Head of Office in the rank of Deputy Secretary/Director, if felt necessary by them. It is also clarified that this OM will cover all such past cases.

7. Normally, there should be two sureties, both of known financial stability. However, in case the amount of claim is less than Rs.75,000/-, the authority accepting the indemnity bond for and on behalf the President of India should decide on the merits of each case whether to accept only one surety instead of two. The obligor as well as the sureties executing the indemnity bond should have attained majority so that the bond has legal effect or force. The bond is required to be accepted on behalf of the President by an officer duly authorised under Article 299 (1) of the Constitution.

8. These orders will not be applicable in cases where a valid nomination exists under the Payment of Arrears of Pension (Nomination) Rules, 1983. In such cases, the payment of arrears will be authorised to be made to the nominee (s).

9. As regards pensioners/family pensioners belonging to the Indian Audit and Accounts Departments, these Orders issue after consultation with the Comptroller and Auditor General of India.

10. This issues with the concurrence of Ministry of Finance, Department of Expenditure, vide their ID Note No.568/E.V/2013, dated 28th June, 2013 and O/o Controllor General of Accounts vide their ID No. 1(7)/TA-III/2011-12/Misc/116, dated 13.02.2013.


(Sujasha Choudhury)

Deputy Secretary to the Govt. of India

1. All Ministries/Departments of the Government of India
2. O/o The Comptroller & Auditor General of India
3. O/o The Controller General of Accounts, Lok Nayak Bhavan, New Delhi.
4. Pensioners' Associations as per mailing list maintained in this department.



CPAO/IT & Tech/Bank Performance/37 (Vol-III)/2017-18/208

19.03.2018

Office Memorandum

Subject:- Simplification of Pension Procedure –submission of Life Certificate.

Attention is invited to CPAO's OM No. CPAO/Tech/Simplification/2012-13/325 dated-18.02.2013 on the above subject whereby it was decided to submit the life certificate to any branch of the authorized bank through which pension of pensioners/ family pensioners is being disbursed. Format of acknowledgement to be given by the Life Certificates receiving branch to the pensioner/family pensioner was circulated vide this office OM No. CPAO/IT&Tech/ Scheme Booklet/2015-16/1666 dated-16.10.2015 which was reiterated vide OM No. CPAO/IT&Tech/Jeevan Pramaan/ 2015-16/ 1680 dated-09.11.2015.

But, it is observed that bank branches are still not providing the acknowledgement of Life Certificate to the pensioners/family pensioners. Moreover, it has been observed that they do not forward the same to their CPPCs, resulting in stoppage of pension/ family pension which causes undue financial hardship to the pensioners/ family pensioners.

In view of the above, Heads of CPPCs and Heads of Government Business Divisions of all the authorized banks are requested to issue necessary instructions to all their branches to provide the acknowledgement of Life Certificate to the pensioner/ family pensioner without fail and forward the same to the concerned CPPCs for necessary action.

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to CA, CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AOs of all the Sections, CPAO, New Delhi.



CPAO/IT & Tech/UT Chandigarh/F.No.50/2018-19/09

10.04.2018

17

Office Memorandum

Subject:- Grant of Additional pension to the old age pensioners of U.T. Chandigarh which is applicable to Punjab Government employees.

As per GID (1) below rule 2 of CCS (Pension) Rules, 1972 the employees of the Delhi Administration as well as other Union Territories are governed by Central Civil Service (Pension) Rules, 1972 except those of Chandigarh Administration in the matter of pensionary benefits. Conditions of Service of Union Territory of Chandigarh Employees Rules, 1992 empowers the Administrator of the UT Chandigarh to revise the pay scales of the employees of the UT Chandigarh and to bring them at par with the scales of pay sanctioned by the Government of Punjab from time to time. The Punjab Government has decided to grant additional pensions to their old pensioners vide letter No. 3/ 23/09-3FPPc/1402 dated-22.12.2011 w.e.f, 01.12.2011 at the following rates:-

Age of Pensioner/Family Pensioner	Additional quantum of pension/family pension
From 65 years to less than 70 years	5 percent of revised basic pension/family pension
From 70 years to less than 75 years	10 percent of revised basic pension/family pension
From 75 years to less than 80 years	15 percent of revised basic pension/family pension
From 80 years to less than 85 years	25 percent of revised basic pension/family pension
From 85 years to less than 90 years	35 percent of revised basic pension/family pension
From 90 years to less than 95 years	45 percent of revised basic pension/family pension
From 95 years to less than 100 years	55 percent of revised basic pension/family pension
100 years or more	100 percent of revised basic pension/family pension

Administrator of UT Chandigarh has also adopted the above decision and conveyed it to all Administrative Secretaries/ Heads of Departments/Offices of Chandigarh Administration vide its Finance Department letter No. 65/1/ 34-UTFII (12)-2012/ 664 dated-18.01.2012 (copy enclosed).

DP&PW has also confirmed the same vide their OM No.38/6/18- P&PW (A) dated-18.01.2018 (copy enclosed).

All Heads of CPPCs are advised to ensure payment of additional pensions to the old pensioners of UT, Chandigarh are being made as per slabs indicated at pre-page.

This issues with the approval of Chief Controller (Pensions).

Encl: As above



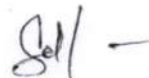
(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To

1. Heads of CPPCs/ Government Business Departments of all Banks.
2. The Accountant General, O/o the Accountant General (A&E), Chandigarh Administration, Punjab (U.T.), Sub Office Chandigarh, Sector -17, Plot No. 20, Chandigarh - 160017

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to CA, CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AO, Coord. Section, CPAO, New Delhi.
- vii) Sr. AO (A-II) Section, CPAO, New Delhi.



(Asstt. Controller of Accounts)



No. 38/6/18 - P&PW (A)
Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi
Dated the 18th January, 2018

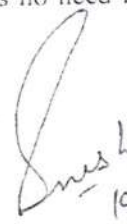
19th

Office Memorandum

Sub:- Grant of additional pension to the pensioners of U.T. Chandigarh – reg.

I am directed to refer to your UO No.CPAO/IT&Tech/U.T. Chandigarh/50/2016-17/167 dated 14th December 2017 on the above subject and to say that In accordance with Rule-2 of CCS (Pension) Rules, these rules are applicable to Government servants appointed substantively to civil services and posts in connection with the affairs of the Union. As mentioned in your note dated 24.4.2017, the employees and pensioners of U.T. Chandigarh are governed by the rules and orders as applicable to the employees of Punjab Civil Services. However, the employees of other U.T. Administrations are governed by the rules regulating the service conditions of Central Government employees. //

2. MHA, in their OM dated 24.3.1984 has also clarified that the employees of Union Territory Administration other than Chandigarh are governed by CCS (Pension) Rules, 1972 and that the pay scales and conditions of service of employees of Chandigarh Administration are not covered by the rules governing Central Government employees. Thus, there is no inconsistency in the note dated 24th March, 1984 of MHA. Therefore, there is no need for any amendment to the note of MHA.


19/1/18
(S.K. Makkar)

Under Secretary to the Government of India

✓
Ministry of Finance
Department of Expenditure
Central Pension Accounting Office
[Shri Subhash Chandra, Controller of Accounts]
Trikoote-II, Bhikaji Cama Place
New Delhi 110 066.

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No. 65/1/34-UTFII(12)-2012/
CHANDIGARH ADMINISTRATION
FINANCE DEPARTMENT

Chandigarh, dated the 18.1.12

To

All Administrative Secretaries/
Heads of Departments/Offices
In Chandigarh Administration

Subject: Grant of Old Age Allowance to the Pensioners/Family Pensioners.

Sir/Madam,

In continuation of this Administration's letter No. 65/1/34-UTFII(12)/2009/5819 dated 28.08.2009, I am directed to enclose herewith a copy of Govt. of Punjab, Department of Finance (Finance Pension Policy & Coordination Branch), Chandigarh's letter No. 3/23/09-3FPPC/1402 dated 22.12.2011 on the subject cited above and to say that the Administrator, Union Territory, Chandigarh is pleased to adopt the said letter in favour of U.T. pensioners/family pensioners for information and necessary action.

to the
Sect

Yours faithfully,

Shashika
18.1.12

Superintendent Finance-II,
For Finance Secretary,
Chandigarh Administration

Finar
retan
minist

Endst. No. 65/1/34-UTFII(12)-2012/ 665 Dated 18.1.12

A copy, along with a copy of its enclosures, is forwarded to the:-

1. Accountant General (A&E), U.T., Chandigarh.
 2. Accountant General (A&E), Punjab, Chandigarh.
 3. Accountant General (Audit) Haryana, Chandigarh
 4. Treasury Officer, Central Treasury, U.T. Chandigarh.
- for information and necessary action.

Shashika
18.1.12

Superintendent Finance-II,
For Finance Secretary,
Chandigarh Administration

Endst. No. 65/1/34-UTFII(12)-2012/ 666 Dated: 18.1.12

A copy is forwarded to the:-

- i) Manager, State Bank of India, Local Head Office, Sector 17, Chandigarh.
- ii) Manager, State Bank of Patiala, Sector 22, Chandigarh
- iii) Manager, Punjab National Bank, Sector 17, Chandigarh.
- iv) Dy. General Manager, Punjab National Bank, Circle Office, Sector - 17 B, Chandigarh.

- 58 16 24
- v) Manager, Central Bank of India, Sector 17, Chandigarh.
 - vi) Manager, Bank of India, Sector 17, Chandigarh.
 - vii) Manager, United commercial Bank, Sector 17, Chandigarh.
 - viii) Assistant General Manager, State Bank of India, Centralised Pension Processing Cell, Sector 5, Panchkula
 - ix) Manager, Oriental Bank of Commerce, Gurdaspur Road, Batala.
 - x) Manager, State Bank of Patiala (CPPC Branch) Urban Estate Phase-II S.C.O. 114-115, Patiala.
- for information and necessary action.

Shashika
18.1.12

Superintendent Finance-II,
for Finance Secretary,
Chandigarh Administration.

No. 65/1/34-UTFII(12)-2012/

667

Dated 18.1.12

A copy, along with a copy of its enclosure, is forwarded to the:-

- i) State Informatics Officer, National Informatics Centre U.T. Secretariat Chandigarh;
 - ii) Director Public Relations, U.T., Chandigarh.
- for information and necessary action.

Shashika
18.1.12

Superintendent Finance-II,
for Finance Secretary,
Chandigarh Administration

No. 65/1/34-UTFII(12)-2012/

668

Dated 18.1.12

A copy, along with a copy of its enclosures, is forwarded to the General Secretary, U.T. Pensioners Welfare Association, H.No.2940, Sector 37-C, Chandigarh, for information.

Shashika
18.1.12

Superintendent Finance-II,
for Finance Secretary,
Chandigarh Administration

24.1.12

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24/1/12
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CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III (E)/2018-19/15

23.04.2018

Office Memorandum

Subject:- Grant of Fixed Medical Allowance.

DP&PW vide its OM No.45/57/97-P&PW (C) dated-19.12.1997 followed OM No. 4/25/2008-P&PW (D) dated-26.05.2010, OM No. 4/25/2008-P&PW (D) dated-29.11.2014 and OM No. 4/34/2017-P&PW (D) dated-19.07.2017 had introduced the payment of Medical Allowance to those pensioners who were not residing in the areas where no such outdoor facilities are available. An undertaking is required to be submitted by claimants to the effect that they are not residing in the areas where no such outdoor facilities are available. On the basis of this undertaking pension disbursing authorities shall make an entry in regard to grant of medical allowance in the both halves of PPO of the individual concerned and authorise payment of medical allowance. Such an undertaking can be obtained by Bank, Departmental PAO and Treasury, as applicable once every year alongwith other certificates, the pensioner is required to furnish.

As and when grant of medical allowance to a pensioner/family pensioner is authorized by the pension disbursing authority, intimation to this effect shall be sent to the CPAO/concerned Pay & Accounts Office in the prescribed proforma. The payment shall be made to the pensioner by the pension disbursing authority alongwith pension/family pension of monthly basis.

All Heads of Government Accounts Department and CPPCs are advised to make the payment accordingly alongwith recovery made, if any.

(Signature)

(Praful Dabral)

Sr. Accounts Officer (IT& Tech)

Ph No.011-26166758

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) Sr.TD(NIC), CPAO, New Delhi
- v) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- vi) Sr. AO (IAW), CPAO, New Delhi.
- vii) Sh. Ujjal Singh P, 27/1683, Ragasudha PO Govindpuram, Kozhikode-673016 w.r.t. your representation received from Central Govt. Pensioners' Association, Calicut vide letter No. 2018/CGPA/CLT/CPAO/FMA dated-15.02.2018.

F.No. 4/34/2017-P&PW(D)
Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Pension and Pensioners Welfare

3rd Floor, Lok Nayak Bhawan,
Khan Market, New Delhi
Dated: 31 -01-2018

OFFICE MEMORANDUM

Sub: Grant of Fixed Medical Allowance to Central Government Civil Pensioners residing in areas not covered under Central Government Health Scheme -reg.

The undersigned is directed to refer to this Department's OM No. 38/99/99-P&PW(C) dated 17-4-2000 on the subject mentioned above and to say that in accordance with the instructions contained therein, Central Government Civil Pensioners, residing in an area not served by any CGHS dispensary or any corresponding Health Schemes administered by other Ministries/Departments, as the case may be, even though their places of residence may fall within the limits of a CGHS covered cities, are required to submit the following documents for claiming Fixed Medical Allowance:

- a) An undertaking in the prescribed format.
- b) A certificate from the Medical Authorities of CGHS or from authorities of corresponding Health Schemes of the concerned Ministries/Departments, as the case may be, that the area where the pensioner is residing is not served by any dispensary under CGHS or the corresponding Health Scheme administered by the Ministry/Department.

2. Keeping in view the difficulties being faced by the pensioners in obtaining the required certificate from the concerned Medical Authorities, the matter has been reconsidered in consultation with the Ministry of Health and Family Welfare. It has now been decided that the pensioners, residing in areas not covered by CGHS or any corresponding Health Schemes administered by other Ministries/Departments, as the case may be, would no longer be required to submit a certificate referred to in para 1 (b) above.

Cond/-

However, such pensioners would continue to submit an undertaking in the following format:

I _____, a retired employee of _____ (Office Address) _____ declare that I am residing at _____ (Residential Address indicated in PPO) _____, which area is not covered under CGHS or any corresponding Health Scheme administered by the Ministry/Department of _____, (as the case may be). I have also not obtained and do not wish to obtain a CGHS Card for availing out-door facilities under CGHS/Corresponding Health Scheme of other Ministries/Departments from any dispensary situated in an adjoining area.

3. A Central Government Civil Pensioner is also required to fill the enclosed Form along with above mentioned undertaking.

4. All the pension disbursing authorities are required to obtain the above undertaking along with the Form, as mentioned in Para 3 above, from such pensioners before sanctioning Fixed Medical Allowance. An entry to this effect should also be made in their PPOs.

Sanjay Wadhawan
(Sanjay Wadhawan)

Deputy Secretary to the Govt. of India
Tel. No. 24655523

Encl: As above

To

All Ministries/Departments of Government of India (As per standard mailing list)

Copy to :

- (1) Comptroller and Auditor General of India, Pocket-9, Deen Dayal Upadhyaya Marg, New Delhi-110 124.
- (2) Controller General of Accounts, Mahalekha Niyantarak Bhawan, GPO Complex, Block E, Aviation Colony, INA Colony, New Delhi-110003.
- (3) Chief Controller (Pension), Central Pension Accounting Office, Trikot-II, Bhikaji Cama Place, New Delhi - 110 066.
- (4) Dr. Bindu Tiwari, Director (CGHS Policy), Ministry of Health and Family Welfare, Nirman Bhawan, New Delhi.
- (5) NIC, DoP&PW for uploading on the Website.

Form for availing Medical Facilities under central Government Health Scheme or Fixed Medical Allowance after retirement.

1. I reside/will be residing at the following address:			
Flat/House No/Bldg. Name		Street/Locality	
Village & Post Office/ Block		City & District	
State		Pin Code	
2. I opt the following facility			
(Please tick any one of the following)			
i. I will be residing in a CGHS area and would be availing CGHS facility			<input type="checkbox"/>
ii. I will be residing in a CGHS area but would not be availing CGHS facility. I understand that I will not be eligible for Fixed Medical Allowance (FMA)			<input type="checkbox"/>
iii. I will be residing in non-CGHS area but would be availing CGHS facility for In-patient Department (IPD) and Out-patient Department (OPD) treatment. I will not be eligible for FMA			<input type="checkbox"/>
iv. I will be residing in a non-CGHS area but would be availing CGHS facility for IPD treatment only by payment of CGHS contributions. I will also avail FMA for OPD treatment			<input type="checkbox"/>
v. I will be residing in a non-CGHS area and would not be availing CGHS facility for both IPD treatment and OPD treatment. I will avail FMA.			<input type="checkbox"/>
vi. I will avail medical facilities available to spouse/family members who is an employees/pensioner of Government/PSU/Autonomous Body. I will not avail CGHS facility and FMA			<input type="checkbox"/>
vii. Avail medical facility of previous organization. I will not avail CGHS facility and FMA			<input type="checkbox"/>
This is my one time change in option as provided in the Rules and it supersedes the earlier option given by me. I understand that I shall not be able to change this option again (Strike out this item if not applicable)			

Name of the retiring employee/ pensioner:		Mobile No.	
--	--	------------	--

(Signature of head of office)

(Signature of applicant)



CPAO/IT & Tech/Bank Performance/37 (Vol-III)(A)/2018-19/ / 7

25.04.2018


Office Memorandum

Subject:- Deficiency in providing of services by banks to sick pensioners/family Pensioner.

It has been observed that number of grievances are being received in CPAO regarding deficiency in services rendered by banks to pensioners/family pensioners. Pensioners/ family pensioners especially those who are sick, paralyzed and bedridden are facing problems while withdrawing their money from their respective pensions accounts.

In view of the above, Heads of CPPCs and Heads of Government Business Divisions of all the authorized banks are requested to issue necessary instructions to all the branches to attend these pensioners/family pensioners who are sick, paralyzed and bedridden on priority basis with empathy so that no hardships are caused to the pensioners/ family pensioners.

This issues with the approval of Chief Controller (Pensions).


(Praful Dabral)
Sr. Accounts Officer (IT & Tech)
Ph No.011-26166758

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to CC (P), CPAO, New Delhi
- iv) PA to ACA, CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- vii) Sr. AO (IAW), CPAO, New Delhi.



CPAO/IT & Tech/Bank Performance/37 (Vol-III)/2018-19/22

15.05.2018

Office Memorandum

Subject:- Non- acceptance of Nomination Form for Life Time Arrear (LTA).

It has been observed that Pension Payee Scheduled Bank branches are not accepting Nomination Form for "Life Time Arrear" on the pretext that their branch has not received any instructions from their head office.

As per para 23 of the Scheme Booklet on acceptance of Nomination Form for Life Time Arrears provides that where the Nomination for the payment of arrears does not exist then the Authorized Bank will seek instructions of the CPAO, who will in turn, refer the matter to AG/CCA/CA/Dy.CA for obtaining the requisite sanction of Head of the Office. As such, the claimant can also approach the Head of Office where the pensioner served before his/her retirement/ death.

Moreover para 4.5.7 of the Scheme Booklet clearly states that "CPPCs may ensure that the responsibilities assigned to Home Branches are enforced so that the pensioners are not redirected to CPPC for redressal of grievances and information needs. Necessary performance measures and monitoring mechanisms, in co-ordination with the respective administrative structures to achieve the desired level of service delivery in Home Branches as well as CPPCs may be instituted by the Bank."

This issues with the approval of Chief Controller (Pensions).

(Praful Dabral)
Sr. Accounts Officer (IT & Tech)
Ph No.011-26166758

To

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs
2. Heads of CPPCs of all Banks
3. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) The General Manager, Reserve Bank of India, Deptt. of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculla, Mumbai - 400008.
- iii) The Under Secretary, Ministry of Finance, Deptt. of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi-110001.
- iv) The Director (Pension), Deptt. of P&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003.
- v) PS to CC (P), CPAO, New Delhi
- vi) Sr.TD(NIC), CPAO, New Delhi
- vii) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- viii) Sr. AO (IAW), CPAO, New Delhi.



CPAO/IT & Tech/Bank Performance/37 (Vol-III)/2018-19/23

15.05.2018

Office Memorandum

Subject:-Non-issue of Pension slip by banks.

Attention is invited to para 4.6.6 of CPPC Guidelines issued by CPAO whereby it has been mentioned that "The Home Branch will meet all information needs of the pensioner using the CPPC system. 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 between the pensioner & CPPC and, besides providing accounts statement, provide to the pensioners the TDS, pension slip, the Due and Drawn Statement in respect of each arrear and the Annual Income Statement".

In view of the above, Heads of CPPCs and Heads of Government Business Divisions of all the authorized banks are requested to strictly adhere to the above mentioned provision of para 4.6.6 of the CPPC guidelines.

This issues with the approval of Chief Controller (Pensions).

[Signature]

(Praful Dabral)
Sr. Accounts Officer (IT & Tech)
Ph No.011-26166758

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) The General Manager, Reserve Bank of India, Deptt. of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculla, Mumbai - 400008.
- iii) The Under Secretary, Ministry of Finance, Deptt. of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi-110001.
- iv) The Director (Pension), Deptt. of P&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003.
- v) PS to CC (P), CPAO, New Delhi
- vi) Sr.TD(NIC), CPAO, New Delhi
- vii) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- viii) Sr. AO (IAW), CPAO, New Delhi.



CPAO/IT & Tech/SCOVA/20 (Vol-I)/2018-19/26

16.05.2018

Office Memorandum

Subject: - Recovery of excess payment made to pensioners.

It has been brought to the notice of this office that some Bank branches are refusing to disburse the family pension to the family pensioners until and unless the whole overpaid amount is credited back to the bank. This issue was also highlighted in the Standing Committee of Voluntary Agencies (SCOVA) meeting Chaired by Hon'ble Minister of State of the Ministry of Personnel, Public Grievances & Pensions.

In this context, RBI in consultation with Office of the CGA, Ministry of Finance, Deptt. of Expenditure has issued instructions for recovery of excess payment made to pensioners vide their Circular No. RBI/2015-16/340 DGBA GAD No.2960/45.01.001/2015-16 dated-17.03.2016 which is reproduced below:-

- a) As soon as the excess/wrong payment made to a pensioner comes to the notice of the paying branch, the branch should adjust the same against the amount standing to the credit of the pensioner's account to the extent possible including lumpsum arrears payment.
- b) If the entire amount of over payment cannot be adjusted from the account, the pensioner may be asked to pay forthwith the balance amount of over payment.
- c) In case the pensioner expresses his inability to pay the amount, the same may be adjusted from the future pension payments to be made to the pensioners. For recovering the over-payment made to pensioner from his future pension payment in instalments 1/3rd of net (pension plus relief) payable each month may be recovered unless the pensioner concerned gives consent in writing to pay a higher instalment amount.
- d) If the over payment cannot be recovered from the pensioner due to his death or discontinuance of pension then action has to be taken as per the letter of undertaking given by the pensioner under the scheme.
- e) The pensioner may also be advised about the details of over payment/ wrong payment and mode of its recovery.

The above uniform procedure may be strictly adhered to while effecting recovery of excess/wrong pension payments made to pensioners and necessary instructions may be issued to the bank branches to ensure that no branch may refuse the pension/family pension to the pensioners on the pretext of excess payment/recoveries.

This issues with the approval of Chief Controller (Pensions).

~~Encl. As above~~



(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) The General Manager, Reserve Bank of India, Deptt. of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculia, Mumbai - 400008.
- iv) The Joint Secretary, Ministry of Finance, Deptt. of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi-110001.
- v) The Joint Secretary (Pension), Deptt. of P&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003.
- vi) PS to CC (P), CPAO, New Delhi
- vii) Sr.TD(NIC), CPAO, New Delhi
- viii) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- ix) Sr. AO (IAW), CPAO, New Delhi.



CPAO/IT&Tech/Single Window Service/54/2018-19/33

28.05.2018

Office Memorandum

Subject: Grievance Redressal and Monitoring System of CPAO for Banks.

Quick disposal of grievances of pensioners has been on top priority of CPAO. For this purpose, a Grievance Cell is already functioning in CPAO and grievances received through different modes are settled by it. So far, grievances not pertaining to CPAO directly but involving other agencies were being forwarded for final disposal to the concerned agency i.e. Bank, PAO for necessary action.

2. In order to track/monitor of disposal of such grievances, CPAO has developed Grievance Redressal and Monitoring System: a facility of online transfer of grievances on the login of the concerned authority directly from the CPAO website for early disposal and update thereon. As such, Heads of the CPPC and Heads of Government Business Department of the banks would be in a position to monitor the disposal of the grievances in time-bound manner and intimate the CPAO about the disposal to enable it to show the final disposal of the grievance on its website for pensioner's information.

3. This system was communicated to all the Heads of CPPCs and Govt. Business Deptt. attaching therewith their User ID and password for using this facilities vide this office OM No. CPAO/IT & Tech/Single Window Service/54/2016-17/88 dated-20.07.2016 (copy enclosed). The process of handling the grievances by banks is available at http://cpao.nic.in/pdf/Bank_grv.pdf.


4. During the review of the Grievance redressal Monitoring System. It has come to notice that there is huge pendency against the Banks and in some cases the pendency is beyond 90 days (copy enclosed).

5. Keeping in view the above circumstances all Heads of CPPCs and Govt. Business Departments are requested to monitor the disposal of grievances on daily basis and to ensure that all grievances received from CPAO are settled on priority and maximum within 30 days of their receipt and the status updated on the facility provided on CPAO website.

In case of any difficulty in using this facility, Sh. Davinder Kumar, Sr. Technical Director, Telephone No. 011-26175099, email - kumar.davinder@nic.in may be contacted.

This issues with the approval of Competent Authority.

Encl:- As above


(Praful Dabral)
Sr. Accounts Officer (IT & Tech)
Ph No.011-26166758

To,

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

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/Single Window Service/54/2016-17/ ९९

20.07.2016

Office Memorandum

Subject: Grievance Redressal and Monitoring System of CPAO for Banks.

Quick disposal of grievances of pensioners has been on top priority of CPAO. For this purpose, a Grievance Cell is already functioning in CPAO and grievances received through different modes are settled by it. So far, grievances not pertaining to CPAO directly but involving other agencies for final disposal were being forwarded to the concerned agency i.e. Bank, PAO for necessary action through email/letter. But no tracking/monitoring of disposal of such grievances was available either with the bank or with CPAO.

2. In order to fill this gap, CPAO has developed Grievance Redressal and Monitoring System: a facility of online transfer of grievances on the login of the concerned authority directly from the CPAO website for early disposal and update thereon. As such, Heads of the CPPC and Heads of Government Business Department of the banks would be in a position to monitor the disposal of the grievances in time-bound manner and intimate the CPAO about the disposal to enable it to show the final disposal of the grievance on its website for pensioner's information.

3. For using this facility username and password are attached for the respective Heads of CPPCs and Government Business Departments. The process of handling the grievances by banks is available at http://cpao.nic.in/pdf/Bank_grv.pdf and a copy of the same is attached.

4. All Heads of CPPCs & Govt. Business Departments are requested to monitor the disposal of grievances on daily basis and to ensure that all grievances received from CPAO are settled on priority and maximum within 30 days of their receipt and status updated on the facility provided on CPAO website. The period wise pendency information shall be available on the dashboards of Head of CPPC & Head of Govt. Business Department.

5. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, Telephone No. 011-26715338, email - kumar.davinder@nic.in may be contacted.

This issues with the approval of Competent Authority.

Encl:- As above


VS
20/7/2016
(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

To,

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

Copy for information to: -

- 1) PPS to CGA, O/o. The CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
- 2) PPS to Addl. CGA (GPG), O/o. The CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
- 3) PS to CC(P)
- 4) PA to CA
- 5) Sr.TD/TD, NIC, CPAO
- 6) PA to Dy. CA
- 7) Sr.AO (Coordination), CPAO

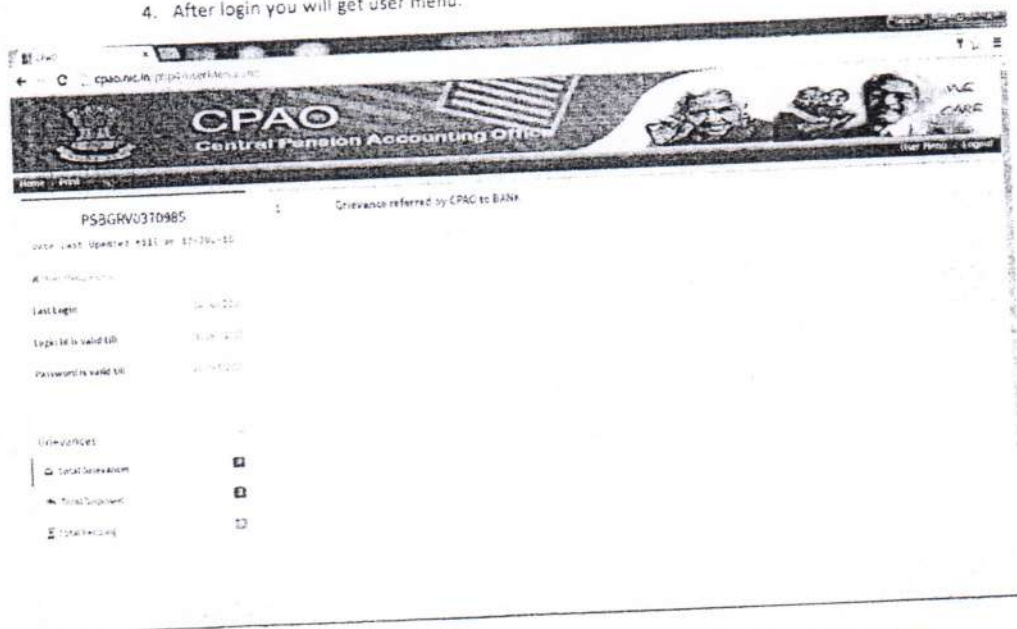

Sr. Accounts Officer (IT & Tech)

User Guidance: Grievance Redressal and Monitoring System of CPAO for Banks

1. Open CPAO web site <http://CPAO.nic.in>.
2. Click on login.
3. Enter your login Id and Password.



4. After login you will get user menu.



5. On the left side of user menu, you will see user name, last update date, last login date, login id valid date, password valid date.
6. Grievances :-
 1. Total Grievances (It shows total No. of Grievances marked to CPPC referred by CPAO).

2. Total Disposed (It shows total No. of Disposed Grievances marked to CPAO referred by CPPC).
3. Total Pending (It shows total No. of Pending Grievances marked to CPPC referred by CPAO).

Pending cases:-

The screenshot shows the CPAO web application interface. On the left, there is a sidebar with a search bar and a list of filters: 'Grievances', 'Total Grievances', 'Total Disposed', and 'Total Pending'. The main area displays a table titled 'Grievances referred by CPAO'. The table has columns: ACTION TO BE, COMPLAINT, GRIEVANCE ACTION, GRIEVANCE DESCRIPTION, PPO NUMBER, PERSONNEL NAME, MIN-DEPT, and SUBJECT. Two rows of data are visible, each representing a pending grievance with its respective details and status.

It shows the all Pending Grievances referred by CPAO to CPPC.

Open Pending Case for Disposed Off/Replied to CPAO

The screenshot shows the 'Open Pending Case for Disposed Off/Replied to CPAO' form. The form is titled 'Complaint Details / Action Items'. It contains a table with the following columns: ACTION TO BE, COMPLAINT, GRIEVANCE ACTION, GRIEVANCE DESCRIPTION, PPO NUMBER, PERSONNEL NAME, MIN-DEPT, and SUBJECT. The table contains one row of data, which is the details of a specific grievance case. The details include the grievance ID, PPO number, personnel name, mobile no, email, complaint date, complaint subject, complaint action, and a marking comment. The form also has 'Save' and 'Cancel' buttons at the bottom.

Fill with Marking Comment and Submit.

Disposed off/Replied back to CPAO:-

PSBGRV0370985

Date Last Updated till: 18-06-2020

Home | Profile

Grievances referred by CPAO

☒ Pending Cases ☐ Disposed Off/Replied back to CPAO

☒ Disposed Off/Replied back to CPAO

Show 18 of 18 items

COMPL ID	EPD NUMBER	PENSIONER NAME	MIN DEPT	SUBJECT	COMPL DATE	MODAL GATHER COMMENT	Status
180124101	180124101	180124101	180124101	180124101	18-06-2020	180124101	Disposed Off/Replied back to CPAO

Showing 18 of 18 items

Grievances

- ☒ Total Grievances
- ☒ Total Solved
- ☒ Total Pending

It shows all Disposed off/Replied back to CPAO.

As on 14.05.2018

CPAO :: Grievance Pending Report (Banks-CPPC)

ANNEXURE-I

Sl. No.	Bank	CPPC	Total Cases (1)	Replied by Bank (2)	Pending at CPAO (3)	Total Disposed by CPAO (4)	Total Pending (1)-(3)+(4)	Pending (0-30 days)	Pending (30-60 days)	Pending (60-90 days)	Pending (>90 days)
1	ALLAHABAD BANK	0212424	99	0	0	11	88	3	9	1	75
2	BANK OF INDIA	0223222	335	263	0	275	60	11	10	14	25
3	CANARA BANK	0242962	497	417	0	433	62	35	5	2	20
4	CENTRAL BANK OF INDIA	0283760	289	219	0	245	43	24	12	6	1
5	DENA BANK	0251504	125	0	0	6	119	6	10	10	93
6	ORIENTAL BANK OF COMMERCE	0361500	47	29	0	28	19	3	4	2	10
7	PUNJAB NATIONAL BANK	0306386	484	277	0	300	184	17	33	18	116
8	STATE BANK OF INDIA	0004470	326	287	0	289	35	10	20	5	0
9	STATE BANK OF INDIA	0004473	376	313	0	323	48	18	26	2	2
10	STATE BANK OF INDIA	0004474	331	286	0	286	44	28	13	1	2
11	STATE BANK OF INDIA (002)	0029178	220	160	0	153	61	41	20	0	0
12	UNION BANK OF INDIA	0293137	110	80	0	81	29	6	7	4	12
13	UNITED BANK OF INDIA	0311690	94	32	0	32	62	6	5	5	46
14	UNITED COMMERCIAL BANK	0322345	110	0	0	7	103	9	6	10	78

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/Clarification/13(Vol-III)/2018-19/39

31.05.2018

Office Memorandum

Subject:-Date up to which enhanced family pension payable.

Department of Pension & Pensioners Welfare has clarified vide its ID No.1/1(5) 2018-P&PW (E) 32206 dated-12.04.2018 that family pension at enhanced rates will be payable for 7 years or till the deceased retired government servant would have attained the age of 67 years had he survived, whichever is less, irrespective of type of retirement, date of retirement and age of superannuation applicable in the case of retired Govt. servant. This would equally apply in all Central Civil Govt. Departments/ Offices including Central Armed Police Forces (CAPF) and Medical Officers.

This issues with the approval of Chief Controller (Pensions).

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To

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

Copy for information to: -

- 1) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 2) PS to Addl. CGA (VP), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 3) PS to CC(P)
- 4) Sr.TD (NIC), CPAO
- 5) Sr.AO (Coordination), CPAO
- 6) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- 7) Sr. AO (IAW), CPAO, New Delhi.



CPAO/IT & Tech/ Revision (7thCPC)/19.Vol.III(E) /2018-19/49

18.06.2018

Office Memorandum

Subject:- Acceptance of Digitally Signed Authorities

Central Pension Accounting Office (CPAO) is issuing Special Seal Authority (SSA) to the Banks/CPPCs electronically through SFTP (Secure File Transfer Protocol) as per the objective of implementation of paperless movement of documents under Digital India.

A printed copy of the digitally signed document is being sent to the pensioners and respective Pay and Accounts Offices (PAOs) of different Ministries/Departments for their information.

Many references have been received in this office as to whether there is a need of a physically signed copy (ink signed) of SSA for processing of the cases or any other related matters. In this context, it is clarified that these digitally signed copies of SSA are sufficient and there is no need for insisting on a physically signed copy by any of the stakeholders.

Pensioners can also download the copy of the Special Seal Authority (SSA) by registering on the Pensioners Service of CPAO through our website www.cpaonnic.in. (Brochure of Web Responsive Pensioners Service is attached for ready reference)

This issues with the approval of Chief Controller (Pensions).

Encl:- As above

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs
2. Heads of CPPCs of all Banks
3. Heads of Government Business Divisions of all Banks (As per list)

Copy for information to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) The Director (Pension), Deptt. of P&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003.
- iv) PS to CC (P), CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- vii) Sr. AO (IAW), CPAO, New Delhi.
- viii) Sr. AO. Grievance Cell, CPAO
- ix) Sr.AO (Coordination), CPAO

Dashboards

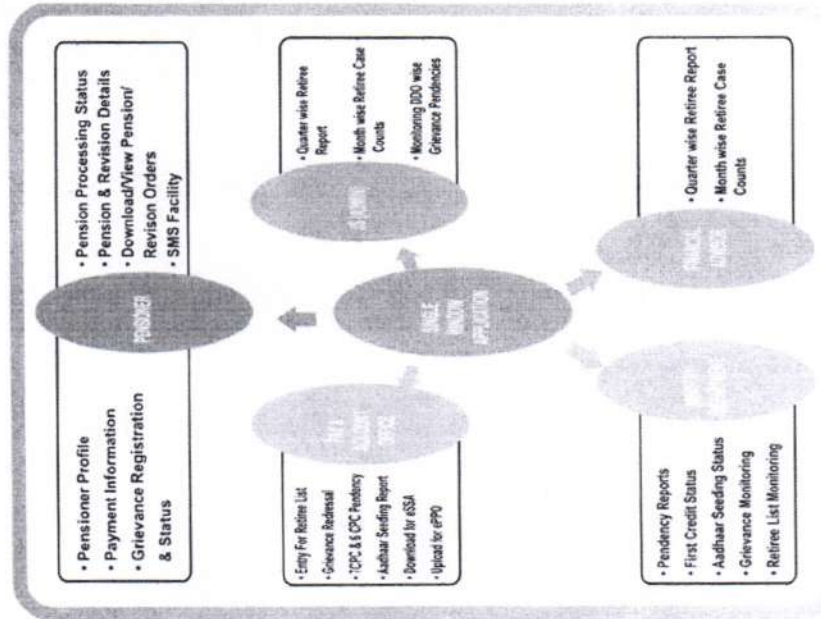
For monitoring purposes, a dashboard facility containing MIS reports has been provided for:

Pensioners: In the pensioners' dashboard, facilities to view personal and pension information, last six payments transactions, view and download Special Seal Authority (SSA), registration and tracking of grievances have been provided.

Banks: In the banks dashboard detailed information of the grievances of pensioners as forwarded to the concerned bank and status of their settlement has been provided to the Heads of Central Pension Processing Centers (CPPCs) and Heads of Government Accounting Divisions/ Government Business Units of the banks.

Ministries/Departments: A Dashboard has been provided for Chief Controller of Accounts, Joint Secretaries (Admin) and PAOs to track the status of Pensioners' Grievances pertaining to their Ministry/Department and action taken on their disposal. Dashboards are also provided on details of pending status of uploading of retiring government employees list so that they may keep track of progress of their pension cases and its pendency. The status of list of retiring employees is also provided on the dashboard for FAs of Ministries. List of 52,858 retiring employees has been uploaded on WRPS since its inception. 1,518 grievances with Ministries/Departments and 4,819 grievances with Banks have also been uploaded through WRPS.

Services at a Glance



December, 2017 Central Pension Accounting Office

Trikoot-II, Bhikaji Cama Place

New Delhi – 110 066

Tollfree: 1800 11 77 88

E-mail: ccpao@nic.in

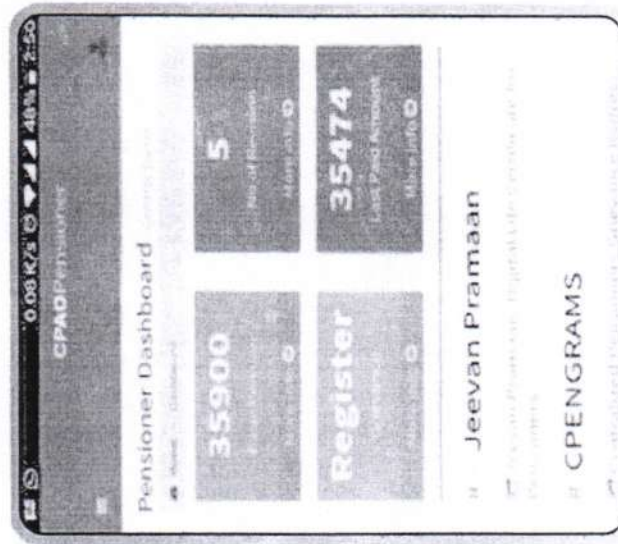
Website: www.cpaio.nic.in

Central Pension Accounting Office (CPAO)

We Care

Web Responsive Pensioners' Service

- A step towards empowerment of pensioners
- To meet Digital India Goals
- To improve Transparency, Responsiveness & Accountability



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

What is Web Responsive Pensioners' Service?

In its constant endeavour to provide better and prompt services to pensioners, Central Pension Accounting Office (CPAO) is providing various services to stake holders viz. Ministries, PAOs, Banks and Pensioners through its Website www.cpao.nic.in. CPAO has developed a mobile responsive facility for use of pensioners for availing of various services. Pensioners/Family Pensioners can register on the CPAO website by providing PPO number and Date of Birth & Date of Retirement/Date of Death. Pensioners can also lodge their grievances online and track status through this portal.

Features of this service are as follows:

- ❖ Facility of Login using any mobile device
- ❖ Facility to view the Complete Pensioner Profile
- ❖ Digital Record of Pension & Revision Orders
- ❖ Download Facility of Pension/Revision Orders Sent To Banks
- ❖ Tracking status of Pension Processing
- ❖ Grievance Redressal and its status
- ❖ SMS Facility of status of pension processing at CPAO and of grievance registration and disposal
- ❖ Link to Jeevan Pramaan, Bhavishya and CPENGRAMS Portals
- ❖ Dashboards for banks, PAOs, Ministries/Departments
- ❖ Facility for obtaining feedback of pensioners

Central Pension Accounting Office (CPAO)

Pension Processing Status Tracking: Retired and retiring pensioners can track status of their pension cases of both new as well as revision like date of receipt of their cases in CPAO and date sent from CPAO to the Bank. To track the pension status, in respect of retired government employees, PPO numbers, date of birth and date of retirement/date of death are required. For retiring employees, PAN number and date of retirement is required.

Grievance Redressal: Pensioners can lodge their grievances and view/track status of their grievances through this service. In addition, lodging of grievances online on CPAO website, facility to lodge grievance by letter, fax, email, Toll free Number and personal visits and track its status is provided. After receiving a grievance from pensioner; CPAO forwards the same online to the concerned banks and field offices for redressal. Its status is updated on the website for the information of pensioners.

Link to Jeevan Pramaan, Bhavishya and CPENGRAM Portals: Link to Jeevan Pramaan Portal has been provided on CPAO website. For retiring employees, a link has been established with Bhavishya Portal of DP&PW to enable them to track status of their pension cases even before the case reaches CPAO. A link to CPENGRAMS (Centralized Pension Grievance Redress and Monitoring System) has also been provided so as to enable pensioners to lodge and track their grievances on CPENGRAMS.

Pensioners' Information Service

The Web Responsive Pensioners' service has been developed to provide single point web solution for pensioners to obtain comprehensive information relating to status of the pensions and pension payments.

Pensioners can avail the following services after registration on CPAO website:

Pensioner Profile: Pensioners can view their profile and also of the bank and PAO concerned.

Digital Record of Pension & Revision Orders: View list of all Pension Payments & Revision Orders sent to banks from CPAO.

Download Facility of Pension/Revision Orders Sent To Banks: Pensioners can download Pension/Revision Orders sent to Banks from CPAO website.

Monthly Details of Pension Payments: Pensioners can view details of monthly payments of pension that are credited to their bank accounts, i.e. their basic pension, dearness relief, medical allowance, arrear payments, etc. This information is being made available from the monthly scrolls received from the banks. Payment details of the last six transactions are shown.

SMS Facility: Pensioners are now provided with an SMS facility for tracking status of pension process at CPAO, and at the stage of grievance registration & disposal.



CPAO/IT & Tech/Master data/14 (Vol-III)/2018-19/ 52

22.06.2018

Office Memorandum

Subject: Updation of Master data and submission of changed information in Format-F for E- scrolls.

Attention is invited to this Office OM No. CPAO/IT&Tech/Master data/2015-16/298 dated-25.05.2015 (copy enclosed) issued to all banks to update their master data once in a year by 31st January in the revised format of master data available at CPAO website www.cpaon.nic.in at the link "Banks → Guidelines for Banks → Guidelines for Master data" followed by the report on "change of status of pension" in an electronic format-F along with regular monthly paid scrolls.

In spite of above instructions, Banks are not updating their master data regularly and not giving the changed information in Format-F along with payment scrolls (latest report of Master data Reconciliation bank wise is attached). This leads to data mismatch between Banks and CPAO which leads to underpayment/overpayment of pension and other financial / non-financial errors.

In view of above and as per the decision taken by competent authority, Heads of CPPCs/ GBDs of all Authorised banks are requested to update PDF Master Data of pensioners "quarterly" instead of "annually" for review and better management of Master Data. They are also requested to furnish the changed information in Format-F (version 2.8 also including Life Certificate date) alongwith each and every payment / receipt scrolls in future so that any subsequent change, required in master data, may be incorporated by CPAO itself.

To facilitate the banks, the guidelines for electronic transmission of accounting data under the CPPC system by authorised banks alongwith changed/ updated Format-F have been provided on CPAO's website www.cpaon.nic.in.

This issues with the approval of Chief Controller (Pensions).

Encl:- As above

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To,

- 1) All the Heads of CPPCs of Authorized Banks (As per List)
- 2) All the Heads of Govt. Business Departments of Authorized Banks (As per List)

Copy for information to:-

- 1) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 2) PS to Chief Controller(Pension),CPAO, New Delhi
- 3) Sr.TD(NIC), CPAO, New Delhi
- 4) Sr.AO (Coordination), CPAO
- 5) Sr. AO (IAW), CPAO, New Delhi.

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/Tech/Master data/2015-16/298

25.05.2015

Office Memorandum

Subject:- Reconciliation of Master Data

The reconciliation of master data of CPPC of any bank with the database of Central Pension Accounting Office has always been an important issue which has been highlighted from time to time. Even at the time of establishing CPPCs of the banks, it was cleared at para 6.5.3 of CPPC Guidelines that the smooth implementation of the CPPC and the reimbursement thereof depends upon a perfect match of data of both bank and CPAO.

Taking into consideration the importance of updation of master data by all the banks, necessity of providing updated master data in the latest format at least once in the month was highlighted in the OM No. CPAO/Tech/Masterdata/2013-14/288 dated- 24.03.2014 issued to all Executive Directors of the authorized banks (copy enclosed).

In the Standing Committee meeting, almost all the banks mentioned that they are submitting the updated master data to CPAO regularly. But the "Bank-wise Master-data Processing" report provided by NIC Cell of CPAO is not very much encouraging. It reveals that during the current calendar year i.e. 2015 only three banks have submitted their updated master data so far. Moreover, it has been observed that either the data submitted by CPPCs have errors or not in proper / latest format resulting in non-processing of the data.

Therefore, it has been decided that the banks must send their updated master data once in a year by 31st January in the revised format only (23rd December, 2014 version) (copy enclosed). The same is also available on CPAO's website www.cpaonnic.in at the link "For Banks" -> Guidelines for Banks-> Guidelines for Master Data.

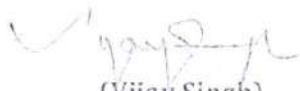
Report on "change of status of pension" must also be sent regularly in an electronic Format "F" (copy enclosed) along with each and every Pension Payment Scroll in Format 'A'.

The Executive Directors of all authorized banks are hereby once again requested to instruct their GMs/DGMs supervising the CPPCs to be particular in sending the masterdata as per schedule stipulated above.

The updated master data in the prescribed format from all banks must reach to CPAO at E-mail address i.e. cpao.masterdata@gmail.com with an endorsement to cpao.coordination@gmail.com.

The updated master data in prescribed format for the year 2015 must reach to CPAO by 15th June, 2015.


This issues with the approval of competent authority.


(Vijay Singh)
Sr. Accounts Officer (Tech)

To,
The Executive Directors of all authorized banks (As per list)

Copy to:

1 Heads of all the CPPCs of Authorized Banks (As per List)


Sr. Accounts Officer (Tech)

MASTER DATA REPORT FROM 01-JAN-2015 TO 25-JUN-2018

S. No	CPPC Code	Bank_name	CPPC_NAME	LAST_UPLOAD_DATE
1	0004464	STATE BANK OF INDIA	CPPC-NAVI MUMBAI	22-Jun-2018
2	0004465	STATE BANK OF INDIA	CPPC-AHMEDABAD	14-Jun-2018
3	0004466	STATE BANK OF INDIA	CPPC-BANGALORE	22-Jun-2018
4	0004467	STATE BANK OF INDIA	CPPC-Govindpura	11-Apr-2018
5	0004468	STATE BANK OF INDIA	CPPC-BHUBANESWAR	22-Jun-2018
6	0004469	STATE BANK OF INDIA	CPPC-PANCHKULA	11-Apr-2018
7	0004470	STATE BANK OF INDIA	CPPC-CHENNAI	09-May-2018
8	0004471	STATE BANK OF INDIA	CPPC-GUWAHATI	12-Jun-2018
9	0004472	STATE BANK OF INDIA	CPPC-HYDERABAD	23-Jan-2018
10	0004473	STATE BANK OF INDIA	CPPC-KOLKATA	11-Jun-2018
11	0004475	STATE BANK OF INDIA	CPPC-DELHI	22-Jun-2018
12	0004476	STATE BANK OF INDIA	CPPC-PATNA	10-Jun-2018
13	0021519	STATE BANK OF INDIA	CPPC-HYDERABAD	22-Jun-2018
14	0029178	STATE BANK OF INDIA	CPPC-JAIPUR	19-Jun-2018
15	0120689	STATE BANK OF MYSORE	CPPC-MANGALORE	09-Jun-2016
16	0130772	STATE BANK OF PATIALA	CPPC-Patiala	12-Feb-2016
17	0170878	STATE BANK OF BIKANER & JAIPUR	CPPC-JAIPUR	21-Aug-2015
18	0203244	BANK OF BARODA	CPPC-NEW DELHI	08-Jun-2018
19	0212424	ALLAHABAD BANK	CPPC-HAZRATGANJ	30-Jan-2018
20	0231471	BANK OF MAHARASHTRA	CPPC-PUNE	06-Nov-2015
21	0283760	CENTRAL BANK OF INDIA	CPPC-MUMBAI	11-Mar-2016
22	0306386	PUNJAB NATIONAL BANK	CPPC-NEW DELHI	01-Feb-2016
23	0322345	UNITED COMMERCIAL BANK	CPPC-NAGPUR	21-Aug-2015
24	0332440	SYNDICATE BANK	CPPC-MANIPAL, TQ: UDUPI	17-Feb-2016
25	0341400	ANDHRA BANK	CPPC-HYDERABAD	03-Mar-2018
26	0351119	CORPORATION BANK	CPPC-Mangalore	30-Jan-2018
27	0361500	ORIENTAL BANK OF COMMERCE	CPPC-GURGAON	09-Feb-2016
28	0370985	PUNJAB & SINDH BANK	CPPC-NEW DELHI	07-Mar-2018
29	0510645	HDFC BANK	CPPC-NOIDA	15-Jun-2018
30	6910695	IDBI BANK	CPPC-MUMBAI	05-Dec-2015



CPAO/IT&Tech/Single Window Service/54/2018-19/71

26.07.2018

Office Memorandum

Subject: Facilities for Pensioners through 'Web Responsive Pensioners Service' (WRPS) of CPAO.

Quick disposal of grievances of pensioners has been a top priority of CPAO. For this purpose, a Grievance Cell is already functioning in CPAO and grievances received through different modes are settled by it. So far, grievances not pertaining to CPAO directly but involving other agencies are being forwarded for final disposal to the concerned agencies i.e. Bank and PAO for necessary action.

In order to provide better services CPAO developed Grievance Redressal and Monitoring System i.e. 'Web Responsive Pensioners Service' (WRPS): a facility of online transfer of grievances lodged by Pensioners on the CPAO website for early disposal and update thereon. Pensioners have the following facilities through WRPS on CPAO's website:-

1. View and Download the Special Seal Authorities issued by CPAO in both fresh as well as revision pension cases.
2. Check the pension processing status
3. Check last 12 months pension payment information
4. Register their grievances and check the status etc.

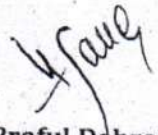
To facilitate pensioners, a step-by-step user guide along with relevant screenshots is attached for ready reference.

The same may be given wide publicity for the benefit of the existing pensioners as well as future retirees.

In case of any technical difficulty in using this facility NIC Cell may be contacted at e-mail ID it.support@gov.in and for any other query related to pension, Grievance Cell may be contacted on Phone No. 011-26715110 and at e-mail ID cccpao@nic.in.

This issues with the approval of Chief Controller (Pensions).

Encl: As above


(Praful Dabral)
Sr. Accounts Officer (IT & Tech)
Ph No.011-26166758

To

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs
2. Heads of CPPCs of all Banks
3. Heads of Government Business Divisions of all Banks (As per list)
4. To All the Pensioners Associations (As per list)

To access Web Responsive Pensioners' Service (WRPS), Registration is required so that Unique ID and Password can be generated.

New Registration may be done either by PPO Number or by Bank Account Number.

For New Registration-

- When you have PPO Number- Click [here](#)
- When you have Bank Account Number- Click [here](#)

For already Registered Users- Click [here](#)

1. Click Sign Up

Welcome to CPAO Login

Secure https://cpao.nic.in/npa/management

Toll Free Number: 1800-11-7700

CENTRAL PENSION ACCOUNTING OFFICE
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

Login

Enter your User Name

Password

LOGIN FORGOT PASSWORD SIGN-UP

- Employees who are yet to get PPO Number click here for Status from Bhavishya
- Other users and CCAs / CAs / PAOs may contact 011 26715338 Or it(dot)support:cpao[at]gov[dot]in for any help or query
- In case of difficulty in resetting your password Email at : cccpa[at]nic[dot]in

Home Grievances Photo Gallery
Act/Rules/Manuals Budget User Guidance
Government Orders Accounts Brochure
RTI FAQ Media

NIC NATIONAL INFORMATICS CENTRE
Site Designed & Hosted by: NIC
Content provided and maintained by: Central Pension Accounting Office

2:17 PM 17/01/2018

2. Enter 12 digit PPO No.

Pensioner Registration

Secure https://cpao.nic.in/npa/management/new/signup

Toll Free Number: 1800-11-7700

CENTRAL PENSION ACCOUNTING OFFICE
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

PRE-1990 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?
[Click here!](#)

DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER.
[Click here!](#)

PPO NO (12 digit number)

SUBMIT

EMPLOYEES WHO ARE YET TO GET PPO NUMBER [CLICK HERE](#) FOR STATUS FROM BHAVISHYA

Home Grievances Photo Gallery
Act/Rules/Manuals Budget User Guidance
Government Orders Accounts Brochure
RTI FAQ Media

NIC NATIONAL INFORMATICS CENTRE
Site Designed & Hosted by: NIC

2:20 PM 17/01/2018

3. After entering your PPO Number, Enter Date of Birth and Date of Retirement/Death

The screenshot shows a web browser window with the URL <https://cpao.nic.in/submit-new-pg>. The page header includes the logo of the Central Pension Accounting Office, Ministry of Finance, Government of India, and navigation links: HOME, ABOUT US, WHO'S WHO, PUBLICATIONS, CONTACT US, and LOGIN. A toll-free number 1800-11-22-80 is also displayed. The main heading is "PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS". Below this, there are two boxes: "PRE-1996 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER?" with a "Click here" link, and "DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER." with a "Click here" link. The form fields include "PPO NO (12 digit number)" with the value "25090100019", "Date of Birth" with a calendar icon, and "Date of Retirement/Death" with a calendar icon. A "SUBMIT" button is at the bottom. The Windows taskbar at the bottom shows the time as 2:59 PM on 7/26/2018.

Pensioner Registration

Secure <https://cpao.nic.in/submit-new-pg>

Toll Free Number: 1800-11-22-80

CENTRAL PENSION ACCOUNTING OFFICE
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

PRE-1996 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER?
[Click here](#)

DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER.
[Click here](#)

PPO NO (12 digit number)
25090100019

Date of Birth


Date of Retirement/Death

SUBMIT

2:59 PM 7/26/2018

4. After **SUBMIT**, the below screen will appear

Toll Free Number: 1800 11 37 38

**CENTRAL PENSION ACCOUNTING OFFICE**
Ministry of Finance, Government of India

HOME | USER MENU | LOG OUT

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

User Registration Form

User ID * (Length: 5-30 chars)

Password *

Confirm Password *

PPO NO

Date of Birth

Date of Retirement/Death

Security Question *

Answer *

Mobile Number *

Email-ID

Enter Image Text:

GUIDELINES FOR CHANGING PASSWORD:

1. Please set your password between 8 to 15 characters.
2. The password should be Alpha-Numeric in nature, i.e. a mix of alphabets, numbers and special characters.
3. Please do not set a password that can easily be compromised (e.g., do not put your name, family name, date of birth etc.)
4. Your password is case sensitive, please ensure to remember the manner in which you set the password.
5. Please change your password periodically.

Storage Terms of Use | CONTACT US

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Please make unique **USER ID** and **Password** and fill other details given.

Click on **Create Account**. Kindly remember your **Username** and **Password**.

For New Registration - when you do not have PPO Number and have Bank Account Number

1. Click **Sign Up**



Welcome to CPAO Login x

Secure: https://cpao.nic.in/...
Toll Free Number: 1800-11-17-48

CENTRAL PENSION ACCOUNTING OFFICE
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

Login

Enter your User Name

Password

LOGIN **FORGOT PASSWORD** **SIGN UP**

- Employees who are yet to get PPO Number click here for Status from Bhavishya
- In case of difficulty in resetting your password Email at: [cccpao\[at\]nic\[dot\]in](mailto:cccpao[at]nic[dot]in)
- Other users and CCAs / CAs / PAOs may contact 011-26715338 Or [nic\[dot\]support-cpao\[at\]gov\[dot\]in](mailto:nic[dot]support-cpao[at]gov[dot]in) for any help or query.

Home Grievances Photo Gallery
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Central Pension Accounting Office

3:07 PM 7/20/2018


2. Click on "Don't know the PPO Number? but know the Bank Account Number"

The screenshot shows a web browser window with the URL https://cpao.nic.in/poa/register_wizard_view.php. The page header identifies the Central Pension Accounting Office, Ministry of Finance, Government of India. The main heading is "PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS". Below this, there are two informational boxes: one for "PRE-1990 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?" with a "click here" link, and another for "DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER." with a "click here" link. The registration form itself contains three input fields: "PPO NO (12 digit number)" with the value "270811200011", "Date of Birth" with a calendar icon, and "Date of Retirement/Death" with a calendar icon. A "SUBMIT" button is located at the bottom of the form. The browser's taskbar at the bottom shows the Windows logo, several application icons, and the system clock displaying "2:43 PM 7/20/2018".

3. Enter Bank Account Number and Click on **SUBMIT**

The screenshot displays the Central Pension Accounting Office (CPAO) website. The header includes the CPAO logo, the text 'CENTRAL PENSION ACCOUNTING OFFICE Ministry of Finance, Government of India', and navigation links: HOME, ABOUT US, WHO'S WHO, PUBLICATIONS, CONTACT US, and LOGIN. A modal window is open in the center, titled 'Get PPO number from Account number'. It contains two input fields: 'Enter Bank Account Number' and 'Enter Bank Account IFSC Code', both with 'XXXXXX' as placeholder text. Below these fields is a 'SUBMIT' button. The background shows the 'PENSIONER REGISTRATION FORM' with two main sections: 'PRE-1990 PENSIONER AND DO NOT KNOW THE BANK ACCOUNT' and '1990 PENSIONER AND DO NOT BUT KNOW THE BANK ACCOUNT'. The bottom of the page shows a Windows taskbar with various application icons and a system clock indicating 3:05 PM on 2/26/2018.

4. Below page will appear. Enter Unique ID and password and fill all the details. Please note your PPO Number also.

 **CENTRAL PENSION ACCOUNTING OFFICE**
Ministry of Finance, Government of India

Toll Free Number: 1800-10-37-06

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PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

User Registration Form

User ID * ((length 5-16 chars))

Confirm Password *

PPO NO

Date of Birth

Date of Retirement/Death

Security Question *

Select Question

Answer *

Mobile Number *

Email-ID

Enter Image Text **FF4e766a**

CREATE MY ACCOUNT

GUIDELINES FOR CHANGING PASSWORD:

1. Please set your password between 8 to 10 characters.
2. The password should be Alpha Numeric in nature, i.e. a mix of alphabets, numbers and special characters.
3. Please do not set a password that can easily be compromised (e.g., do not put your name, family name, date of birth etc.)
4. Your password is case sensitive, please ensure to remember the manner in which you set the password.
5. Please change your password periodically.

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Click on **Create Account**. Kindly remember your Username and Password.

To access WRPS after registration

1. Enter User Name and Password after clicking Login

Central Pension Accounting Office
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

Login

Enter your User Name

Password

• Employees who are yet to get PPO Number
Click here for Status from Bhavishya

• In case of difficulty in resetting your password
Email at [cccpao\[at\]nic\[dot\]in](mailto:cccpao[at]nic[dot]in)

• Other users and CCAs / CAs / PADs may contact
011-26715336 Or [nic\[dot\]support-cccpao\[at\]gov\[dot\]in](mailto:nic[dot]support-cccpao[at]gov[dot]in) for any help or query

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8:58 PM 17/09/2018

CPAO Pensioner

PENSIONER DASHBOARD

Pensioner Dashboard Control panel

35900

Basic Pension

Monthly Amount

6

No. of Endorsin

Monthly Limit

Register

Details

Completed 100%

35474

Last Paid Amount

Monthly Limit

Jeevan Pramaan

▶ Annual Formulas : Digital Life Certificate for Pensioners

CPENGRAMS

▶ Centralized Grievances Resolution Mechanism for Improving Services

Pension Calculators

Pre-2006 Pensioners

- Basic Pension, Family Pension & Contributory Pension Loans Schemes
- Grievance Calculator
- Final and Reversion Subsidies for Pre-2006 pensioners - Basic CRF

Post-2006 Pensioners

- Basic Pension, Family Pension & Contributory Pension Insurance
- Grievance Calculator

Dearness Relief

- Dearness Relief (DR) Calculator

Last 24 Payments/Transactions Details

Sr.	PENSIONER NAME	Account NO	Amount	Date Of Deposit	More Details
1	MIRASIT RANJAN PAL	1056xxxx221	₹20474	20171227	More info
2	MIRASIT RANJAN PAL	1056xxxx221	₹20474	20171030	More info
3	MIRASIT RANJAN PAL	1056xxxx221	₹15558	20171009	More info
4	MIRASIT RANJAN PAL	1056xxxx221	₹369	20171009	More info
5	MIRASIT RANJAN PAL	1056xxxx221	₹369	20171009	More info

Showing 1 to 5 of 24 entries Previous 1 2 3 4 5 Next

List of SSAs Issued

SSA No.	Date of Dispatch	Regd. no.	Paying Branch
48530307	08/11/2017		STATE BANK OF INDIA
21621207	08/09/2017		STATE BANK OF INDIA
18053030	24/08/2015		STATE BANK OF INDIA
11788107	08/12/2014		STATE BANK OF INDIA
1451247	16/12/2013		STATE BANK OF INDIA
993153	26/05/2012		STATE BANK OF INDIA
071126	19/02/2001		STATE BANK OF INDIA

List of Registered Grievances

Grievance ID	Grievance Date	Subject	Status	Remarks	Feedback
L132050038	15 APRIL 2013	Revised pension/Arrears not paid	UNRESOLVED	Date : 15 APR 2013 Description : In this regard please contact your bank for payment. Description : SSA sent by email	View Feedback
L17325167	21 NOVEMBER 2017	Want a copy of SSA	UNRESOLVED	Date : 21 NOV 2017 Description : COPY SENT AT PENSIONERS EMAIL ADDRESS	View Feedback
W17310220	09 NOVEMBER 2017	Mistake in name,address,date of birth etc	UNRESOLVED	Date : 09 NOV 2017 Description : Copy of SSA dated 9-9-17 sent by post.	View Feedback
W192740008	30 SEPTEMBER 2016	DR arrears payment delayed	UNRESOLVED	Date : 07 OCT 2016 Description : In this regard please contact your bank for payment.	View Feedback
L192850104	09 OCTOBER 2016	DR arrears payment delayed	UNRESOLVED	Date : 07 OCT 2016 Description : DA paid in the month of 4-16.	View Feedback
W173220063	16 NOVEMBER 2017	Mistake in name,address,date of birth etc	UNRESOLVED	Date : 21 NOV 2017 Description : Contact your PAO for issue of correction.	View Feedback
L161630048	09 SEPTEMBER 2016	Others (specify reasons eg case not received from PACI,Mistakes by postal deptt)	UNRESOLVED	Date : 09 SEP 2016 Description : Address and contact no of the pensioner found out from the branch and informed the officers.	View Feedback
W192170020	04 AUGUST 2016	DR arrears payment delayed	UNRESOLVED	Date : 09 AUG 2016 Description : Arrear of DR PAYABLE FROM JANQ016, not already been paid in April 2016 Kindly get your Passbook updated.	View Feedback
W192170021	04 AUGUST 2016	DR arrears payment delayed	UNRESOLVED	Date : 04 AUG 2016 Description : PENSIONER FAMILY PENSIONER - AS PER E-SCHOOL DR IS ALREADY BEING PAID IN 4-16	View Feedback

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Pensioners can avail these following services:

1. View and Download the Special Seal Authorities issued by CPAO in both fresh as well as revision pension cases.
2. Check the pension processing status
3. Check last 12 months pension payment information
4. Register their grievances and check the status etc.

Thank You!



CPAO/IT&Tech/Bank Performance/37 Vol. III/2018-19/85

17.08.2018

20

OFFICE MEMORANDUM

Subject:- Manner of disposal of PPO - death of the pensioner with no claimant authorized for family pension in the same PPO.

Attention is invited to this office OM No. CPAO/Tech/Bank Performance/2014-15/511-581 dated- 23.09.2014 (copy enclosed) wherein all Heads of the CPPC and Heads of Government Business Department of the Banks were instructed to return both halves of PPO to CPAO where no nominee is authorized for pension on the same PPO so that the family pension could be authorized to other eligible members of the family of the pensioner.

It has been observed that the both halves of the PPOs are not being returned by the CPPCs of the banks which has resulted in a number of court cases for delay in the commencement of family pension to the family pensioner other than the spouse.

It is reiterated that both halves of the PPO may be returned to the CPAO in case there is no nominee authorized for family pension on the same PPO exist as stipulated at per Para 23.3 of the Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks (Fourth Edition, 3rd December, 2004).

As per Para 23.3 of the Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks (Fourth Edition, 3rd December, 2004), wherein it is clearly stated that "The paying branch will enter the date of death of the pensioner in the disburser's portion of the PPO as well as pensioner's portion and in the register in the form as in Annexure VIII (pg. 33). The pensioner's half of PPO will then be returned to the nominee if family pension stands authorized through the same PPO; otherwise it will be returned to the Link Branch/CPPC along with the disburser's half, for onward transmission to the CPAO. The latter will up-date its record and transmit both halves of the PPO after keeping the necessary note in their records, to the PAO/AG who had issued the PPO for similar action and record".

All the Heads of the CPPC and Heads of Government Business Department of the Banks are requested to adhere to the above guidelines and return both halves of the PPO to the CPAO in order to avoid delay in finalization of family pension cases other than spouse.

This issues with the approval of Chief Controller (Pensions).

Encl:- As above

Shahid
20/8

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

The non-compliance of these instructions by the banks is resulting increase in receipt of number of court cases and legal cases in CPAO, non-updation of CPAO's and PAO's relevant record, delay in authorization of family pension to the eligible family members for whom a new PPO is to be issued, causing hardship to the claimants, points raised by the Pensioners' Welfare Associations from different platforms including SCOVA meetings.

The Para 6.3.1 of the CPPC Guidelines also stressed upon the strict adherence to the codal provisions of "Scheme Booklet", CCS(Pension) Rules, Orders, Guidelines on Pension issued by Government of India/Reserve Bank of India from time to time.

Non-compliance of codal provisions by the banks is a very serious lapse on their part. Therefore, it is imperative to instruct the Heads of CPPC of all the banks/ Heads of Govt. Business Divisions to take a stock of these cases and send a Review Report within seven days from the receipt of this Office Memorandum followed by returning of both the halves of all such PPOs wherein pensioner/spouse has died and no claimant for family pension has been authorized in the PPO. The matter may be taken on priority as it is under review at the higher level.

This issues with the approval of Chief Controller (Pensions).

The Hindi version will follow.


(M.M. Kaushik)

Asstt. Controller of Accounts

To,
Heads of all the CPPCs of Authorized Banks.

Copy to:-

Heads of Govt. Business Divisions of
All the Authorized Banks (As per List) with the request to monitor the action taken by CPPCs at their level and instruct all for early action.

Asstt. Controller of Accounts

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/Tech/Bank Performance/2014-15/511-581

23.09.2014

OFFICE MEMORANDUM

Sub: Manner of disposal of PPO - death of the pensioner with no claimant authorized for family pension in the same PPO

The Central Pension Accounting Office is a nodal agency for administering the Scheme for pension disbursement through public sector banks. It is in continuous process of streamlining and simplifying the pension delivery to the utmost satisfaction of Pensioner's/ family pensioner's comfort and convenience. The disbursement of family pension to the "family pensioner other than spouse" like widowed/divorced daughter is one of those areas in which a lot of efforts have been put in to simply and make them effective and efficient.

But it has been observed that a number of court cases and legal cases received in CPAO are mainly related to delay in the commencement of family pension to the family pensioner other than a spouse and arisen due to negligence on the part of the banks in returning the disbursers' and the pensioners' half of the PPO to CPAO if there is no family pensioner stands to be authorized through the same PPO.

In this context, Para 23.3 of "Scheme for Payment of Pensions to Central Government Civil Pensioners through Authorized Banks" provides the manner of disposal of PPOs wherein no claimant exists after the death of pensioner/family pensioner with the stipulation that the disburser's portion as well as pensioner's portion of the PPO is to be returned to CPAO for updation of its record and onward transmission to the PAO/AG who had issued the PPO for similar action and record.



CPAO/IT&Tech/Bank Performance/2017-18/132

04.10.2018

08

OFFICE MEMORANDUM

Subject:- Timely Revision of Pension as per 7th CPC

References have been received from pensioners and pensioner's association that the revised pension and arrear of revised pension as per 7th CPC has not been credited into the account of the pensioners/family pensioners.

All the CPPCs of the Banks are, therefore, requested to credit the revised pension and arrear of revised pension immediately in the account of pensioners/family pensioners for which Special Seal Authorities (SSAs) have been issued to the banks and in any case not later than 30 days of receipt of the Special Seal Authority (SSA) from this office so that the grievances of and hardships faced by the pensioners/family pensioners could be minimized.

This issues with the approval of Chief Controller (Pension).

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

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 (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to CC(P), CPAO, New Delhi
4. The Director, DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
5. Sr. TD(NIC), CPAO, New Delhi
6. Sr. AOs of all the Sections of CPAO.



CPAO/IT&Tech/Salaries & Allowances of MPs /70/2018-19/46

23.10.2018

OFFICE MEMORANDUM

Subject:- Applicability of Dearness Relief to the pensioner/Family Pensioner.

It has come to notice that the dearness relief is being paid on the pension to the pensioners who are not entitled to dearness relief on their pension. In this regard attention is invited to the Para 19.4 of the Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks (copy enclosed) wherein it is stated that the dearness relief on the pension is not payable to pensioners mentioned below:-

- 1) President/Vice-President
- 2) Ex-MP Lok Sabha
- 3) Ex-MP Rajya Sabha

CPPCs of the banks are requested to ensure that the dearness relief on the pension should not be paid to the pensioners mentioned above.

This issues with the approval of Chief Controller (Pension).

Encl:- As above

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy for information to:-

1. Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. PPS to Addl. CGA (VP), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to CC(P), CPAO, New Delhi
4. The Director, DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
5. Sr. TD(NIC), CPAO, New Delhi
6. The Dy. Secretary, PAO- Lok Sabha, Lok Sabha Sectt., R. No.302, Parliament House Annexe, New Delhi-110001.
7. The Pay & Accounts Officer, PAO- Rajya Sabha, Rajya Sabha Sectt., R. No.222, Parliament House Annexe, New Delhi-110001.

number of copies (to be intimated in advance) of the sanction orders, alongwith the ready-reckoner relating thereto, from the Ministry of Personnel, Public Grievances & Pensions (Department of Pension & Pensioner's Welfare) and send them immediately to their respective head offices for direct transmission to the paying branches within ten days for implementation. Each paying branch will promptly determine the revised rates of relief on pensions payable to the Central Govt. Civil Pensioners under its payment. The calculations of these rates applicable to individual pensioners would be made as in Annexure XXII (Page-50) and they will be noted in disburser's portion of the PPOs along with the date from which relief would take effect, under attestation by the Branch manager or In-charge before commencing payment of relief at the revised rates and/or payment of arrears, if any, due to the pensioners on this account. Please also see para 12.17 above.

19.2(I) All family pensioners in receipt of family pensions from the Central Government who were/ are re-employed / employed under the Central Government or the State Government or a corporation / Company/ Body /Bank under them in India or abroad shall be eligible to draw dearness relief at rates applicable from time to time, on the amount of family pension, w.e.f. July 18, 1997 in terms of Government of India, Ministry of Personnel, Public Grievances and Pensions, Department of Pensions & Pensioner's Welfare, New Delhi OM No. 45/73/97-P & PW (G) dated 2.7.99. A certificate may still be necessary to determine dependency.

19.2 (II) In the case of Central Government pensioners who were/ are re-employed under the Central Government or the State Government or a Corporation/ Company/ Body / Bank including an autonomous organization under them in India or abroad or had / have been permanently absorbed in such corporation / Company/ Body/ Bank or autonomous organization, dearness relief will now be admissible to such of those re-employed pensioners who satisfy the conditions referred to in Ministry of Personnel, Public Grievances and Pensions, Department of Pension & Pensioner's Welfare, OM No. 45/73/97-P & PW (G) dated 2.7.99 (Please see Annexure XXVIII) (Page 68). For this purpose the Central Government Departments concerned, including subordinate organization, State Government/Corporation/Company/Body/Bank etc. employing a central government pensioner shall be required to issue a certificate as specified in Sl. No. (I), (II) and (III) below Para 4 (II) (a) of the above said OM. These facts shall be brought to the notice of all Central Government pensioners who happened to be re-employed as on July 18, 1997 or were/ are re-employed subsequently.¹

¹ CS No-1 Authority CGA's UO No. 1(7) (1)2002/TA/377 dated 19-8-2002

19.3 Each Link Branch will be responsible for ensuring that:-

- (a) copies of the orders sanctioning additional relief have actually been received by their paying branches.
- (b) payment of additional relief at the revised rates to the pensioners has been commenced by them with-out any undue delay.

19.4 The former Presidents/Vice-Presidents² and Ex-Members of Parliament are not entitled to Dearness Relief on their pension.

² CS No-20 Authority CGA's UO No. 1(7) (1)2001/TA/155 dated 10/11-3-2004



CPAO/IT&Tech/Website/16 (Vol-II A)/2018-19/234

22.03.2019

OFFICE MEMORANDUM

Subject: - Regarding 12 digit PPO number search option on CPAO Website from Old PPO Number.

Central Pension Accounting Office (CPAO) is providing various services to the pensioners/family pensioners. Information Technology plays a vital role to make the system and service delivery process more efficient.

We are receiving many requests from the pensioners for providing the facility to check the 12 digit PPO number from old PPO number. The facility is available on CPAO website.

Pensioners can check/view the 12 digit PPO Number from old PPO number by following the steps mentioned below:-

1) Checking 12 digit PPO number from old PPO number

www.cpao.nic.in → Pensioners → PPO Status for Non 12 digit PPO Number → Select PAO Name → Enter PPO No.

This issues with the approval of Chief Controller (Pension).

(Praful Dabral)
Sr. Accounts Officer (IT & Tech)

To,

- 1) All Pr. CCAs/CCAs/CAs/AGs (with independent charge).
- 2) Heads of CPPCs of all authorized Banks

Copy to:-

- i) PS to CC (P), CPAO, New Delhi
- ii) The Director (Pension), DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
- iii) Sr. TD (NIC), CPAO, New Delhi
- iv) PA to ACA, CPAO



CPAO/IT&Tech/11(Vol-VI)/Simplification/2018-19/01

01.04.2019

OFFICE MEMORANDUM

Subject: Simplification of pension procedure-submission of undertaking by retiring Government servant along with pension papers & Handing over of PPO booklet to Pensioners by Head of Office -reg.

The Scheme for Payment of pensions to Central Government Civil Pensioners through Authorized Banks', issued by the Central Pension Accounting Office provides for an undertaking to be submitted by the retiring Government servant/pensioner to the pension disbursing bank before commencement of pension. The pensioner undertakes to refund or make good any amount to which he is not entitled.

2. In view of the above Department of Pension & Pensioners' Welfare issued instructions vide its O.M. No. 1/27/2011-P&PW(E) dated 07.05.2014 which were also communicated through this office O.M. No. CPAO/Tech/Simplification/2014-15/53 dated 28.05.2014. These provisions are reiterated below:

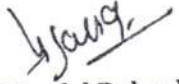
- (a) It has been established that the first payment of pension after retirement gets delayed mainly due to two reasons. One, the delay in receipt of intimation by the pensioner that pension papers have reached the bank and two, delay on part of the pensioner in approaching the bank for submission of the undertaking.
- (b) The required undertaking may be obtained by the Head of Office from the retiring Government servant along with Form 5 and other documents before his retirement. This undertaking shall be forwarded to the pension disbursing bank along with the Pension Payment Order by the Accounts Officer/CPAO following the usual procedure.
- (c) The pensioner would no longer be required to visit the bank to activate the first payment of pension. Therefore, after ascertaining that the Bank's copy has been dispatched by the Central Pension Accounting Office, the pensioner's copy of the Pension Payment Order (PPO) may be handed over to him at the time of retirement along with other retirement dues. This should be feasible in all cases where the Government servant had submitted pension papers within the time-limits prescribed in the Central Civil Services (Pension) Rules, 1972.
- (d) However, if any employee posted at a location away from the office of the Head of Office or who for any other reasons feels that it would be more convenient to him to

obtain his copy of PPO from the bank, may inform the Head of Office of his option in writing while submitting his pension papers.

3. Pay & Account Office/Head of Office should not wait for the copy of PPO (SSA) for confirmation of the dispatch of the same by CPAO to bank for handing over of the pensioner's copy to the retiring government servant along with other retirement dues. PAO/HoO may confirm the dispatch of Banks Copy of PPO by visiting CPAO's website i.e www.cpaonnic.in → See your PPO Status.
4. It has been observed that pensioner's portion of the PPO is not being handed over to the pensioner, but being sent to the bank through CPAO. It seems that the timeline for submission of finalizing the pension cases as mentioned in the CCS (Pension) Rules, 1972 are not being adhered to by HoO/PAO.
5. All Pr. CCAs/CCA/CAs/AGs (with independent charge)/JS(Admin) are requested to issue instructions to all Pay and Accounts Offices/ Head of Offices under their jurisdiction to ensure timely submission of pension papers so that the correct procedure is followed strictly. Timeline for finalization of pension cases as prescribed in CCS (Pension) Rules, 1972 is annexed herewith.

This issues with the approval of Chief Controller (Pension).

Encl.: Annexure


(Praful Dabral)
Sr. A.O. (IT & Technical)

To,

- 1) All Pr.CCAs/CCAs/CAs/AGs (with independent charge)/JS(Admin.)
- 2) All General Managers to all authorized CPPC Banks

Copy to:-

- 1) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 2) PS to Addl. CGA (JPSC), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 3) PS to CC (P), CPAO, New Delhi
- 4) The Director, DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
- 5) Sr. TD(NIC), CPAO, New Delhi
- 6) PA to ACA, CPAO

Timeline of finalizing the pension cases

1.	Rule-58 of CCS (Pension) Rules, 1972	Undertake the work of preparation of pension paper by the HOO.	One year before the date of retirement on superannuation or on the date on which he proceeds on leave preparatory to retirement.
2.	Rule-59 of CCS Pension Rules, 1972	Timelines for completion of two stages of preparation of paper.	Not later than eight months prior to the date of retirement
3	Rule-59 of CCS (Pension) Rules, 1972	Forwarding Form-5 to retiring govt. servant of superannuation advising him to submit the form duly completed in all respect.	Not later than six months prior to the date of his retirement
4	Rule-59 (A) of CCS (Pension) Rules, 1972	Forwarding Form-5 to the retiring govt. servant other than superannuation	Should be forwarded before retirement but after the approval of such retirement by the competent authority or the retirement has become effective.
5	Rule-60 of CCS (Pension) Rules, 1972	Completion of pension papers by HOO. i) Superannuation: Completion of Part-I of Form-7 by HOO. ii) other than superannuation	Not later than four months before the retirement Within 3 months after submission of Form-5 by the Govt. servant.
6	Rule-61 of CCS (Pension) Rules, 1972	Forwarding of pension papers to Accounts Officer by HOO. i) Superannuation ii) other than superannuation	Not later than four months Not later than three months after the date of submission of Form-5
7	Rule-65 of CCS (Pension) Rules, 1972	Authorisation of pension and gratuity by the Accounts Officer of PAO.	One month in advance of the date of retirement of the Govt. servant.



CPAO/IT & Tech/Delhi Administration/2018-19/23

13.05.2019

OFFICE MEMORANDUM

Subject: Payment of Dearness Relief on pension to the re-employed teachers of Delhi Administration

References have been received from the re-employed teacher of Delhi Administration that the authorized banks are not making payment of dearness relief on pension to them.

Earlier, the banks have stopped the payment of DR on pension on the instruction of Govt. of NCT Delhi and now some authorized banks are not acting upon the instructions of the Govt. of NCT Delhi for payment of Dearness Relief on pension to the re-employed teachers of Delhi Administration.

In this connection, attention is drawn towards the guidelines mentioned in the OM No. 45/73/97-P&PW (G) dated 02.07.1999, wherein it is mentioned that the Pension Disbursing Authority (Banks) shall release Dearness Relief on pension to those re-employed pensioners who submit the certificate issued by the re-employing department as per Para 4 (II) (a) of the said OM.

All the authorized banks are advised to make payment of Dearness Relief on pension to the re-employed teachers on the basis of the instruction issued by the Govt. of NCT of Delhi.

Encl.: OM dated 02.07.1999

(Praful Dabral)
Sr. Accounts Officer (IT & Tech)

To,

- 1) Heads of CPPCs of all authorized banks. (As per list)

Copy to:-

- 1) PS to CC (P), CPAO, New Delhi
- 2) Sr. TD(NIC), CPAO, New Delhi
- 3) Sh. K. V. Babu, Dy. Controller of Accounts (Technical), Principal Accounts Office.

No.45/73/97-P&PW(G)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension & Pensioners Welfare

Third Floor, Lok Nayak Bhavan,
Khan Market, New Delhi 110 003

Date: 2nd July, 1999

OFFICE MEMORANDUM

Subject: Recommendations of the 5th Central Pay Commission- Payment of Dearness Relief to re-employed pensioners and employed family pensioners-Decision regarding

In terms of the existing orders, Dearness Relief to pensioners and family pensioners is to remain suspended during the period a pensioner/family pensioner is re-employed/employed under the Central or State Government or in a Statutory Corporation/Company/Body/Bank under them in India or abroad. These orders are also applicable to pensioners and family pensioners permanently absorbed in a Statutory Corporation/Company/Body/Bank under the Central or State Government.

2. In paragraph 138.21 of their Report, the 5th Central Pay Commission had recommended that Dearness Relief should be paid to employed family pensioners and re-employed pensioners in cases where their pay is fixed at the minimum of the pay scale of the post of re-employment ignoring the entire pension, and that, in other cases of re-employment, Dearness Relief shall be payable on pay plus the non ignorable portion of pension as was the case at present. The Commission had further recommended in paragraph 141.12 that, with a view to maintaining the original value of the pension, the payment of Dearness Relief should not be suspended where pay is fixed at the minimum of the pay scale during employment/re-employment of a family pensioner/pensioner.

3. These recommendations have been considered and accepted by the Government. The President is accordingly pleased to decide as follows:

- (a) In so far as re-employed pensioners are concerned, the entire pension admissible is to be ignored at present only in the case of those civilian pensioners who held posts below Group 'A' and those ex-servicemen who held posts below the ranks of Commissioned Officers at the time of their retirement. Their pay, on re-employment, is to be fixed at the minimum of the pay scale of the post in which they are re-employed. Such civilian pensioners will consequently be entitled to Dearness Relief on their pension in terms of the recommendations of the 5th Central Pay Commission at the rates applicable from time to time.
- (b) In terms of the existing orders on the subject, the pay of re-employed pensioners who held Group 'A' post or posts of the ranks of Commissioned Officers at the time of their retirement is to be fixed at present.

contd....2

- at the same stage as last drawn before retirement or, if there is no such stage, at the stage next above the pay last drawn;
- at the maximum of the pay scale, if the pay last drawn is more than the maximum of the pay scale of the post in which re-employed;
- at the minimum of the pay scale of the post in which re-employed, if it is more than the pay last drawn

Further, the pay on re-employment is required to be fixed after ignoring only a portion of the pension [Rs 1,500] received for the previous employment. In view of the fact that (i) the pension is taken into account in such cases and is not entirely ignored, (ii) the pay in the post of re-employment is not required to be fixed at the minimum of the scale in all cases, and (iii) Dearness Allowance at the rates applicable from time to time is also admissible on the pay fixed in terms of the orders on the subject, these re-employed pensioners will not be entitled, in addition, to any Dearness Relief on their pension

- (c) As regards employed family pensioners, since the family pension received by the eligible dependents of Central Government employees is, in any case, not taken into account in determining their pay on employment, Dearness Relief at the rates applicable from time to time shall be admissible on their family pension.
 - (d) While implementing these decisions, orders issued by the Department of Personnel & Training vide OM No.3/1/85-Estt(Pay-II) dated 31.07.1986 and as amended from time to time regarding fixation of pay of re-employed pensioners shall be duly kept in view
 - (e) These orders shall be effective from July 18, 1997
4. (I) In accordance with the Government's decisions, referred to in the preceding paragraph, all family pensioners, in receipt of family pension from the Central Government who were/are employed under the Central Government or the State Government or a Corporation/Company/Body/Bank under them in India or abroad shall be eligible to draw dearness relief, at rates applicable from time to time, on the amount of family pension, with effect from July 18, 1997. A certificate may still be necessary to determine dependency. All Pension Payment Authorities, including authorised Public Sector Banks are requested to forthwith release dearness relief on family pensions in cases where this was withheld on account of the family pensioners concerned being employed. The arrears, if any, due with effect from July 18, 1997 shall also be paid
- (II) (a) In the case of Central Government pensioners who were/are re-employed under the Central Government or the State Government or a Corporation/Company/Body/Bank including an autonomous organisation under them in India or abroad or had/have been permanently absorbed in such corporation/company/body/bank or autonomous organisation, dearness relief will now be admissible to such of those re-employed pensioners who satisfy the conditions referred to in para 3(a) above. For this purpose, the Central Government Departments concerned, including subordinate organisations, State Government, Corporation/Company/Body/Bank etc. employing a Central Government pensioner shall be required to issue of certificate indicating the following

contd...3

9. This issues with the concurrence of the Ministry of Finance, Department of Expenditure
10. In so far as these orders relate to personnel of the Indian Audit and Accounts Department, these have been issued in consultation with the Comptroller & Auditor General of India
11. Hindi Version will follow


(GANGA MURTHY)
Director

To,

All Ministries and Departments of the Government of India
Comptroller & Auditor General of India (with 400 spare copies)
As per Standard Mailing List



CPAO/IT&Tech/Revision Pre-2006(Ref.)/8 (Vol-VIII)/2019-20/63

23.07.2019

OFFICE MEMORANDUM

Subject: - Revision of pension w.e.f. 01.01.2006 of Pre-2006 pensioners who retired from 5th CPC scale of 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods.


It has been decided vide OM No. 38/33/12-P&PW(A) dated 04.01.2019 (copy attached) of DP&PW that the Grade pay of Rs. 4600/- may be considered as the corresponding grade pay in the case of pre-2006 pensioners who retired /died in the 5th CPC scale of Rs. 6500-10500 or equivalent pay scale in the earlier Pay Commission period w.e.f. 01.01.2006.

2. Revised concordance tables (No.24 & 25) for revision of pension of such pensioners w.e.f. 01.01.2016 has been provided by DP&PW vide its OM No. 38/33/12-P&PW (A) dated 09.07.2019 (copy attached).

3. Therefore, it is requested to revise the pension of the affected pre-2006 pensioners in accordance with the instruction contained in the OM No. 38/33/12-P&PW(A) dated 04.01.2019 and OM No. 38/33/12-P&PW(A) dated 09.07.2019 w.e.f.01.01.2006 and 01.01.2016 respectively.

This issues with the approval of Chief Controller (Pensions).

Encl:- As above


(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)

To,

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs with the request to instruct their PAOs accordingly.
2. Heads of CPPCs of all Banks
3. Heads of Government Business Divisions of all Banks (As per list)

Copy for information to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) Chief General Manager, Reserve Bank of India, Department of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, 4th Floor, Byculia, Mumbai - 400008
- iv) PS to CC (P), CPAO, New Delhi
- v) Dy. Secretary, DP&PW, 3rd Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110003 w.r.t. OM No. 38/33/12-P&PW(A) dated 09.07.2019.
- vi) Sr. TD(NIC), CPAO, New Delhi
- vii) Sr. AOs (CDN, A-I, A-II, A-III & IAW)

No. 38/33/12-P&PW (A)
Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi-110 003
Dated the 9th July, 2019

Office Memorandum

Sub :- Revision of pension w.e.f. 1.1.2006 of Pre-2006 pensioners who retired from the 5th CPC scale of Rs. 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods.

Instructions have been issued vide this Department's OM of even number dated 4.1.2019 that for the purpose of revision of pension/family pension w.e.f. 1.1.2006 under para 4.2 of the O.M. dated 1.9.2008, the Grade Pay of Rs. 4600/- may be considered as the corresponding Grade pay in the case of pre-2006 pensioners who retired/died in the 5th CPC scale of Rs. 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods. It was also provided that the revised pension w.e.f. 1.1.2006 in terms of para 4.2 of OM dated 1.9.2008, for the pre-2006 pensioners who retired from the pay scale of Rs. 6500-10500/- in the 5th CPC or equivalent pay scales in the earlier Pay Commissions would be Rs. 8345/-. The entries at serial number 13 in the annexure of this Department's OM No. 38/37/08-P&PW(A) dated 28.1.2013 were also revised accordingly.

2. This Department has issued concordance tables for revision of pension, w.e.f. 1.1.2016, of pre-2016 pensioners by notional fixation of pay in the 7th CPC vide this Department's OM dated 6.7.2017. Tables No.24 & 25 in these concordance tables indicated the revised pension/family pension based on the corresponding 6th CPC grade pay of Rs. 4200/- in respect of pre-2006 pensioners/family pensioners who retired/died in the 5th CPC scale of Rs. 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods. Consequent on the decision to consider the Grade Pay of Rs. 4600/- as the corresponding Grade pay in the case of pre-2006 pensioners who retired/died in the 5th CPC scale of Rs. 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods and based on the fixation tables provided by Ministry of Finance (Department of Expenditure), Tables No.24 & 25 have been revised. Accordingly, revised concordance Tables No.24 & 25 are enclosed herewith.

3. All the Ministries/Departments are requested to revise pension/family pension w.e.f. 01.01.2016 in respect of pre-2006 pensioners/family pensioners who retired/died in the 5th CPC scale of Rs. 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods using the concordance tables enclosed herewith. The other provisions/instructions for revision of pension of pre-2016 pensioners, as contained in this Department's OM of even number dated 12.5.2017 and 6.7.2017 will remain unchanged.

4. This issues with the approval of Ministry of Finance (Department of Expenditure) vide their OM No. 30-1/33(c)/2016-LC/E.IIIA dated 28.6.2019

5. Hindi version will follow.

Encl: a/c.


(Ruchir Mehta)
Deputy Secretary

To

1. All Ministries/Departments of Government of India
(as per standard mailing list)
2. Controller General of Accounts, New Delhi.
3. Comptroller & Auditor General of India, New Delhi.
4. Central Pension Accounting Office, New Delhi.

Table No.25 (Revised)

Salary and Allowance in the Pay Band & Grade Pay of the Government employees

From 01.01.1986 to 31.12.1995	7000-80 2300 75 3700-100 5100
From 01.01.1996 to 31.12.2005	6500-200 10500
From 01.01.2006 to 31.12.2015	5300 34800 GP 4500
Corresponding level with 1.1.2016	Level 7 (64900-142400)

Basic Pay from 01.01.1986 to 31.12.1995	Basic Pay from 01.01.1996 to 31.12.2005	Basic Pay from 01.01.2006 to 31.12.2015	Pay range for Disruptors selected during 1.1.2016 to 31.12.2015		National Pay as on 01.01.2016	Revised Pension / Financial Family pension (if applicable) with 1.1.2016	Revised Family pension with 1.1.2016
			Minimum	Maximum			
2000	6500	16690		17470	44900	22450	13470
2050	6500	16690		17470	44900	22450	13470
2120	6500	16690		17470	44900	22450	13470
2180	6700	17070		17470	44900	22450	13470
2240	6900	17440		17470	44900	22450	13470
2300	7100	17810	17480	17970	46200	23100	13660
2375	7300	18180	17980	18570	47500	23800	14280
2450	7500	18550	18530	19060	49000	24500	14700
2525	7700	18930	18930	19660	49000	24500	14700
2600	7900	19300	19070	19640	50500	25250	15150
2675	8100	19670	19650	20230	52000	26000	15600
2750	8300	20040	19650	20230	52000	26000	15600
	8500	20410	20240	20850	53600	26800	16080
2825	8700	20790	20740	20850	53600	26800	16080
2900	8900	21160	20860	21470	55200	27600	16560
2975	9100	21530	21480	22140	56900	28450	17070
3050	9300	21900	21480	22140	56900	28450	17070
3125	9500	22270	22150	22800	58600	29300	17580
3200	9700	22650	22150	22800	58600	29300	17580
	9900	23020	22810	23500	60400	30200	18120
3300	10100	23390	22810	23500	60400	30200	18120
3400	10300	23760	23510	24200	62200	31100	18660
3500	10500	24130	23510	24200	62200	31100	18660
3600	10500	24130	23510	24200	62200	31100	18660
3700	10500	24130	23510	24200	62200	31100	18660
3800	10500	24130	23510	24200	62200	31100	18660
	10700	24510	24210	24940	64100	32050	19230
	10900	24880	24210	24940	64100	32050	19230
	11100	25250	24950	25680	66000	33000	19800
			25690	26450	68000	34000	20400
			26460	27230	70000	35000	21000
			27240	28050	72100	36050	21630
			28060	28910	74300	37150	22290
			28920	29760	76500	38250	22950
			29770	30660	78800	39400	23640
			30670	31590	81200	40600	24360
			31600	32570	83600	41800	25080
			32530	33500	86100	43050	25830
			33510	34510	88700	44350	26610
			34520	35590	91400	45700	27420
			35570	36670	94100	47050	28230
			36570	37700	96900	48450	29070
			37710	38830	99800	49900	29940
			38840	40000	102800	51400	30840
			40010	41200	105900	52950	31770
			41210	42450	109100	54550	32730
			42460	43740	112400	56200	33730
			43740	45090	115800	57900	34740
			45060	46470	119300	59650	35790
			46470	47900	122900	61450	36870
			47910	49360	126600	63300	37980
			49370	50860	130400	65200	39120
			50870	52400	134300	67150	40290
			52410	53970	138300	69150	41490
			53970	55580	142400	71200	42720

Table No. 24 (Revised)

Scale of pay/ray in the pay band & Grade Pay at the time of retirement

From 01.01.1986 to 31.12.1995	2000 60 2300 / x 3200
From 01.01.1996 to 31.12.2005	6500 700 10500
From 01.01.2006 to 31.12.2015	9300 34800 GP 4600
Corresponding level	Level 7 (44930-145000)

Basic Pay From 01.01.1986 to 31.12.1995	Basic Pay From 01.01.1996 to 31.12.2005	Basic Pay From 01.01.2006 to 31.12.2015	Pay range for		National Pay as on 01.01.2015	Revised Pension / Finance d Family pension if applicable w.e.f 1.1.2016	Revised Family pension w.e.f 1.1.2016
			Minimum	Maximum			
7000	6500	16690		17470	44900	22450	13470
2060	5500	16690		17470	44900	22450	13470
2120	6500	16690		17470	44900	22450	13470
2180	6700	17070		17470	44900	22450	13470
2240	6900	17440		17470	44900	22450	13470
2300	7100	17810		17970	46700	23100	13860
2375	7300	18180	17980	18530	47600	23800	14280
2450	7500	18550	18530	19060	49000	24500	14700
2525	7700	18930	18930	19060	49000	24500	14700
2600	7900	19300	19070	19540	50500	25250	15150
2675	8100	19670	19650	20230	52000	26000	15600
2750	8300	20040	19650	20230	52000	26000	15600
	8500	20410	20240	20830	53600	26800	16080
2825	8700	20780	20240	20830	53600	26800	16080
2900	8900	21160	20860	21170	55200	27600	16560
2975	9100	21530	21480	22140	56900	28450	17070
3050	9300	21900	21480	22140	56900	28450	17070
3125	9500	22270	22150	22800	58600	29300	17580
3200	9700	22650	22150	22800	58600	29300	17580
3275	9900	23020	22810	23500	60400	30200	18120
3350	10100	23390	22810	23500	60400	30200	18120
	10300	23760	23510	24200	62200	31100	18660
3425	10500	24130	23510	24200	62200	31100	18660
	10700	24510	24710	24940	64100	32050	19230
	10900	24880	24710	24940	64100	32050	19230
	11100	25250	24950	25680	66000	33000	19800
			25690	26430	68000	34000	20400
			26460	27230	70000	35000	21000
			27240	28030	72100	36050	21630
			28060	28910	74300	37150	22290
			28920	29760	76500	38250	22950
			29770	30660	78800	39400	23640
			30670	31590	81200	40600	24360
			31500	32520	83600	41800	25080
			32330	33500	86100	43050	25830
			33510	34510	88700	44350	26610
			34500	35560	91400	45700	27420
			35570	36610	94100	47050	28230
			36670	37700	96900	48450	29070
			37710	38830	99800	49900	29940
			38840	40000	102800	51400	30840
			40070	41200	105900	52950	31770
			41210	42430	109100	54550	32720
			42460	43730	112400	56200	33700
			43740	45050	115800	57900	34700
			45060	46470	119300	59650	35790
			46430	47820	122900	61450	36870
			47810	49250	126600	63300	37980
			49270	50770	130400	65200	39170
			50740	52250	134300	67150	40390
			52260	53810	138300	69150	41650
			53830	55400	142400	71200	42950

No. 38/33/12-P&PW (A)
Government of India
Ministry of Personnel, PG & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan
Khan Market, New Delhi-110 003
Dated the 4th January, 2019

OFFICE MEMORANDUM

Sub :- Revision of pension w.e.f. 1.1.2006 of Pre-2006 pensioners who retired from the 5th CPC scale of Rs. 6500-10500/-.

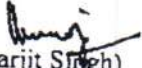
The undersigned is directed to say that as per Para 4.2 of this Department's OM of even number dated 01.09.2008 relating to revision of pension of pre-2006 pensioners w.e.f. 1.1.2006, the revised pension w.e.f. 1.1.2006, in no case, shall be lower than 50% of the sum of the minimum of pay in the pay band and the grade pay thereon corresponding to the pre-revised pay scale from which the pensioner had retired.

2. Instructions were issued vide this Department's OM of even number dated 28.1.2013 for stepping up of pension of pre-2006 pensioners w.e.f. 24.9.2012 to 50% of the sum of the minimum of pay in the pay band and the grade pay thereon corresponding to the pre-revised pay scale from which the pensioner had retired, as arrived at with reference to the fitment tables annexed to Ministry of Finance, Department of Expenditure's OM No. 1/1/2008-IC dated 30th August, 2008. A concordance table indicating the revised pension/family pension of pre-2006 pensioners in terms of instructions contained in para 4.2 of OM dated 1.9.2008 read with the OM dated 28.1.2013 was also annexed to the OM dated 28.1.2013. Subsequently, orders were issued vide this Department's OM of even number dated 30.7.2015 that the pension/family pension of all pre-2006 pensioners/family pensioners may be revised in accordance with this Department's OM No. 38/37/08-P&PW(A) dated 28.1.2013 with effect from 1.1.2006 instead of 24.9.2012.

3. In the aforesaid OM dated 28.1.2013 of Department of Pension & Pensioners' Welfare, the grade pay corresponding to the pre-revised pay scale of Rs. 6500-10500 was shown as Rs. 4200/- and the minimum pension in terms of para 4.2 of the OM dated 1.9.2008 was shown as Rs. 8145/- (50% of minimum pay of Rs. 16,290/- as per fitment table for the pre-revised scale of pay of Rs. 6500-10500, annexed to Ministry of Finance, Department of Expenditure's OM No. 1/1/2008-IC dated 30th August, 2008).

4. Order were issued vide Ministry of Finance, Department of Expenditure's OM No. 1.1.2008-IC dated 13.11.2009 that the posts which were in the pre-revised scale of Rs. 6500-10500 as on 1.1.2006 and which were granted the normal replacement pay structure of grade pay of Rs. 4200/- in the pay band PB-2, will be granted grade pay of Rs. 4600/- in the pay band PB-2 corresponding to the pre-revised scale of Rs. 7450-11,500 w.e.f. 1.1.2006.

...2/-

5. Representations have been received in this Department for extending the benefit of grade pay of Rs. 4600/- for revision of pension/family pension, w.e.f. 1.1.2006, in respect of Pre-2006 pensioners who retired/died in the 5th CPC scale of Rs. 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods. The matter regarding the amount of minimum pension/family pension in terms of para 4.2 of the O.M. dated 1.9.2008 in their case has been re-examined in the light of the orders issued by Ministry of Finance (Department of Expenditure) vide their OM No. 1/1/08-IC dated 13.11.2009 and decisions of courts in certain cases. It has been observed that pay of all serving employees in the pre-revised pay scale of Rs. 6500-10500/- has been fixed w.e.f. 1.1.2006 in the grade pay of Rs. 4600/-. Therefore, the grade pay of Rs. 4600/- can be considered as the grade pay corresponding to the pre-revised pay scale of Rs. 6500-10500/-.
 6. Accordingly, it has been decided that, for the purpose of revision of pension/family pension w.e.f. 1.1.2006 under para 4.2 of the O.M. dated 1.9.2008, the Grade Pay of Rs. 4600/- may be considered as the corresponding Grade pay in the case of pre-2006 pensioners who retired/died in the 5th CPC scale of Rs. 6500-10500/- or equivalent pay scale in the earlier Pay Commission periods.
 7. In accordance with the provisions of Rule 7 of the CCS (Revised Pay) Rules, 2008, the pay corresponding to the pay of Rs. 6500/- in the pre-revised pay scale of Rs. 6500-10500/- would be Rs. 12090/- in the PB-2. After adding the grade pay of Rs. 4600/-, the pay in the Pay Band + Grade Pay corresponding to the pay of Rs. 6500/- in the pre-revised pay scale of Rs. 6500-10500 would be Rs. 16690/- (12090+4600). Accordingly, the revised pension w.e.f. 1.1.2006 in terms of para 4.2 of OM dated 1.9.2008, for the pre-2006 pensioners who retired from the pay scale of Rs. 6500-10500/- in the 5th CPC or equivalent pay scales in the earlier Pay Commissions would be Rs. 8345/-. Accordingly the entries at serial number 13 in the annexure of this Department's OM No. 38/37/08-P&PW(A) dated 28.1.2013 may be substituted by the entries shown in the statement annexed to this O.M.
 8. As provided in this Department's OM dated 28.1.2013, in case the consolidated pension/family pension calculated as per para 4.1 of this Department's OM No. 38/37/08-P&PW(A) dated 1.9.2008 is higher than the pension/family pension calculated in the manner indicated above, the same (higher consolidated pension/family pension) will continue to be treated as basic pension/family pension.
 9. In their application to the persons belonging to the India Audit and Accounts Department, these orders are issued in consultation with the comptroller and Auditor General of India.
 10. All the Ministries/Departments are requested to bring the contents of these orders to the notice of Controller of Accounts/Pay and Accounts Officers and Attached and subordinate Offices under them. They are also requested to revise the pension of the affected pre-2006 pensioners in accordance with the instructions contained in this O.M. on a top priority basis.
 11. Hindi version will follow.
- To
- 
(Harjit Singh)
Director
- All Ministries/Departments of Government of India as per mailing list.

DEPARTMENT OF PENSION & PENSIONERS' WELFARE

Revised Pension/Family Pension w.e.f. 1.1.2006 in terms of Para 4.2 of OM No. 38/37/08-P&PW(A) dated 1.9.2008 read with OM dated 28.1.2013 in the case of Pre-2006 pensioners who retired/died in the 5th CPC Pay Scale of Rs 6500-10500/- or equivalent pay scales in the earlier Pay Commissions

S.No.	Pay Scale w.e.f. 1.1.1986	Post/Grade and Name of Pay Scale w.e.f. 1.1.1996	Corresponding 6 th CPC Pay Bands/Scales	Corresponding Grade Pay	Sum of minimum pay in the pay band and grade pay/ minimum pay in the pay scale as per fitment table	Apparent 100% of Family Pension = 30% of minimum sum of minimum pay in the pay band and grade pay/ minimum pay in the pay scale as per fitment table		
	2	3	4	5	6	7	8	9
13	2000-60-2300-75-3200	S-12	6500-200-10500	PB-2	9300-34800	4600	16690	8345
	2800-60-2300-75-3200-3500							



CPAO/IT&Tech/Revision (7th CPC)/19.Vol-III(E)/2019-20/66

05.08.2019

Office Memorandum

Subject:- Clarification of Fixed Medical Allowance (FMA).

Attention is invited to DP&PW OM No. 4/02/2019-P&PW (D)/42694 dated-1st July, 2019 wherein it is mentioned that the pensioners may be allowed FMA w.e.f. the date of application for FMA, if FMA otherwise admissible to them.

Instructions issued by the OM ibid is reproduced as under:-

Sl. No.	Issue	Comments of DoPPW
1.	Whether the effective date of payment of FMA in respect of the pensioners who retired before 01.12.1997 is the date of retirement or the date of submission of application.	<p>The order were issued vide this Department's OM No. 45/57/97-P&PW (C) dated-19.12.1997 wherein FMA was granted. The existing pensioners had to opt for medical allowance and an undertaking was required to be submitted by the claimant. Hence, the orders are being implemented from 01.12.1997. If a person has retired earlier and has opted for the FMA and given undertaking at the time of issue of OM, then the FMA should be paid from 01.12.1997.</p> <p>After 19.12.1997, several further orders/ clarifications were issued regarding Fixed Medical Allowance (FMA). Therefore, it is difficult to accept that the pensioner was not aware of the admissibility of the FMA w.e.f.01.12.1997. In view of this, those pensioners who retired before 01.12.1997 and did not exercised the option for FMA immediately after the issue of OM dated-19.12.1997 would not be entitled to FMA w.e.f. 01.12.1997. However, they may be allowed FMA w.e.f. the date of application for FMA, if FMA otherwise admissible to them.</p>
2.	Whether the effective date of payment of FMA in respect of the pensioners who retired after 01.12.1997 is 01.12.1997 i.e. date of implementation of order or the date of submission of the application by the pensioner.	<p>In the OM dated-19.12.1997, it has been mentioned that in case of future retirees, the option shall be obtained by the Head of Office alongwith the pension papers and in case the retiree opts for medical allowance, the FMA is payable from the following month after the date of superannuation. If the retiree opts later on or gives his option later, then the FMA is to be given from the date of application.</p> <p>After 19.12.1997, several further orders/clarifications were issued regarding Fixed Medical Allowance (FMA). Therefore, it is difficult to accept that the retiree/pensioner was not aware of the admissibility of the FMA. In case of retirees/pensioners who retired after</p>



CPAO/IT&Tech/Master Data/14 Vol-III/P.F./2018-19/ 77

19.08.2019

Office Memorandum


Subject:- Transmission of e-PPO(PDF & XML) to the authorized banks in fresh pension cases.

e-PPO project has been started for issuing electronic PPO to pensioners and to digitize the whole pension processing. The e-PPO system aims at online processing of pension cases and movement of online data from Head of Office (HoO) to Pay & Accounts Office (PAO) to CPAO to Bank for fresh as well as revision of pension cases. In this system, all the stakeholders i.e. HOO, PAO, CPAO and Banks would perform their respective work online. The main objective of this exercise is to put in place seamless transmission of pension electronically from head of office to banks for payment of pensions.

2. At present, pension cases in respect of central civil pensioners are being processed online through PFMS and e-PPO (XML & PDF file) is being forwarded by the Pay & Accounts Offices to CPAO.

3. It has now been decided to send the e-PPO (XML & PDF file) to the banks for consuming the data in their system after updating their pension software as per requirement. The physical PPO booklet along with the SSA in fresh pension cases will continue to be sent to all the banks as a parallel run till the system stabilizes.

4. It is also clarified that details given in Physical Booklet of PPO will be sacrosanct and supersede in case any mismatch or discrepancy arises between the data of PDF and XML file of e-PPO.


(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)

To,

1. Heads of CPPCs of all Authorised Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to Jt. CGA(ITD) O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iv) PS to Jt. CGA(GBA) O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- v) General Manager, Reserve Bank of India, Department of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculla, Mumbai - 400008.
- vi) PS to CC (P), CPAO, New Delhi
- vii) Sr. TD(NIC), CPAO, New Delhi
- viii) Sr. AOs (CDN, A-I, A-II, A-III & IAW)



CPAO/IT&Tech/Master Data/14 Vol-III/P.F./2019-20/132

16.10.2019

Office Memorandum

Subject:- Transmission of e-PPO(PDF & XML) to the authorized banks in fresh pension cases.

Kind attention is invited to this office OM No. CPAO/IT&Tech/Master Data/14 Vol-III/P.F./2018-19/77 dated-19.08.2019 wherein it was decided to send the e-PPO (XML & PDF file) to the banks for consuming the data in their system after updating their pension software as per requirement. The physical PPO booklet along with the SSA in fresh pension cases will continue to be sent to all the banks as a parallel run till the system stabilizes.

2. It is also clarified that details given in Physical Booklet of PPO will be sacrosanct. All the authorized banks are instructed to validate the details of pension payment so authorized with the physical documents including PPOs while making payments to the Central Civil Pensioners.

This issues with the approval of Chief Controller (Pension).

(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)

To,

1. Heads of CPPCs of all Authorised Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) PS to Jt. CGA(ITD) O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iv) PS to Jt. CGA(GBA) O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- v) General Manager, Reserve Bank of India, Department of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculla, Mumbai - 400008.
- vi) PS to CC (P), CPAO, New Delhi
- vii) Sr. TD(NIC), CPAO, New Delhi
- viii) Sr. AOs (CDN, A-I, A-II, A-III & IAW)



CPAO/IT&Tech/e-PPO/6 (Vol-X)(D)/PF/2019-20//40

01.11.2019

OFFICE MEMORANDUM

Subject: Discontinuation of BSR code-regarding

Kind attention is invited to this office OM No. CPAO/IT&Tech/e-PPO/6 (Vol-X)(D)/ 2019-20/81 dated-19.08.2019 (copy attached) wherein all the Heads of CPPCs of Authorized Banks were requested to offer comments on shifting from BSR Code to IFSC for processing the pension cases of the pensioners concerned under "Scheme for payment of Pension to Central Government Civil Pensioners through Authorised Banks".

2. The matter was also taken up with Reserve Bank of India (RBI) and it is intimated that RBI has conveyed their concurrence on the proposal from shifting from BSR Code to IFSC for processing the pension cases of the pensioners. Copy of comments received from RBI is attached.

3. No comments from the Banks side have been received in this office. Therefore, all the Heads of CPPCs of Authorized Banks & Govt. Business Deptt. are once again requested to offer their comments on the proposal from shifting from BSR Code to IFSC expeditiously, in any case not later than 15th December, 2019. If no reply/comments are received from the Banks, it will be assumed that they have nothing to say on the matter. Priority may be accordingly given to this issue.

This issues with the approval of the Chief Controller (Pensions).

Encl:- As above

**(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)**

To,

1. Heads of CPPCs of all authorized Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

1. PS to CC(P), CPAO.
2. PS to Joint CGA (ITD), O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi
3. The General Manager, Reserve Bank of India, Deptt. of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculia, Mumbai - 400008 w.r.t. their letter No. DGBA.GBD. No.829/45.01.001/2019-20 dated 14.10.2019.

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/e-PPO/6 (Vol-X)(D)/2019-20/

19.08.2019

OFFICE MEMORANDUM

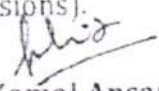
Subject: Discontinuation of BSR code-regarding

The Central Pension Accounting Office, Deptt. of Expenditure, M/o Finance has been entrusted with the work for implementation of the 'Scheme for payment of Pension to Central Government Civil Pensioners', arranging payments of Pension through Authorized Banks to the Pensioners retired from Government Service and to maintain and compiling the accounts on the basis of the scrolls received from the Authorised Banks.

2. At present, BSR Code is being used to identify the home branch of the pensioners to send the physical PPO booklets with annexure. It is also being used for reconciliation of pension payments made by the banks and the reimbursement made by the RBI to all the Pension disbursing Banks. It is stated that the BSR Code of the Home Branch of the Bank is not known to the Pensioners which delays in the finalization of their Pension cases. Therefore, this office would like to shift from BSR Code to IFSC Code for discharging the work mentioned above.

3. However, it is appreciated that discontinuation of BSR Code will entail systematic changes in the whole pension processing chain. It is requested to give your view on shifting from BSR Code to IFSC Code for processing the pension cases of the pensioners concerned under 'Scheme for payment of Pension to Central Government Civil Pensioners'.

This issues with the approval of the Chief Controller (Pensions).


(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)

To,

1. Heads of CPPCs of all authorized Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

1. PS to CC(P), CPAO.
2. PS to Joint CGA (ITD), O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi - in reply to DO letter No. -MF-CGA /ITD-IMS/ Pension/ Miscellaneous/ 2019/3019 dated : 19.03.2019

15/10/19

Sy. CA Pl. put up.
Sr. AO (IT & Tech)

Tech/43
15/10/19

1159
15/10/19



भारतीय रिज़र्व बैंक

RESERVE BANK OF INDIA

www.rbi.org.in

DGBA.GBD.No.829/45.01.001/2019-20

October 14, 2019

The Chief Controller (Pensions)
Government of India, Ministry of Finance
Department of Expenditure
Central Pension Accounting Office
Trikoor-II, Bhikaji Cama Place
New Delhi - 110066

Dear Sir

Discontinuation of BSR Code

Please refer to the letter no. CPAO/IT&Tech/e-PPO/6 (vol-X) (D)/2019-20/79 and CPAO/IT&Tech/e-PPO/6 (vol-X) (D)/2019-20/81 dated August 19, 2019, on the above subject, requesting our views on shifting from BSR code to IFSC code.

2. In this regard, RBI's views are as follows:

- IFSC is printed on cheque leaves, pass book and banks also display these codes on their website. So, it's easier for pensioners to get it.
- As on date IFSC is widely used across various payment systems in India
- Further, even though IFSC may not uniquely identify each branch of all the banks especially in case of RRBs/ Cooperative banks etc., it may be mentioned that once the system identifies that the pensioner belongs to a particular RRB/Cooperative bank, it may be possible to credit the pension based on the account number (which is unique for each individual account holder in a bank) of the pensioner.

3. Accordingly, RBI concurs with the proposal of CPAO to shift from BSR code to IFSC.

Yours faithfully

Partha Choudhuri
(Partha Choudhuri)
General Manager

भारतीय रिज़र्व बैंक का प्रधान कार्यालय, मुंबई में मुख्य रूप से स्थित है, नारायण, मुंबई 400 008
Department of Government & Bank Accounts, Central Office, Opp. Mumbai Central Railway Station, 4th Floor, Byculla, Mumbai 400 008
Telephone: (022) 2308 4121, Fax No. (022) 2300 0170/7301 6073/2301 0095, e-mail: cgmdgbsaco@rbi.org.in

निजी सामग्री, इलेक्ट्रॉनिक रूप से



CPAO/IT&Tech/Life Certificate/2 Vol-V/2019-20/146

13.11.2019

OFFICE MEMORANDUM


Subject:- Submission of 'Life Certificate'.

It has been observed that Authorized Banks are not adhering to the extant rules regarding submission of life certificate issued vide OM No. CPAO/Tech/Life Certificate/ 2014-15/31-72 dated-30.01.2015 and subsequent OM No. CPAO/Tech/Life Certificate/ 2 Vol-V/2017-18/178 dated-08.01.2018, OM No. CPAO/Tech/Life Certificate/ 2 Vol-V/2017-18/147 dated-23.10.2018 and OM No. CPAO/Tech/Life Certificate/ 2 Vol-V/2017-18/64 dated 26.07.2019 (Copies Enclosed).

2. This office is receiving number of grievances from pensioners that Banks are insisting on submission of life certificate online and not accepting the life certificate submitted in physical form.
3. It is reiterated that at present, the following three options are available with pensioner/family pensioner to authenticate his/her life:
 - I. By presenting himself/herself to the authorised bank officer to record the life certificate.
 - II. According to Para 15.2 of the "Scheme for Payment of pension to Central Civil Pensioner" which states that "In case a pensioner is unable to obtain a life certificate from an authorised Bank officer on account of serious illness/ incapacitation etc., an intimation to this effect supported by a medical certificate from a registered medical practitioner about his inability to appear in person may be sent to officer-in-charge of the paying branch so that the latter may nominate an officer to visit the pensioner at his/her residence/hospital for the purpose of recording the life certificate". Further, vide Correction Slip No. 14 of "Scheme for payment of pension to Central Government Civil Pensioners by Authorized Banks" (Copy Enclosed), a pensioner who produces a life certificate in the prescribed form in Annexure-VII signed by any person specified in the said Correction Slip, is exempted from personal appearance.
 - III. Moreover, as a part of Prime Minister's Mission "Digital India" and with the development of software application by Deptt. of Information Technology circulated as per Correction Slip No. 22 to the "Scheme for payment of pension to Central Government Civil Pensioners by Authorized Banks" (Copy Enclosed) the pensioner can prove their existence through Aadhaar based authentication of Life Certificate.
4. All Heads of CPPCs/Government Business Departments are requested to direct concerned officials of Bank branches to strictly adhere to the provisions mentioned above and accept the life certificate physically or electronically from the pensioners.

This issues with the approval of Chief Controller (Pensions).

Encl:- As above

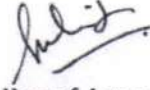

(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)
Ph No.011-26103074

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

1. Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. PS to Addl. CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to Jt. CGA (GBA), O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
4. PS to CC (P), CPAO, New Delhi
5. The General Manager, Reserve Bank of India, Opp. Mumbai Central Railway Station, 4th Floor, Byculla, Mumbai- 400 008
6. The Director, DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
7. Sr. TD (NIC), CPAO, New Delhi



(Dy. Controller of Accounts)

Government of India
Ministry of Finance
Department of Expenditure
Central Pension Accounting Office
Trikoot II, Bhikaji Cama Place
New Delhi 110 066

CPAO/Tech/Grievance (LF)/10-11/1005

Dt 2.1.2011

Amendment to the Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks (Fourth Edition, 3rd December, 2004)

Correction Slip No. 14

Addition after para 15.2 (P-11 of Scheme Booklet 4th Edition, 3rd Dec. 2004).

(In continuation)

A pensioner who produces a life certificate in the prescribed form in Annexure -XVII signed by any person specified hereunder, however, is exempted from personal appearance-

- (i) A person exercising the powers of a Magistrate under the Criminal Procedure code;
- (ii) A Registrar or Sub-Registrar appointed under Indian Registration Act;
- (iii) A Gazetted Government servant;
- (iv) A Police Officer not below the rank of Sub-Inspector in -charge of a Police Station;
- (v) A Postmaster, a departmental Sub-Postmaster or an Inspector of Post Offices;
- (vi) A Class I officer of the Reserve Bank of India, an officer (including Grade II officer) of the State Bank of India or of its subsidiary;
- (vii) A pensioned Officer who, before retirement, exercised the powers of a magistrate;
- (viii) A Justice of Peace;
- (ix) A Block Development Officer, Munsif, Tehsildar or Naib Tehsildar;
- (x) A Head of Village Panchayat, Gram Panchayat, Gaon Panchayat or an Executive Committee of a Village;
- (xi) A Member of Parliament, of State legislatures or of legislatures of Union Territory Governments /Administrations.
- (xii) Treasury Officer.

In the case of a pensioner drawing his pension through a Public Sector Bank the life certificate may be signed by an officer of a Public Sector Bank. In the case of a pensioner residing abroad and drawing his pension through any other bank included in the Second Schedule to the Reserve Bank of India Act, 1934, the life certificate may be signed by an officer of the Bank. A pensioner not resident in India in respect of whom his duly authorized agent produces a life certificate signed by a Magistrate, a Notary, a Banker or a Diplomatic Representative of India is exempted from special appearance.

Below Annexure XVII (P-44 of Scheme Booklet 4th Edition, 3rd Dec. 2004)

For "Para 15.1" read "Paras 15.1 and 15.2"

(O/o CGA U.O. No. - 1(7)/CPAO/Scheme Book/2005/TA/254 dt. 28.06.2011).

Correction Slip No.15

Annexure XVIII-(P-46 of Scheme Booklet 4th Edition, 3rd Dec. 2004)

Non-Employment/Re-employment Certificate.

The existing Serial No. at (B) & (C) may be read as (A) & (B).

(CGA's U.O. No.- 1(7)(1)2000/TA/377 dated 19.08.2003) & U.O. No. -
1(7)/CPAO/Scheme Book/2005/TA/254 dt. 28.06.2011.

(H.Atheli)
Dy. Controller of Accounts

Government of India
Ministry of Finance
Department of Expenditure
Central Pension Accounting Office
Trikot II, Bhikaji Cama Place
New Delhi 110 066

CPAO/Tech/Amdt-Sch. Book/2014-15

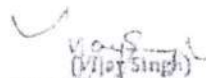
dated: 10.11.2014

Amendment to the Scheme for Payment of Pensions to Central Government Civil
Personers by Authorized Banks (Fourth Edition, 3rd December 2004)

Correction Slip-22

Addition under Para 15.2 as S.No. (xiii)

(xiii) A Life Certificate issued online by a Government Agency as a result of Aadhaar
Biometric Authentication will also be accepted as a valid certificate. This document may be
accessed through a Website (to be notified separately) by the Pension Disbursing Agency
without insisting either on personal appearance of the pensioner or Life certificate by the
competent authority referred above


(V. S. Singh)
Sr. Accounts Officer (Tech)

Authority:- Approval of Controller General of Accounts in file No. 1(7)/CPAO
Scheme Booklet/4th Edition/2005/TA on date 10.11.2014.

Government of India
Ministry of Finance
Department of Expenditure
Central Pension Accounting Office
Trikoot-11, Bhikaji Cama Place
New Delhi - 110 066

No. CPAO/Tech/Life Certificate/2014-15/3]-72

Dated 30.01.2015

OFFICE MEMORANDUM

Sub: Exemption from Physical Appearance for the Purpose of Life Certificate

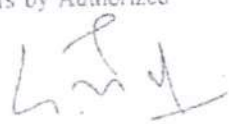
Department of Pension & Pensioners' Welfare in its agenda points for the ensuing SCOVA meeting on 03.02.2015 circulated vide their O.M. No. 42/39/2014-P&PW(G) dated 27.01.2015, has raised the issue of non-adherence of extant Rules with regard to submission of Life Certificate by authorized banks. It has been reported to the Department that some bank branches are insisting on personal appearance of pensioners for submission of Life Certificate alongwith PPOs.

2. Attention is invited to the amendment to the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks", issued vide Correction Slip No. 14. The Correction Slip No. 14 facilitates the pensioners to exempt to appear physically in the bank for the purpose of Life Certificate in November every year subject to the condition that the Life Certificate must be signed by any of the authority specified in the Correction Slip No. 14 (copy enclosed).

3. Moreover, as a part of Prime Minister's Mission "Digital India" and with the development of software application by Deptt. of Information Technology circulated as Correction Slip No. 22 to the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks", the pensioners can prove their existence through Aadhaar based authentication of Life Certificate.

4. In the light of above, the Pension Account Holding Branches (PAHBs) of all authorized banks may be instructed to strictly adhere to the existing norms and do not harass the pensioners/family pensioners by insisting upon presenting themselves physically in the bank if their Life Certificate is submitted duly signed by the authority specified in Correction Slip No. 14 to the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks" including Aadhaar based authentication of Life Certificate.

Encls: as above


(D.K. Saini)
Sr. Accounts Officer

To

Heads of all the CPPCs of Authorized Banks (As per List)



CPAO/IT&Tech/Life Certificate/2 Vol-V/2018-19/147

23.10.2018

OFFICE MEMORANDUM


Subject:- Submission of 'Life Certificate'.

It has been observed that the Authorized Banks are not adhering to extant rule regarding submission of life certificate issued vide OM No. CPAO/Tech/Life Certificate/2014-15/31-72 dated-30.01.2015 and subsequent OM No. CPAO/Tech/Life Certificate/2 Vol-V/2017-18/178 dated-08.01.2018 (Copies Enclosed). At present following three options are available with pensioner/family pensioner to authenticate his/her life:

- I. By presenting himself/herself to the authorised bank officer to record the life certificate.
- II. According to Para 15.2 of the "Scheme for Payment of pension to Central Civil Pensioner" which states that "In case a pensioner is unable to obtain a life certificate from an authorised Bank officer on account of serious illness/incapacitation etc., an intimation to this effect supported by a medical certificate from a registered medical practitioner about his inability to appear in person may be sent to officer-in-charge of the paying branch so that the latter may nominate an officer to visit the pensioner at his/her residence/hospital for the purpose of recording the life certificate". Further, vide Correction Slip No. 14 of "Scheme for payment of pension to Central Government Civil Pensioners by Authorized Banks" (Copy Enclosed), a pensioner who produces a life certificate in the prescribed form in Annexure-VII signed by any person specified in the said Correction Slip, is exempted from personal appearance.
- III. Moreover, as a part of Prime Minister's Mission "Digital India" and with the development of software application by Deptt. of Information Technology circulated as per Correction Slip No. 22 to the "Scheme for payment of pension to Central Government Civil Pensioners by Authorized Banks" (Copy Enclosed) the pensioner can prove their existence through Aadhaar based authentication of Life Certificate.

In spite of above provisions some banks are insisting on appearing physically in the banks causing inconvenience to the pensioners. All Heads of CPPCs/Government Business Departments are advised to ensure that all the above options are honoured by the respective branches of Authorized Banks.

Encl:- As above


(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)
Ph No.011-26103074

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन सेवा कार्यालय
ट्रिकोट-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/Tech/Life Certificate/2 Vol-V/2017-18/128

08.01.2018

OFFICE MEMORANDUM


Subject:- Submission of 'Life Certificate'.

Attention is invited to this office OM No. CPAO/Tech/ Life Certificate/2014-15/31-72 dated-30.01.2015 (copy enclosed). At present following three options are available with the pensioners/family pensioners to authenticate his/her life:-

- (i) By presenting himself/herself to the authorised bank officer to record the life certificate.
- (ii) By producing a Life Certificate in the prescribed proforma signed by any of the person specified in para 15.2 of the Scheme for Payment of pension to Central Civil Pensioner (copy enclosed).
- (iii) Through Aadhaar based Biometric Authentication System.

But, it has been observed that some banks are insisting to appear physically in the banks causing inconvenience to the pensioners. All Heads of CPPCs/Government Business Departments are advised to ensure that all the above options are honoured by the Authorised Banks.

Encl:- As above


(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (As per list)

Copy for information to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PPS to Addl. CGA (VP), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) Director, DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
- iv) PS to CC (P), CPAO, New Delhi
- v) PA to CA, CPAO, New Delhi
- vi) Sr. TD(NIC), CPAO, New Delhi
- vii) Sr. AOs of all the Sections of CPAO.



CPAO/IT&Tech/Life Certificate/2 Vol-V/2018-19/64

Dated 26.07.2019

OFFICE MEMORANDUM

Subject : Submission of 'Life Certificate'

Attention is invited to CPAO's OM No. CPAO/IT&Tech/Life Certificate/2 Vol-V/2018-19/147 dated 23.10.2018 on the subject mentioned above. At present following three options are available with pensioner/family pensioner to authenticate his/her life:

- (I) By presenting himself/herself to the authorised bank officer to record the life certificate.
 - (II) According to Para 15.2 of the "Scheme for Payment of pension to Central Civil Pensioner" which states that *"In case a pensioner is unable to obtain a life certificate from an authorised Bank officer on account of serious illness/ incapacitation etc., an intimation to this effect supported by a medical certificate from a registered medical practitioner about his inability to appear in person may be sent to officer-in-charge of the paying branch so that the latter may nominate an officer to visit the pensioner at his/her residence/hospital for the purpose of recording the life certificate"*. Further, vide Correction Slip No. 14 of "Scheme for payment of pension to Central Government Civil Pensioners by Authorized Banks" (Copy Enclosed), a pensioner who produces a life certificate in the prescribed form in Annexure-VII signed by any person specified in the said Correction Slip, is exempted from personal appearance.
 - (III) Moreover, as a part of Prime Minister's Mission "Digital India" and with the development of software application by Deptt. of Information Technology circulated as per Correction Slip No. 22 to the "Scheme for payment of pension to Central Government Civil Pensioners by Authorized Banks" (Copy Enclosed) the pensioner can prove their existence though Aadhaar based authentication of Life Certificate.
2. As per Department of Pension and Pensioners's Welfare OM No. 1/20/2018-P&PW(E) dated 18.07.2019, it has been decided by the Government that Senior Pensioners aged 80 years and above will be allowed to give their Life Certificate w.e.f 1st October every year instead of November which would be valid till 30th November of the subsequent year. The pensioners below the age of 80 years may continue to give their Life Certificate in November as per existing provisions of CPAO Scheme Booklet.

3. All Banks are requested to create awareness of this Office Memorandum among pensioners of their respective bank branches. Necessary instructions may be issued to all the Bank branches to make suitable arrangements for submission of Life Certificate by the pensioners/family pensioners aged 80 years and above w.e.f. 1st October, 2019.

This issues with the approval of the Chief Controller (Pensions).



(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)
Ph No. 011-26103074

To,

1. Heads of CPPCs of all Banks
2. Heads of Government Business Divisions of all Banks (as per list)

Copy for information to:-

1. Sr. PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. PPS to Addl. CGA (JPSC), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to Jt. CGA (GBA), O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
4. The Chief General Manager, Reserve Bank of India, Opp. Mumbai Central Railway Station, 4th floor, Byculla, Mumbai- 400 008
5. PS to CC(P), CPAO, New Delhi
6. Under Secretary, DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003
w.r.t OM No. 1/20/2018-P&PW(E) dated 18.07.2019
7. Sr. TD (NIC), CPAO, New Delhi
8. Sr. AOs of all the Sections of CPAO.



CPAO/IT&Tech/Life Certificate/2 Vol-V/2019-20/159

Dated 13.12.2019

OFFICE MEMORANDUM

Attention is invited to Para 3 (xix) of OM No.1(7)/DCPS(NPS)/2009/TA/221 dated 02.07.2009 and subsequent corrigendum No. 1(7)/DCPS(NPS)/2099/TA/295 dated 27.05.2013 issued by O/o the Controller General of Accounts, Department of Expenditure, Ministry of Finance for submission of the requisite certificates by the Pensioners/Family Pensioners covered under NPS-Additional Relief Scheme (NPS-AR) wherein it is mentioned that -

"The Pension Account Holding Bank will be responsible for obtaining periodical certificates such as Life Certificate, Re-employment Certificate, etc. (as prescribed in CPAO's Scheme for "Payment of Pensions to Central Government Civil Pensioners through Authorised Banks") and intimating electronically to CPAO on due dates. (Life Certificate should be obtained on 1st November each year and intimation uploaded on CPAO's website.) Drawing of pensions/family pension will be subject to the receipt of Life Certificate by CPAO".

2. This office is receiving Grievances from Pensioners/Family Pensioners covered under NPS-AR wherein it is stated that some Pension Account Holding Banks are not receiving periodical certificates such as Life Certificate, Re-employment Certificate, for onward transmission to CPAO electronically (through email) on due dates which results in delay in crediting the pension into the pensioner's account by CPAO.

3. All the Heads of CPPCs/Government Business Departments are requested to direct the concerned Branches of their Bank to obtain the requisite certificates, i.e. as Life Certificate, Re-employment Certificate, etc from the pensioners and intimate electronically (through email) to CPAO on due dates for making timely payment of pension and family pension to pensioners under NPS-AR Scheme.

This issues with the approval of the Chief Controller (Pensions).

Md. Shahid Kamal Ansari
(Dy. Controller of Accounts)

To,

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

(72)

1(7)/DCPS(NPS)/2009/TA/221
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CONTROLLER GENERAL OF ACCOUNTS
7TH FLOOR, LOK NAYAK BHAWAN
NEW DELHI

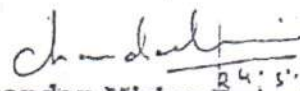
Corrigendum

Dated: 27.5.2013

Sub: Additional Relief on death/disability of Government Servants covered by the Defined Contribution Pension System (NPS)

Reference is invited to this office OM No. 1(7)/DCPS (NPS)/2009/TA/221 dated 02.7.2009 on the above mentioned subject. The existing para No. 3(xix) of the above OM has been substituted by the following:-

"(xix). The Pension Account holding bank will be responsible for obtaining periodical certificates such as Life Certificate, Re-employed Certificate etc. (as prescribed in CPAO's Scheme for "Payment of Pensions to Central Government Civil Pensioners through Authorised Banks") and intimated electronically to CPAO on due dates. (Life certificate should be obtained ~~by~~ on or before 1st November each year and intimation uploaded on CPAO's website). Drawing of pensions/family pensions will be subject to the receipt of Life Certificate by CPAO".


(Chandan Mishra Dwivedi)
24.5.13

Dy. Controller General of Accounts

To

1. All Ministries/Departments of Government of India
2. All Pr.CCAs/CCAs/CAs
3. CPAO, Bhikaji Cama Place, New Delhi
4. Office of Comptroller and Audit General of India
5. Director, Department of Pension and Pensioners' Welfare
6. Reserve Bank of India, Central Office Building, Shahid Bhagat Singh Marg, Mumbai-400001.
7. Controller of Accounts, NCT of Delhi, Delhi
8. Director of Accounts, Cabinet Sectt., East Block-IV, R.K.Puram, New Delhi
9. Director Accounts, Department of Telecommunications, Sanchar Bhawan, ND
10. AG(A&E), Punjab (UT), Chandigarh
11. AG (Gujarat), Dadar & Nagar Haveli
12. Secretary (Pay & Accounts), UT of Administration of Lakshadweep, Kavaratti
13. Director of Accounts, UT Administration of Daman & Diu, Moti Daman-396220
14. Director of Accounts & Budget, Andaman & Nicobar Islands Administration, Port Blair-744101
15. PAO, Lok Sabha/Rajya Sabha/President's Secretariat/Election Commission
16. PAO, Govt. Link Cell, Office of CGA, 1st Floor, New Sectt. Building, Opp. VCA Grounds, Civil Lines, Nagpur.
17. Dy. CGA, ITD Section, Office of CGA with the request to upload this corrigendum on Controller General of Accounts' website

No. 1(7)/DCPS(NPS)/2009/TA/221
Office of the Controller General of Accounts
Department of Expenditure
Ministry of Finance
7th Floor, Lok Nayak Bhavan,
Khan Market, New Delhi - 110 003

Dated: 02.07.2009

OFFICE MEMORANDUM

Sub: Additional Relief on death/disability of Government servants covered by the Defined Contribution Pension System (NPS).

Reference is invited to Dept. of Pension and Pensioners Welfare's O.M. No.38/41/06/P&PW(A) dated 5-5-2009 regarding additional relief on death/disability of government servants covered by the Defined Contribution Pension System (NPS).

2. As per the above O.M. the following benefits have been extended to Central Civil Government Servants covered by the New Pension Scheme, on provisional basis:

(A) Retirement from Government service on invalidation not attributable to Government duty:

- (a) Invalid Pension calculated in terms of Rule 38 and Rule 49 of the Central Civil Services (Pension) Rules, 1972
- (b) Retirement Gratuity calculated in terms of Rule 50 of the Central Civil Services (Pension) Rules, 1972

(B) Death in service not attributable to Government duty:

- (a) Family Pension (including enhanced family pension) computed in terms of Rule 54 of the Central Civil Services (Pension) Rules, 1972
- (b) Death Gratuity computed in terms of Rule 50 of the Central Civil Services (Pension) Rules, 1972

(C) Discharge from Government service due to disease/injury attributable to Government duty:

- (a) Disability Pension computed in terms of the Central Civil Services (Extraordinary Pension) Rules.

- (b) Retirement gratuity computed in terms of the Central Civil Services (Extraordinary Pension) Rules read with Rule 50 of the Central Civil Services (Pension) Rules, 1972.

(D) Death in service attributable to Government duty:

- (a) Extraordinary Family Pension computed in terms of Central Civil Service (Extraordinary Pension) Rules and Scheme for Liberalised Pension Awards.
- (b) Death Gratuity computed in terms of Rule 50 of the Central Civil Services (Pension) Rules, 1972.

The employee / his family will also be paid Dearness pension/ Dearness relief admissible from time to time in addition to the above benefits, on provisional basis.

3. The procedure for making the above provisional payments to the eligible government servants/ families has been under consideration of this office. With a view to expediting these payments it has been decided that the work relating to release of pensions in respect of such Central Civil pensioners should be centralized and entrusted to the Central Pension Accounting Office. In this regard the following guidelines are issued for compliance by Drawing & Disbursing Officers (DDOs), Heads of Offices(HOO), Pay & Accounts Offices (PAOs), Central Pension Accounting Office (CPAO) and the banks where pensioners / family pensioners are / will be holding pension accounts:-

- i. The Head of Office (HOO) will prepare the pension papers as per the provisions of the relevant rules and will submit the same along with all the relevant documents and requisite number of photographs, the particulars of the bank Account of the pensioner (viz. Name of Bank, Name of Branch, full postal address of Branch with PIN, 7 digit BSR Code, IFSC Code etc.) to the Pay and Accounts Office concerned. The HOO will be responsible for the correctness of the bank details of the beneficiary. The Permanent Retirement Account Number (PRAN) of the concerned Government Servant allotted by National Securities Depository Limited will also be indicated.
- ii. The HOO will also obtain and forward, along with the pension papers, a copy of the Undertaking from the pensioner / family pensioner to the effect that he has understood the provisions of Paras 6, 7 and 8 of Dept. of Pension & Pensioners' Welfare OM No. 38/41/06/P&PW (A) dated 5-5-2009 and that any payment found to be in excess of his / her entitlement will be refunded to Government / adjusted out of his/ her final entitlements-(vide Annexure 1 to this O.M.)
- iii. Pay and Accounts Office, after scrutinizing the pension papers will finalise the pensionary entitlements as admissible under the above said OM

- /relevant rules/orders and issue authorities for pension/family pension/gratuity.
- iv. Pay and Accounts Office will record the entitlements admitted, in the Service Book of the Government Servant under the signature of the Pay and Accounts Officer.
 - v. Necessary entries with regard to the issue of authorities will be made in the Registers maintained by Pay and Accounts Officer. While the payment of gratuity will be made by Pay and Accounts Officer, on the basis of authority issued by him, pension/family pension will be paid only to the bank account of pensioners, by CPAO.
 - vi. Pensioners in their interest may be encouraged to open their accounts with bank branches having Real Time Gross Settlement (RTGS)/ National Electronic Funds Transfer System (NEFT) facility, failing which, Core Banking Solutions (CBS) facility.
 - vii. Pensioners may open joint Account with spouse only (to whom family pension is payable in the event of death of pensioner). The conditions stipulated in para 4 and elsewhere in the scheme for "Payment of Pensions to Central Government Civil Pensioners through Authorised Banks" would apply.
 - viii. The Pay and Accounts Officer will allot an alphanumeric Serial Number (Provisional Pension Payment Order) to each pensioner in the following manner. It will be prefixed with 'N' and the first 5 digits will represent the PAO code (after deleting the first digit 0 from the PAO code) followed by 2 digits to denote the year, 3 digits representing serial number. The last digit which is a check number will be allotted by the system in CPAO.
 - ix. Pay and Accounts Officer will issue special seal authority for pension/family pension (vide Annexure 2) to CPAO under intimation to the retired Government Servant/family of deceased Govt. Servant.
 - x. PAO will issue a pension payment order in triplicate in the format prescribed by CPAO (Vide Annexure 3) (disburser's i.e. CPAO's, Pensioners and Pension Account Holding Branch's portions) and send it along with authority as prescribed by CPAO. Pay and Accounts Officer will have to issue e-special seal authority /e-PPO on receipt of orders to this effect from CPAO.
 - xi. CPAO will forward Pensioner's and Pension Account Holding Bank Branch's copies to the Bank Branch where the Account of the Pensioner is maintained. The Bank's copy of PPPO should be used only for identification purpose and not for payment.
 - xii. CPAO will maintain an Index Register and maintain a separate data base in respect of all pensioners/family pensioners to whom provisional payments

are made as per the Department of Pension and Pensioners Welfare's O.M. dated 5-5-2009. The PPO issued will be scanned and archived in CPAO with photographs and signature of the pensioners.

- xiii. The Banks are required to complete identification formalities of the pensioner as required under para 12 of the scheme for "Payment of Pensions to Central Government Civil Pensioners through Authorised Banks" and intimate CPAO electronically to enable commencement of credit of pension to the pensioner's account. After identification of the Pensioner, his copy may be invariably handed over by the concerned branch.
- xiv. The Pension Account holding Bank will have to obtain an undertaking that excess payment, if any, credited to his / her account, due to for refund of excess amount credited to his/her account due to delay in receipt of any material information or due to any bonafide error, can be recovered by the bank (as prescribed in Annexure XI to CPAO's Scheme for "Payment of Pensions to Central Government Civil Pensioners through Authorised Banks").
- xv. On the basis of authority issued by the PAOs, CPAO will prepare a bill for drawing pension/family pension /additional quantum plus Dearness Relief thereon and issue advice to its accredited bank for electronic transfer for crediting the account of pensioners/family pensioners held in various banks, by debit to CPAO's (pension) Account. All amendments on account of revision will be issued by the PAOs and the revision authority (as per the format prescribed) will be sent to CPAO.
- xvi. It will be the responsibility of CPAO to deduct Income Tax at source from payment of pension / family pension as applicable. Income Tax statement for the same will also be issued by them annually. For this relief under Income Tax by the pensioner will be sent by paying branch uploaded to CPAOs website after getting the same from the pensioner.
- xvii. CPAO will issue advice to bank well in time so that the accounts are credited to the banks accounts of pensioners/family pensioners on due dates.
- xviii. The accredited bank of CPAO will issue electronic credit to the bank account of the pensioner / family pensioner based on the advice.
- xix. The Pension Account holding bank will be responsible for obtaining periodical certificates such as Life Certificate, Re-employment Certificate

etc. (as prescribed in CPAO's Scheme for "Payment of Pensions to Central Government Civil Pensioners through Authorised Banks") and intimated electronically to CPAO on due dates. (Life certificate should be obtained on 1st May each year and intimation uploaded on CPAO's website.) Drawing of pensions/family pensions will be subject to the receipt of Life Certificate by CPAO.

- xx. Any change in the bank of the pensioner may be authorised with the Bank's portion by CPAO through the Pension Account Holding Bank. Fresh identification of pensioner by new branch will be entailed. The account if closed by the Pensioner will be intimated electronically by the bank to CPAO immediately.
- xxi. CPAO will be responsible for working out of arrears of Dearness Relief as and when they are sanctioned by Government and arrange to get it credited to the bank accounts of the pensioners/family pensioners.
- xxii. The accredited bank of CPAO will be asked to prepare separate scrolls for these provisional pension payments and confirmations of credit to pensioner's account for submission to CPAO.
- xxiii. CPAO will issue pension slip, annual statements of income tax deducted and Due and Drawn statement in respect of any arrear payment to the pensioner / family pensioner through pension paying branch annually. A facility on CPAO's website for online viewing by pensioners on the web will be enabled through passwords.
- xxiv. The normal procedure for reporting, reconciliation of government transactions will be followed by bank and CPAO (like non-pension transactions).
- xxv. It has been decided to open separate head of account to book these payments in accounts. Those heads will be intimated separately.
- xxvi. At this stage, the position is not clear as to what benefits will be finally admissible to the Government Servants covered under Defined Contribution Pension Scheme. Therefore, the mode of payments is also not clear. However, the CPAO will maintain the data base on the benefits paid to each pensioner/family pensioner as per this Office Memorandum.
- xxvii. However the responsibility for all recoveries mentioned in the OM dated 5-5-2009 shall be that of the concerned ministry/PFRDA and NPS disbursing authority. They shall work out of the final payments/recoveries as and when orders to this effect are issued by government.
- xxviii. In case of death of pensioner, the same may be intimated to the pension account holding branch of the bank by the family members of the deceased immediately and bank will inform the same to CPAO electronically. The

amount lying in the bank account of the pensioner till the date of death is to be paid to the nominee (as per Nomination Rules 1983). If nomination is not available with the bank, the amount will be paid to legal heirs of the deceased and /or excess amount refunded as per debit advice issued by CPAO.

- xxix. Discontinuation/Reduction of the Provisional Pension in respect of any pensioner should be conveyed to CPAO at least one month before the next payment date by the concerned Ministry's PAO.
- xxx. Invariably any correspondence between nodes of GOI should be endorsed to the pensioner.

Sd/-

(BHARATI DAS)

Joint Controller General of Accounts

To

1. All Ministries/ Departments of Government of India
2. All Pr. CCAs/CCAs/CAs
3. Office of Comptroller and Audit General of India
4. Director, Department of Pension and Pensioners Welfare w.r.t. O.M. No.38/41/06/P&PW(A) dated 5-5-2009.
5. Reserve Bank of India, Central Office Building, Shahid Bhagat Singh Marg Mumbai - 400 001.
6. Controller of Accounts, NCT of Delhi, Delhi.
7. Director of Accounts, Cabinet Sectt., East Block-IV, R.K. Puram, New Delhi.
8. Director, Accounts, Department of Telecommunication, Sanchar Bhavan, New Delhi.
9. AG(A&E), Punjab (U.T.), Chandigarh.
10. AG(Gujrat), Dadra & Nagar Haveli.
11. Secretary(Pay & Accounts), UT of Administration of Lakshadweep, Kavaratti.
12. Director of Accounts, UT Administration of Daman & Diu, Moti Daman - 396220.
13. Director of Accounts & Budget, Andaman & Nicobar Islands Administration, Port Blair - 744 101.
14. PAO, Lok Sabha/Rajya Sabha/President's Secretariat/Election Commission.
15. PAO, Govt. Link Cell, Office of CGA, 1st Floor, New Sectt. Building, Opp. VCA Grounds, Civil Lines, Nagpur.
16. PAO, Office of CGA
17. ACGA, ITD Section, Office of CGA with the request to upload this OM on Controller General of Accounts' website.



CPAO/IT&Tech/e-PPO/6 (Vol. X)(D)/P.F/2019-20/168

Dated 30.12.2019

OFFICE MEMORANDUM

Subject: Shifting from BSR Code to IFSC for identifying the Branch of the Authorised Banks.


Kind Attention is invited to this office OM No. CPAO/IT&Tech/e-PPO/6 (Vol. X)(D)/2019-20/81 dated 19.08.2019 on the above subject and reminder OM No. CPAO/IT&Tech/e-PPO/6 (Vol. X)(D)/P.F/2019-20/140 dated 01.11.2019 enclosing the concurrence of the Reserve Bank of India for shifting of BSR Code to IFSC for identifying the Branch of the Authorised Banks.

2. As mentioned in the O.M dated 01.11.2019, all the Heads of CPPCs of all Authorised Banks and Government Business Departments were requested to offer their comments on the proposal for shifting from BSR Code to IFSC, in any case not later than 15.12.2019. If no reply/comments are received, it would be assumed that they have no comments to offer in the matter.

3. No response has been received from the Authorised Banks and Government Business Departments in this regard till date. It is assumed that the proposal is agreeable and accepted by all the Banks.

4. In view of this, all the Heads of CPPCs of Authorised Banks and Government Business Departments are requested to intimate the IFSC of all the pension disbursing Banks branches in the prescribed proforma attached. The same should be sent to CPAO positively by 3rd January, 2020.

Encl:- As above


(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of Government Business Division

Proforma

Name of the Banks	BSR Code	IFSC	Address	CPPC Code



CPAO/IT&Tech/NPS Procedure/22 (Vol-III)/2019-20/07

04.06.2020


CIRCULAR

Subject:- Regarding identification of the pensioner covered under NPS-Additional Relief by the banks.

Kind attention is invited towards the clause (xi) and (xii) of para 3 of the OM No.1 (7)/DCPS (NPS)/2009/TA/221 dated-02.07.2009 wherein it is stated that "the Banks are required to complete identification formalities of the pensioners on receipt of the PPPO from the CPAO and intimate CPAO electronically to enable commencement of credit of pension to the pensioner account" for pensioners covered under NPS-Additional Relief for which payment is made by CPAO directly into the pensioners account.

1. The Central Pension Accounting Office is forwarding a bank copy and the pensioner's copy to the Pension Accounting Holding Branches (PAHBs) for identification for such pensioners. These branches may be situated in remote areas where the pension document reaches very late due to the slowdown of postal services. This has led to delay in crediting the pension in to the account of pensioner by CPAO.
2. All the Heads of CPPCs of authorised banks are requested to intimate whether the identification process of the pensioners covered under NPS-AR on receipt of the scanned copies of PPO, can be done in their office with respect to KYC details available in the Banks CBS software. This will help in early and speedy first time identification of prompt payment of first pension in these cases. Intimation can be sent via email at sraotech67@gmail.com latest by 12.06.2020.

This issues with the approval of Chief Controller (Pension).


(Praful Dabral)
Sr. A.O. (IT & Technical)

To,

- 1) Heads of CPPCs of All Authorized Banks (as per list)
- 2) Heads of Government Business Divisions of all Banks (As per list)

Copy for information to:-

- 1) PS to CC (P), CPAO, New Delhi

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, BHICAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

OM No.CPAO/IT & Tech/e-Pension/2019-20/13

Dated 01.07.2020

OFFICE MEMORANDUM

Subject : Shifting from BSR Code to IFSC for identification of branch

The BSR code is being used by CPAO to identify and map the home bank branch of the pensioners while processing the pension case with the PPO number issued by CPAO. BSR Code is not readily available to the pensioner as it is neither printed on the passbook nor available on the websites of the concerned Banks. This leads to delay in finalization of the pension cases of the pensioners.

2. The Central Pension Accounting Office approached the Reserve Bank of India for obtaining their views on shifting of BSR code to IFSC for identifying the branch of the bank of the pensioner. The Reserve Bank of India has concurred to the proposal of CPAO for shifting from BSR Code to IFSC for identifying the branch of the pensioner vide their letter No. DGBA.GBD.829/45.01.001/2019-20 dated 14.10.2019.
3. As the discontinuation of BSR code may entail change in the whole pension processing chain, all the Heads of CPPCs/GBDs of the Authorized Banks were requested to offer their views on shifting from BSR code to IFSC for processing the pension cases of the pensioners vide this office OM No. CPAO/IT&Tech/e-PPO/6(Vol-X(D))/2019-20/81 dated 19.08.2019 and subsequent reminders dated 01.11.2019 and 30.12.2019.
4. The Department of Pension and Pensioners' Welfare has also received representations from the retirees to dispense with the requirement of BSR Codes from pension claim form as it is neither written in bank pass book nor available on the website of the concerned banks. In order to avoid the hardship to retirees, the DP&PW has dispensed with the requirement of BSR Codes vide their OM No. 12/12/2020-P&PW(C)-6526 dated 25th June, 2020.
5. It has been decided to shift from BSR code to IFSC for identification of bank branch for processing of all types of pension cases. It is hereby conveyed that henceforth, the



CPAO/IT&Tech/Life Certificate/2 (Vol-V)/2020-21/41

28.09.2020

OFFICE MEMORANDUM


Sub: - Extension of period for submission of Life Certificate from October 2020 till December 2020.

Your kind attention towards the guidelines mentioned in the Para 15.1 of the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks", wherein it is mentioned that the Life Certificate is to be submitted by the pensioners once a year in the month of November.

2. The pensioners above the age of 80 years have been allowed to submit the life certificate from 1st October onwards every year instead of 1st November vide Department of Pension and Pensioners' Welfare OM No. 1/20/2018-P&PW(E) dated 18.07.2019 (copy enclosed).
3. In view of the current COVID-19 pandemic and keeping in view of the vulnerability of elderly population to the Corona virus, and the OM No.18/1/2020-P&PW (C)-6681 dated-11.09.2020 (copy enclosed) issued by Deptt. of Pensions & Pensioners Welfare, the provision laid down in the para 15.1 of the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks", for submission of life certificate has been relaxed.
4. Now, the pensioners may submit their Life Certificate from 01st November, 2020 till 31st December, 2020 and the pensioners in the age group of 80 years and above may submit their Life Certificate from 1st October 2020 to 31st December, 2020. During this extended period the pension will be continued to be paid by the Pension Disbursing Authority (PDA) uninterrupted.
5. All the Heads of CPPCs are requested to accept the requisite certificates from pensioner's from 1st November, 2020 to 31st December, 2020 and for pensioners of 80 years and above from 1st October 2020 to 31st December, 2020 and ensure that the pension will continue to be paid by the Pension Disbursing Authority (PDA) during this extended period.

This issues with the approval of Additional Controller General of Accounts (A&FR).

Encl: - As above


(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)

To,

- 1) Heads of CPPCs of All Authorized Banks (as per list)
- 2) Heads of Government Business Divisions of All Authorized Banks (as per list)

No.18/1/2020-P&PW(C)-6681
Government of India
Ministry of Personnel, Public Grievances & Pension
Department of Pension & Pensioners' Welfare

8th Floor, Janpath Bhavan,
Janpath, New Delhi,
Dated: 11th September, 2020

OFFICE MEMORANDUM

Subject: - Extension of period for submission of Life Certificate from October 2020 till December 2020.

Every Central Government pensioner has to submit life certificate in the month of November for further continuation of his/her pension. It has been observed that a large number of Central Government pensioners physically visit bank branches for this purpose.

2. Earlier, as a measure to enable additional dedicated time to very senior pensioners, this department, vide its OM No. 1/20/2018-P&PW(E), dated 18.07.2019, allowed the pensioners in the age group of 80 years and above, to submit Life Certificate from 1st October onward instead of 1st November, every year.

3. In view of the ongoing Covid-19 pandemic and keeping in view of the vulnerability of elderly population to Corona Virus, it has now been decided to extend the existing timeline for submission of Life Certificate. This year, all Central Government pensioners may submit Life Certificate from 1st November, 2020 onward, till 31st December 2020. However, the pensioners in the age group of 80 years and above, can submit Life Certificate from 1st October, 2020 onwards, to 31st December, 2020. During this extended period, the pension will be continued to be paid by the Pension Disbursing Authorities (PDAs) uninterrupted.

4. Further, in the line of RBI notification no. RBI/2019-20/138, dated January 9, 2020, which permits Video based Customer Identification Process (V-CIP) as a consent based alternate method of establishing the customer's identity, PDAs may also explore the said methodology for obtaining a Life Certificate from the pensioner, to the extent permitted by RBI guidelines, in order to avoid rush at the branches.

5. The above measures are expected to avoid rush at branches and maintain social distancing, while obtaining Life Certificates from the elderly this year. PDAs shall also ensure proper arrangements and social distancing measures at the branches and prevent overcrowding.

6. All Pension Disbursing Authorities are requested to take note of this OM for compliance and give wide publicity to the same amongst the pensioners.

This issues with the approval of the competent authority.

Rajesh Kumar

(Rajesh Kumar)

Under Secretary to the Government of India

To,

1. CMDs of all Pension Disbursing Banks
2. Controller General of Accounts, Mahalekha Niyantrak Bhawan, Ministry of Finance, GPO Complex, Block E, INA Colony, New Delhi, Delhi 110023

3. Central Pension Accounts Office (CPAO), Ministry of Finance, Department of Expenditure, Trikot-II, Bhikaji Cama Place, New Delhi
4. CPPCs, All Pension Disbursing Banks
5. Chairman, Railway Board, Ministry of Railways, Rail Bhawan, New Delhi
6. Secretary, Ministry of Defence, South Block, New Delhi.
7. Secretary, Department of Ex-Servicemen Welfare, South Block, New Delhi.
8. Secretary, Department of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi.
9. Secretary, Department of Telecommunications, Sanchar Bhavan, New Delhi.
10. Secretary, Department of Posts, Dak Bhavan, New Delhi
11. All Chief Secretaries of States.
12. Secretary, Ministry of External Affairs, South Block, New Delhi
13. NIC:-for posting on website of this Department.

No. 1/20/2018-P&PW (I)
Government of India
Ministry of Personnel, Public Grievances & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhavan,
Khan Market, New Delhi-110003
Dated: 18.7.2019

OFFICE MEMORANDUM

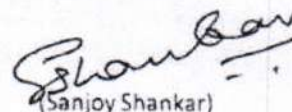
Subject:- Submission of Life Certificate.

It has been the experience of this Department that the Senior Pensioners i.e. the pensioners 80 years and above are facing a lot of difficulties standing in queues while giving the Life Certificates in November. It has been under the consideration of the Government to provide some relief to such pensioners.

2. It has therefore, been decided by the Government, that Senior Pensioners aged 80 years and above be allowed to give their Life Certificate w.e.f 1st October every year instead of November which would be valid till 30th November of the subsequent year.

3. The remaining pensioners below the age of 80 years may continue to give their Life Certificate in November as per existing provisions of CPAO Scheme booklet.

This has the approval of competent authority.


(Sanjoy Shankar)

Under Secretary to Govt. of India

To

1. Shri Nitesh Kumar Mishra, Chief Controller of Pension, Ministry of Finance Department of Expenditure, Bhikaji Cama Place, Rama Krishna Puram, New Delhi.
2. Shri Adnan Ahmed, DDG(Postal Operations), Dak Bhawan, Patel Chowk, New Delhi.
3. All Pension Disbursing Banks.

Copy for information to

- i. Chairman, Railway Board, Ministry of Railways, Rail Bhawan, New Delhi.
- ii. Secretary, Ministry of Defence.
- iii. Secretary, Department of Ex-Servicemen.
- iv. Secretary, Department of Financial Services.
- v. Secretary, Department of Telecommunication.
- vi. All Chief Secretaries of States.
- vii. O/o CGA.
- viii. Jt. CGDA.



CPAO/IT&Tech/Bank Performance/37 (Vol-III)A/2020-21/60

23.11.2020

OFFICE MEMORANDUM

Subject:- Regarding marking of PPO number in the bank passbook of Pensioners/Family Pensioners.

Attention is invited to this office OM No. CPAO/Tech/Clarification/P&PW/2014-15/426-497 dated-17.09.2014, OM No. CPAO/IT&Tech/Bank Performance/37.Vol-III(A)/ 2019/18 dated 23.04.2019 and OM No. CPAO/IT&Tech/Bank Performance/37.Vol-III(A)/ 2019/144 dated- 13.11.2019 wherein all the Heads of CPPCs and Govt. Business Deptts. were requested to instruct all their bank branches dealing with pension payments to record the PPO number in the passbooks of the pensioners/family pensioners issued by them.

2. Despite clear instruction, this office has received representations from many pensioners' and Pensioner's Associations that the bank branches are not recording the PPO number in the passbook of the pensioners/family pensioners; which leads to problems for transfer of pension account from one bank to another bank or from one bank branch to another bank branch.
3. Therefore, Heads of all CPPCs and Govt. Business Departments are once again requested to instruct all their bank branches dealing with the pension payments to record the PPO number in all the passbooks of the pensioners/family pensioners issued by them.

This issues with the approval of Chief Controller (Pension).

Shahid
23/11/20

(Md. Shahid Kamal Ansari)
(Dy. Controller of Accounts)

To,

1. Heads of CPPCs of all authorized Banks
2. Heads of Government Business Divisions of all Banks (As per list)
3. The General Manager, Reserve Bank of India, Opp. Mumbai Central Railway Station, 4th Floor, Byculla, Mumbai- 400 008

Copy for information to:

1. Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. Sr.PS to Addl. CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to JS (Pension), DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
4. PS to CC (P), CPAO, New Delhi



No. CPAO/Tech/Bank Performance/37 Vol-III/2020-21/८३

Dated: 08.12.2020

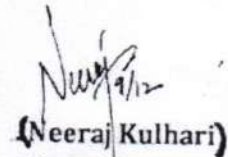
OFFICE MEMORANDUM

Subject-Review of Grievance Mechanism-reg.

Kindly refer to this office e-mail dated 19.11.2020 on the subject mentioned above. In this regard it is submitted that no reply has been received from the CPPC.

2. Therefore, your attention is invited to Para 9.2 of the CPPC guidelines, issued by CPAO in 2012 and updated on 2015, which refers to Grievance Mechanism of the CPPCs and you are once again requested to intimate the following at the earliest:

1. Existing grievance redressal mechanism in your CPPC/Bank for pensioner.
 2. Nature of general grievances.
 3. Process for redressal of grievances of pensioners.
 4. Escalation matrix of grievance.
 5. Mediums for lodging & redressal of grievance. (website/phone/fax/letter/personal visit etc.)
 6. Toll free telephone number for grievance redressal of pensioners, if any.
 7. In case, the grievance pertains to CPAO or PAO/HoO of Ministry/Department, how it is forwarded to the concerned stakeholder/handled?
 8. Whether the link of CPAO's website is provided on the grievance portal of the CPPC?
3. This issues with the approval of Chief Controller (Pensions).


(Neeraj Kulhari)

Dy. Controller of Accounts

To,

1. Heads of all the CPPCs of Authorized Banks (As per List)-except Bank of Baroda

Copy for information:-

1. Sr. PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block General Pool Office (GPO) Complex, INA, New Delhi.
2. PS to Addl. CGA, Maharekha Niyantarak Bhawan, E-Block General Pool Office (GPO) Complex, INA, New Delhi.
3. The General Manager, Reserve Bank of India, Deptt. of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculla, Mumbai -400008.

4. The Joint Secretary, Ministry of Finance, Deptt. of Financial services, Jeevan Deep Building
Sansad Marg, New Delhi-110001.
5. PS to CC (P), CPAO, New Delhi
6. Sr.TD(NIC), CPAO, New Delhi



CPAO/IT & Tech/UT Chandigarh/F.No.50/2020-21/64

18.12.2020

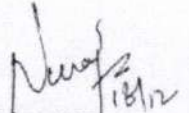
Office Memorandum

Subject: Admissibility of LTC to the pensioner/family pensioner of UT Administration, Chandigarh as applicable to the pensioners of Punjab Govt.

As per GID (1) below rule 2 of CCS (Pension) Rules, 1972 the employees of the Delhi Administration as well as other Union Territories are governed by Central Civil Service (Pension) Rules, 1972 except those of Chandigarh Administration in the matter of pensionary benefits.

2. The service conditions of employees of UT Administration Chandigarh are governed by Rules applicable to the employees of the Govt. of Punjab as per Gazette Notification No. 14012/2/88-CHD dated-13.01.1992 issued by the Govt. of India, Ministry of Home Affairs using the power conferred in Article 309 of the constitution. All the benefits granted by the Punjab Govt. to its pensioners vide letter No. 1/15/89-IFP III /8078 dated-31.08.1989 has been adopted by UT Administration Chandigarh. Thereafter, the LTC facility was extended by the Punjab Govt. to the family pensioners vide their letter No. 1/4/2000-3FPPC/1219 dated-19.10.2011(copy enclosed) which was also adopted by UT Administration Chandigarh, Finance Deptt. vide their letter No.65/1/46-UTFII(12)-2012/669 dated-18.01.2012 (copy enclosed).
3. All the Heads of CPPCs of Authorised Banks are advised to ensure payment of LTC to the pensioner of UT, Chandigarh Administration as applicable to the Punjab Govt. Service Pensioners as per the instructions contained in above mentioned orders.

This issues with the approval of the Chief Controller (Pensions).


(Neeraj Kulhari)

Dy. Controller of Accounts

To,

- 1) Heads of CPPCs of All Authorized Banks (as per list)
- 2) Heads of Government Business Divisions of All Authorized Banks (as per list)
- 3) The Joint Secretary (UT), M/o Home Affairs, R.No.172, North Block, N. Delhi
- 4) The Accountant General, O/o the Accountant General (A&E), Chandigarh Administration, Punjab (U.T.), Sub Office Chandigarh, Sector -17, Plot No. 20, Chandigarh - 160017

Copy for information to:

1. Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. Sr.PS to Addl. CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to JS (Pension), DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
4. PS to CC (P), CPAO, New Delhi

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No. 1/4/2000-3FPPC/1219
GOVERNMENT OF PUNJAB
DEPARTMENT OF FINANCE
(FINANCE PENSION POLICY & COORDINATION BRANCH)

Dated Chandigarh, the 19-10-2011

To

All Heads of Departments,
All Commissioners of Divisions,
Registrar, Punjab and Haryana High Court,
All District and Session Judges and
All Deputy Commissioners in the State.

Subject :- Grant of benefit of Travel Concession to the family pensioners of Punjab Government.
Sir/Madam,

I am directed to invite a reference to the instructions contained in para 9 of the Government letter No. 1/15/89-1FPIII/8078, dated the 31st August, 1989, as amended from time to time, on the subject cited above and to say that the Governor of Punjab is pleased to decide that the benefit of Travel Concession admissible to the Punjab Government pensioners shall be admissible to the family pensioners also subject to the following conditions:-

- (a) The amount of Travel Concession payable under these orders shall be equal to one month's basic family pension.
 - (b) In the case of those family pensioners, who were in receipt of family pension on or before the 1st January, 2010, the block of two years shall commence from the 1st January, 2010 and the first payment of Travel Concession will be payable to them in January, 2012. Thereafter also, the Travel Concession will be payable to them in the month of January after the completion of every block of two years.
 - (c) In the case of those family pensioners who start receiving family pension after the 1st January, 2010, the block of two years shall continue to be determined in the same manner as was determined in the case of the deceased pensioner.
2. The other conditions already notified for grant of Travel Concession to pensioners shall remain the same and shall apply mutatis mutandis in the case of family pensioners also.
 3. The orders shall come into force with immediate effect.
 4. Necessary amendment(s) in the rules will be made in due course.
 5. Punjabi version of this letter will follow in due course.

Yours faithfully,

(Usha Sehgal)

Joint Secretary Finance

A copy is forwarded to the :-

1. Chief Secretary to the Government, Punjab;
2. All the Financial Commissioners and Principal Secretaries and Administrative Secretaries to the Government of Punjab.



CPAO/Tech/Bank Performance/37 Vol-III(A)/2020-21/ ९१

Dated: 12.02.2021

To,

The Head of CPPC/GBD

Subject:- Documents to be submitted by family pensioner alongwith the formats.

Sir/Madam,

Your kind attention is invited to CCS Pension (Rules) 1981, Para 24 of the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks", read with DP&PW Notification dated-29.08.2014 and DP&PW OM No.1/27/2011-P&PW (E) dated-20.09.2013 wherein the simplified procedure for payment of family pension is mentioned. The payment of family pension at the rate and to the person indicated in the PPO may be commenced by the paying branch on the receipt of following documents:-

1. **Where spouse having joint account with pensioner.**
 - i) Application for grant of family pension
 - ii) Copy of Death Certificate of pensioner.
 - iii) Proof of his/her own age/Date of Birth (Date of birth is required to regulate the amount of additional pension on attaining the age of 80 years and above).
 - iv) Undertaking to the effect that any amount to which he or she is not entitled to or any amount which may be credited to his or her account in excess of the amount to which he or she is entitled would be refunded or made good.
2. **Where spouse do not have joint account with pensioner.**
 - i) Application for grant of family pension on death of a Govt. servant or pensioner in Form 14 as prescribed in CCS Pension rules may also be obtained in addition to aforementioned documents.

All the Heads of CPPCs are requested to **take cognizance of the codal provisions** mentioned above in order to reduce the time taken by bank branch and CPPC for conversion of pension in to family pension to spouse or in cases co-authorization has already been provided in PPO.

This issues with the approval of the Chief Controller (Pensions).

(Neeraj Kulhari)
(Dy. Controller of Accounts)

Copy for information to:

1. Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. Sr.PS to Addl. CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to JS (Pension), DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
4. PS to CC (P), CPAO, New Delhi

information given in the PPO and its own "Know Your Customer" procedures. Where the pensioner and his/her spouse do not have a joint account, Form 14 will be required as in para 4 above.

6. This issues with the concurrence of Department of Expenditure, vide their ID No. 601/E.V/2013, dated 13.09.2013.



(D.K. Solanki)

Under Secretary to the Government of India

Ph: 24644632

All Ministries/Departments of the Govt. of India.

All Pensioners' Associations as per list maintained in this Department.

Copy to CPAO with the request to circulate the above instructions to all banks and suitably amend the Scheme Booklet.

[TO BE PUBLISHED IN THE GAZETTE OF INDIA, EXTRAORDINARY, PART II, SECTION 3,
SUB - SECTION (i)]

Government of India
Ministry of Personnel, Public Grievances and Pensions
Department of Pension and Pensioners' Welfare

NOTIFICATION

New Delhi, the 29th August, 2014

G.S.R..... (E). – In exercise of the powers conferred by the proviso to article 309 and clause (5) of article 148 of the Constitution and after consultation with the Comptroller and Auditor General of India in relation to persons serving in the Indian Audit and Accounts Department, the President hereby makes the following rules further to amend the Central Civil Services (Pension) Rules, 1972, namely:-

1. (1) These rules may be called the Central Civil Services (Pension) Fourth Amendment Rules, 2014.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. In the Central Civil Services (Pension) Rules, 1972, (hereinafter referred to as the said rules), -

(a) in rule 32,-

- (i) in the marginal heading, for the word “or”, the word “and” shall be substituted;
- (ii) in sub-rule (1), for the word “or”, the word “and” shall be substituted;
- (iii) after sub-rule (1), the following shall be inserted, namely:-
“(1A) For the purposes of verification of service, the Head of Office shall follow the procedure provided in clause (a) of rule 59.”;

(b) in the said rules, in rule 56, for sub-rule (1) and sub-rule (2), the following sub-rules shall respectively be substituted, namely:-

- “(1) Every Head of Department shall have a list prepared every three months, that is, on the 1st January, 1st April, 1st July and 1st October each year, of all Government servants who are due to retire within the next twelve to fifteen months of that date.
- (2) A copy of every such list shall be supplied to the Accounts Officer concerned not later than 31st January, 30th April, 31st July or 31st October, as the case may be, of that year.”

(c) in the said rules, for rule 57, the following rule shall be substituted, namely:-

“57. The Head of Office shall write to the Directorate of Estates at least one year before the anticipated date of retirement of the Government servant who was or is in occupation of a Government accommodation (hereinafter referred to as the allottee) for issuing a ‘No demand certificate’ in respect of the period preceding eight months of the retirement of the allottee.”

- (d) in the said rules, in rule 58, for the words “two years” the words “one year” shall be substituted;
- (e) in the said rules, for rule 59, the following rule shall be substituted, namely:-

“59. Stages for the completion of pension papers on superannuation. – The Head of Office shall divide the period of preparatory work of one year referred to in rule 58 in the following three stages, namely:-

(a) First Stage. – Verification of service. –

- (i) The Head of Office shall go through the service book of the Government servant and satisfy himself as to whether the certificates of verification for the service subsequent to the service verified under rule 32 are recorded therein.
- (ii) In respect of the unverified portion or portions of service, he shall verify the portion or portions of such service, as the case may be, based on pay bills, acquittance rolls or other relevant records such as last pay certificate, pay slip for month of April which shows verification of service for the previous financial year and record necessary certificates in the service book.
- (iii) If the service for any period is not capable of being verified in the manner specified in sub-clause (i) and sub-clause (ii), that period of service having been rendered by the Government servant in another office or Department, the Head of Office under which the Government servant is at present serving shall refer the said period of service to the Head of Office in which the Government servant is shown to have served during that period for the purpose of verification.
- (iv) On receipt of communication referred to in sub-clause (iii), the Head of Office in that office or Department shall verify the portion or portions of such service, in the manner as specified in sub-clause (ii), and send necessary certificates to the referring Head of Office within two months from the date of receipt of such a reference:

Provided that in case a period of service is incapable of being verified, it shall be brought to the notice of the referring Head of Office simultaneously.
- (v) If no response is received within the time referred to in the preceding sub-clause, such period or periods shall be deemed to qualify for pension.
- (vi) If at any time thereafter, it is found that the Head of Office and other concerned authorities had failed to communicate any non-qualifying period of service, the Secretary of the administrative Ministry or Department shall fix responsibility for such non-communication.
- (vii) The process specified in sub-clauses (i), (ii), (iii), (iv) and (v) shall be completed eight months before the date of superannuation.
- (viii) If any portion of service rendered by a Government servant is not capable of being verified in the manner specified in sub-clause (i) or sub-clause (ii) or sub-clause (iii) or sub-clause (iv) or sub-clause (v), the Government servant shall be asked to file a written statement on plain paper within a month,

- (iii) forward to the retiring Government servant Form 5 advising him to submit the same duly completed in all respects so as to reach the Head of Office not later than six months prior to his date of retirement.”

- (f) in the said rules, after rule 59, the following rule shall be inserted, namely:-

“59-A. A Government servant, retiring for reasons other than superannuation may, submit Form 5 before such retirement but after the competent authority has approved such retirement or the retirement has become effective, as the case may be.”;

- (g) in the said rules, for rule 60, the following rule shall be substituted, namely:-

“60. Completion of pension papers. – In cases under rule 59, the Head of Office shall complete Part I of Form 7 not later than four months before the date of retirement of a Government servant and in cases under rule 59-A, the Head of Office shall complete Part I of Form 7 within three months after submission of Form 5 by a Government servant.”;

- (h) in the said rules, in rule 61, –

- (i) sub-rule (3) shall be omitted;

- (ii) for sub-rule (4), the following sub-rule shall be substituted, namely:-

“(4) The papers referred to in sub-rule (1) shall be forwarded to the Accounts Officer not later than four months before the date of superannuation of a Government servant and in cases other than retirement on superannuation not later than three months after the date of submission of Form 5.”;

- (i) in the said rules, in rule 62, the words, brackets and figures, “within the period specified in sub-rule (4) of rule 61” shall be omitted;

- (j) in the said rules, in rule 63, for sub-rule (1), the following sub-rule shall be substituted, namely:-

“(1) The Head of Office shall, after ascertaining and assessing the Government dues referred to in rule 71, furnish the particulars thereof to the Accounts Officer in Form 8.”

- (k) in the said rules, for rule 64, the following rule shall be substituted, namely:-

“64. Provisional pension for reasons other than Departmental or Judicial proceedings.– (1) Where in spite of following the procedure laid down in rule 59, it is not possible for the Head of Office to forward the pension papers referred to in rule 61 to the Accounts Officer within the period specified in sub-rule (4) of that rule or where the pension papers have been forwarded to the Accounts Officer within the specified period but the Accounts Officer may have returned the pension papers to the Head of Office for eliciting further information before issuing pension payment order and order for the payment of gratuity and the Government servant is likely to retire before his pension and gratuity or both can be finally assessed and settled in accordance with the provisions of these rules, the Head of Office

shall rely upon such information as may be available in the official records, and without delay, determine the amount of provisional pension and the amount of provisional retirement gratuity.

(2) On receipt of Form 5, in a case of retirement otherwise than on superannuation, the Head of Office shall sanction provisional pension and also provisional retirement gratuity till issue of Pension Payment Order.

(3) Where the amount of pension and gratuity cannot be determined for reasons other than the Departmental or Judicial proceedings, the Head of Office shall –

(a) issue a letter of sanction addressed to the Government servant endorsing a copy thereof to the Accounts Officer authorising –

(i) 100 per cent of pension as provisional pension for a period not exceeding six months to be reckoned from the date of retirement of the Government servant ; and

(ii) 100 per cent of the gratuity as provisional gratuity withholding ten per cent of gratuity.

(b) specify in the letter of sanction the amount recoverable from the gratuity under sub-rule (1) of rule 63 and after issuing the letter of sanction referred to in clause (a), the Head of Office shall draw –

(i) the amount of provisional pension ; and

(ii) the amount of provisional gratuity after deducting therefrom the amount specified in sub-clause (ii) of clause (a) and the dues, if any, specified in rule 71,

in the same manner as pay and allowances of the establishment are drawn by him.

(4) The amount of provisional pension and gratuity payable under sub-rule (2) or sub-rule (3) shall, if necessary, be revised on the completion of the detailed scrutiny of the records.

(5) (a) The payment of provisional pension shall not continue beyond the period of six months from the date of retirement of a Government servant or from the date of submission of Form 5 by the Government servant, whichever is later, and if the amount of final pension and the amount of final gratuity had been determined by the Head of Office in consultation with the Accounts Officer before the expiry of the said period of six months, the Accounts Officer shall –

(i) issue the pension payment order; and

(ii) direct the Head of Office to draw and disburse the difference between the final amount of gratuity and the amount of provisional gratuity paid under sub-clause (ii) of clause (b) of sub-rule (3) after adjusting the Government dues, if any, which may have come to notice after the payment of provisional gratuity.

(b) If the amount of provisional pension disbursed to a Government servant under sub-rule (3) is, on its final assessment, found to be in excess of the final pension

assessed by the Accounts Officer, it shall be open to the Accounts Officer to adjust the excess amount of pension out of gratuity withheld under sub-clause (ii) of clause (a) of sub-rule (3) or recover the excess amount of pension in instalments by making short payments of the pension payable in future.

- (c) (i) If the amount of provisional gratuity disbursed by the Head of Office under sub-rule (3) is more than the amount finally assessed, the retired Government servant shall not be required to refund the excess amount actually disbursed to him.
 - (ii) The Head of Office shall ensure that chances of disbursing the amount of gratuity in excess of the amount finally assessed are minimized and the officials responsible for the excess payment shall be accountable for the over-payment.
- (6) If the final amount of pension and gratuity have not been determined by the Head of Office in consultation with the Accounts Officer within a period of six months referred to in clause (a) of sub-rule (5), the Accounts Officer shall treat the provisional pension and gratuity as final and issue pension payment order immediately on the expiry of the period of six months.
 - (7) As soon as the pension payment order has been issued by the Accounts Officer under clause (a) of sub-rule (5) or sub-rule (6), the Head of Office shall release the amount of withheld gratuity under sub-clause (ii) of clause (a) of sub-rule (3) to the retired Government servant after adjusting Government dues which may have come to notice after the payment of provisional gratuity under sub-clause (ii) of clause (b) of sub-rule (3).
 - (8) If a Government servant is or was an allottee of Government accommodation, the withheld amount should be paid on receipt of 'No Demand Certificate' from the Directorate of Estates.”;

(1) in the said rules, in rule 65, for sub-rule (1), the following sub-rule shall be substituted, namely:-

- “(1) (a) On receipt of pension papers referred to in rule 61, the Accounts Officer shall apply the requisite checks, record the account encasement in Part II of Form 7 and assess the amount of pension, family pension and gratuity and issue the pension payment order not later than one month in advance of the date of the retirement of a Government servant on attaining the age of superannuation.
- (b) In the cases of retirement otherwise than on attaining the age of superannuation, the Accounts Officer shall apply the requisite checks, complete Part II of Form 7, assess the amount of pension, family pension and gratuity, assess dues and issue the pension payment order within three months of the date of receipt of pension papers from the Head of Office.
 - (c) The Accounts Officer shall indicate in the Pension Payment Order, the name of the spouse of the Government servant, if alive, as family pensioner.
 - (d) The Accounts Officer shall also indicate in the Pension Payment Order, the names of the permanently disabled child or children and dependent parents and disabled siblings as family pensioners if there is no other member of family to whom family

“(3) Where the family of the deceased Government servant is eligible under rule 54 for family pension, the Head of Office shall address the eligible member of the family or the guardian, as the case may be, in Form 13 for making claim in Form 14.”

- (s) in the said rules, in rule 80,—
 - (i) for the words and figures “items 22, 23, 24, 25 and 26” wherever they occur, the words and figures “items 14, 21 and 22” shall be substituted;
 - (ii) sub-rule (3) shall be omitted;
- (t) in the said rules, in rule 80A, in sub-rule (5), in the proviso, for the words and brackets “two hundred and fifty rupees (inclusive of relief on family pension)”, the words “three thousand five hundred rupees and admissible dearness relief” shall be substituted;
- (u) in the said rules, in rule 80B, —
 - (i) in the marginal heading, for the words “final pension”, the words “final family pension” shall be substituted;
 - (ii) after sub-rule (2), the following sub-rules shall be inserted, namely:-

“(2-A) The Accounts Officer shall, while authorising the family pension for the first eligible member of the family, indicate the names of the permanently disabled child or children and dependent parents and disabled siblings as family pensioners in the Pension Payment Order, if there is no other member of family to whom family pension may become payable before such disabled child or children or dependent parents or disabled siblings.”
 - (iii) sub-rule (5) shall be omitted;
 - (iv) in sub-rule (6), for the words “final pension”, the words “final family pension” shall be substituted;
- (v) in the said rules, in rule 80C, in sub-rule (1), —
 - (i) in clause (i), in sub-clause (g), for the words “ the permissible period of four months from the date of death of the Government servant”, the words “the permissible period thereafter,” shall be substituted;
 - (ii) after clause (viii), the following clause shall be inserted, namely:-

“(ix) Any amount of licence fee or damages, remaining unpaid after adjustment from the withheld amount of gratuity, may be ordered to be recovered by the Head of Office through the Accounts Officer concerned from the dearness relief without the consent of the family pensioner and in such cases no dearness relief shall be disbursed until full recovery of such dues has been made.”;
- (w) in the said rules, for rule 81, the following rule shall be substituted, namely:-

“81. Sanction of family pension and residuary gratuity on the death of a pensioner or family pensioner. — (1) Where the Head of Office has received an intimation regarding the death of a pensioner or death or ineligibility of a family pensioner, he shall ascertain whether any family pension or residuary gratuity or both in respect of the deceased pensioner and any family pension in respect of the family pensioner are payable and proceed as hereinafter provided.

(2) (a) (i) If the deceased pensioner is survived by a widow or widower who is eligible for the grant of family pension under rule 54, the amount of family pension as indicated in the Pension Payment Order shall become payable to the widow or widower, as the case may be, from the day following the date of death of the pensioner.

(ii) The Pension Disbursing Authority shall, on receipt of a claim in Form 14 from the widow or widower, authorise the payment of family pension to the widow or widower, as the case may be:

Provided that no claim in Form 14 shall be required if the widow or widower was holding a joint account with the pensioner in which pension was being credited.

(iii) The Pension Disbursing Authority shall authorise payment of family pension to the widow or widower, who is not required to submit Form 14, on receipt of information in writing of the death of the pensioner:

Provided that such widow or widower shall submit a copy of death certificate to the Pension Disbursing Authority and an undertaking to the effect that any amount to which he or she is not entitled to or any amount which may be credited to his or her account in excess of the amount to which he or she is entitled would be refunded or made good.

(v) Subject to the provisions of clause (b), if the deceased pensioner is survived by a permanently disabled child or children or dependent parents or disabled siblings whose names have been included in the Pension Payment Order as family pensioners under clause (d) of sub-rule (1) of rule 65, the Pension Disbursing Authority shall, on receipt of a claim in Form 14, authorise payment of family pension to the member of family who is eligible to receive family pension in accordance with the provisions of rule 54.

(vi) Where the deceased pensioner is survived by spouse and permanently disabled children or dependent parents or disabled siblings, whose names had not been included in the Pension Payment Order previously, the Accounts Officer shall include their names in the Pension Payment Order on receipt of a written communication from the Head of Office.

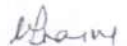
(vi) The Pension Disbursing Authority shall, on death or ineligibility of the family pensioner and on receipt of a claim in Form 14, authorise payment of family pension to a permanently disabled child or dependent parent or disabled sibling whose name has been included in the Pension Payment Order as family pensioner and who is eligible to receive family pension in accordance with the provisions of rule 54.

- (b) (i) Where the Pension Payment Order does not include name of any member of the family or where the Head of Office is of the opinion that in accordance with the provisions of rule 54, the family pension in respect of the deceased pensioner or family pensioner has become payable to a member of the family other than those whose names have been included in the Pension Payment Order under sub-rule (1) of rule 65 or sub-clause (i) or sub-clause (iv) of clause (a), including a person who became member of the family of the pensioner after the retirement, he shall, on receipt of a claim in Form 14, sanction the family pension in Form 20 or Form 21, as the case may be, to such member of family to whom family pension has become payable.
- (ii) If family pension is sanctioned under sub-clause (i), the Head of Office shall include the names of any permanently disabled child or children and dependent parents and disabled siblings as family pensioners if there is no other member of the family to whom family pension may become payable before such disabled child or children or dependent parents or disabled siblings.
- (3) (i) Where a widow or widower in receipt of family pension remarries and has, at the time of remarriage, child or children from the deceased Government servant or pensioner who is or are eligible for family pension, the remarried individual shall be eligible to draw the family pension on behalf of such child or children if such individual continues to be the guardian of such child or children.
- (ii) For the purposes of clause (i), the remarried individuals shall apply to the Head of Office in Form 14, along with a declaration that the applicant continues to be the guardian of such child or children.
- (iii) If the remarried individual has, for any reason, ceased to be the guardian of such child or children, the family pension shall become payable to the person entitled to act as guardian of such child or children under any law for the time being in force and such person may submit a claim in Form 14 to the Head of Office for the payment of family pension.
- (4) If the person eligible for family pension is a minor or is suffering from any disorder or disability of mind or is mentally retarded, the guardian may submit a claim in Form 14 on behalf of such person.

(5) Where on the death of a retired Government servant a residuary gratuity becomes payable to the family of the deceased under sub-rule (2) of rule 50, the Head of Office shall sanction its payment on receipt of a claim or claims in Form 22 from the person or persons eligible to receive the residuary gratuity."

- (x) in Form 5, for the words "eight months before the date of his retirement" the words "six months before the date of retirement" shall be substituted;
- (y) in Form 14, –
- (i) for the marginal heading, the following marginal heading shall be substituted, namely:–
"Form of application for family pension on death of a Government servant or pensioner or on death or ineligibility of a family pensioner"
- (ii) for sub-item (iv) of item 1, the following shall be substituted, namely:–
"(iv) Date of death of Government servant/pensioner/ date of death or ineligibility of family pensioner."

[F.No.1/19/ 2013-P&PW (E)]


(Vandana Sharma)
Joint Secretary

Note. – The principal rules were published in the Gazette of India, Part II, Section 3, Sub-section (i) vide number S.O.934, dated the 1st April, 1972. The Fourth Edition of the rules corrected up to July, 1988 was published in the year of 1988. The said rules were subsequently amended vide the following notifications, namely:–

1. S.O.254, dated the 4th February, 1989
2. S.O.970, dated the 6th May, 1989
3. S.O.2467, dated the 7th October, 1989
4. S.O.899, dated the 14th April, 1990
5. S.O.1454, dated the 26th May, 1990
6. S.O.2329, dated the 8th September, 1990
7. S.O.3269, dated the 8th December, 1990
8. S.O.3270, dated the 8th December, 1990
9. S.O.3273, dated the 8th December, 1990
10. S.O.409, dated the 9th February, 1991
11. S.O.464, dated the 16th February, 1991

12. S.O.2287, dated the 7th September, 1991
13. S.O.2740, dated the 2nd November, 1991
14. G.S.R. 677, dated the 7th December, 1991
15. G.S.R. 399, dated the 1 st February, 1992
16. G.S.R. 55, dated the 15th February, 1992
17. G.S.R. 570, dated the 19th December, 1992
18. S.O.258, dated the 13th February, 1993
19. S.O.1673, dated the 7th August, 1993
20. G.S.R. 449, dated the 11 th September, 1993
21. S.O.1984, dated the 25th September, 1993
22. G.S.R. 389(E), dated the 18th April, 1994
23. S.O.1775, dated the 19th July, 1997
24. S.O.259, dated the 30th January, 1999
25. S.O.904(E), dated the 30th September, 2000
26. S.O.717(E), dated the 27th July, 2001
27. G.S.R. 75(E), dated the 1st February, 2002
28. S.O.4000, dated the 28th December, 2002
29. S.O. 860(E), dated the 28th July, 2003
30. S.O. 1483 (E), dated the 30th December, 2003
31. S.O. 1487 (E), dated the 14th October, 2005
32. G.S.R. 723(E), dated the 23rd November, 2006
33. S.O. 1821 (E), dated the 25th October, 2007
34. G.S.R. 258 (E), dated the 31st March, 2008
35. S.O. 1028 (E), dated the 25th April, 2008
36. S.O. 829(E), dated the 12th April, 2010
37. G.S.R. 176, dated the 11th June, 2011
38. G.S.R. 928 (E), dated the 26th December, 2012
39. G.S.R. 938 (E), dated the 27th December, 2012
40. G.S.R. 103 (E), dated the 21st February, 2014
41. G.S.R. 138 (E), dated the 3rd March, 2014
42. G.S.R. 233 (E), dated the 28th March, 2014



No. CPAO/IT&Tech/Gallantry Award/26/2020-21/06

Dated- 12.05.2021

Office Memorandum

All the Authorized Banks involved in disbursement of pension are to draw their attention towards provisions of **Section-10, clause 18 (i) of Income Tax** as notified vide Ministry of Finance, Department of Revenue, CBDT Notification dated 24th November, 2000. This notification provides for **exemption of application of Income Tax for the pension received by an individual who has been in the service of the Central Government or State Government and has been awarded Gallantry Award** as may be specifically notified by the Central Government from time to time. Family pension received by any member of the family of such individuals is also exempt. The referred clause also clearly indicates that no deduction of income tax should be made in the case of recipients of such awards.

2. Despite these clear provisions of the Act, it has come to notice of this office that the above provision of Income Tax is not being complied with in its letter and spirit by the certain pension disbursing banks.

3. All the pension disbursing banks are, therefore, required to ensure that the Income Tax at source is **not** to be deducted from pension in respect of **Gallantry Awardee** as per the provision of Section 10 clause 18(i) of the IT Act, CBDT Notification dated 24th November, 2000. The provision of Income Tax is to be followed scrupulously without fail by all pension Disbursing Banks.

This issues with the approval of the **Controller General of Accounts.**

(Rokhum Lalremruata)
(Chief Controller of Pensions)

To,

1. All CGMs/ GMs (Govt. Business) of Authorized Banks/ Pension Disbursing Banks(as per list)

Copy for information to,

1. Joint CGA(ARPR), O/o CGA

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/A-IV/FFP/Vol-IX/2021-22/ 19

Dated 10.06.2021

OFFICE MEMORANDUM

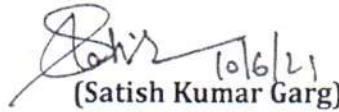
Subject: Dependent family pension under Swatantrata Sainik Samman Yojana-review of policy- regarding.

Attention is invited to the OM No. 45/03/2014-FF (P) dated 30.12.2015 (Copy enclosed) issued by the Freedom Fighter Division, Ministry of Home Affairs wherein the dependency criteria for transferring the freedom fighters pension to spouse /daughter has been clarified.

All the banks are requested to follow the instructions issued vide OM ibid by the Freedom Fighter Division, Ministry of Home Affairs scrupulously.

This issue with the approval of Chief Controller (Pension).

Encl:- As above


(Satish Kumar Garg)
Sr. Accounts Officer (IT & Tech)

To :

1. Heads of CPPCs of All Authorized Banks (as per list).
2. Heads of Government Business Division

Copy for information:

- 1) Sr. Accounts Officer, Office of the Principal Chief Controller of Accounts, Ministry of Home Affairs, Jam Nagar House, New Delhi.
- 2) The Deputy Secretary, Freedom fighter Division, 2nd floor, NDCC-II Building, Jai Singh Road, New Delhi-110001.

2. Thus as per the para 6.1.2 of the revised policy guidelines, the upper ceiling of monthly income was not uniform for Govt. and private source of income. To remove the above anomaly, the matter has been considered in consultation with Department of Expenditure, Ministry of Finance, Government of India and it has now been decided to amend the said para 6.1.2 of the revised policy guidelines by introducing a uniform income limit of ₹ 20,000/- per month or ₹ 2,40,000/- per year irrespective of whether it is from Govt. or a private source. Accordingly, Para 6.1.2 of the revised policy guidelines will now be read as under:-

"6.1.2: The banks must ensure that a dependent pensions is not sanctioned to a spouse or a daughter of a freedom fighter if :-

- (i) The spouse/daughter is already employed in a Central or a State Government, Central/State PSU or local body and income from such job/activity exceeds ₹ 2,40,000/- per year or ₹ 20,000/- per month.
- (ii) In case the spouse/daughter is working in a private sector or having his/her own business/activity then income from such job/activity exceeds ₹ 2,40,000/- per year or ₹ 20,000/- per month.
- (iii) The spouse/daughter is receiving a pension/salary on account of his or her own job or by virtue of the previous employment of the deceased freedom fighter and income from such job/activity exceeds ₹ 2,40,000/- per year or ₹ 20,000/- per month".

4. It is, therefore, requested to issue instructions to all concerned to follow these instructions scrupulously and take certificate from the dependents of the freedom fighters about amount and his/her source of income at the time of transferring of pension and also at the time of taking life certificate annually. All the banks are directed to review/reconsider all those cases in which pension had been stopped on the grounds of multiple pensions received by the dependent spouse/daughter keeping in view the above income ceiling of ₹ 2,40,000 per year (or ₹ 20,000/- per month). If found eligible, the pension may be released with immediate effect.


30/12/15



CPAO/IT & Tech/Clarification/Vol-IV (P.F)(13)/21-22 / 25

17.06.2021

Subject- Clarification on Payment of Commuted Value of Pension

Office Memorandum


It has been observed that the procedure for the payment of commuted value of pension is not being strictly adhered to by the Pay and Accounts Offices and the Paying Branches of the Authorised Banks for payment of pensions. All the CPPCs of the Authorised Banks and Pay & Accounts Offices are directed to sacrosanctly follow the procedure for the payment of commuted value of pension mentioned in the "Scheme for payment of pensions to Central Government Civil Pensioners through Authorised Bank", Civil Accounts Manual, and CCS Pension Rules. The procedure for payment of commuted value of pension is re-iterated as under-

1. The case in which Government servants retiring on superannuation may desire authorisation for payment of the commuted value of the pension at the time of the issue of the PPO-
 - a. The Accounts Officer after necessary verification shall authorise the Head of Office to draw the amount of commuted value of pension on submission of a bill to him and hand over the cheque/draft superscribed 'Not payable before the.....' (date following the date of retirement) to the pensioner.
 - b. The Account Officer shall indicate in both the halves of the PPO- gross pension, amount of pension commuted and the fact that the commuted value of pension has been authorised separately through DDO.
 - c. The Account Officer shall make a note of payment of the commuted value of pension having been made to the retiring Government servant in his Service Book.
- (Para 7.8.2 of Civil Accounts Manual read with
Appendix 1 of CCS Pensions Rules)
2. The case in which the pensioner who has been drawing pension through the bank and has not been paid commuted value of the pension by the Head of the Office on the authorisation issued by the Accounts Officer-
 - a. The payment in such case will be made by the bank.

- b. This will be done on the receipt of authorisation from PAO of the Ministry/Department or the Accounts Officer of the UT Government/Administration through a separate authority letter as shown in Annexure I (enclosed) of the CAM.
- c. The payment authority will be communicated to the concerned paying branch through CPAO in accordance with the procedure indicated in the Scheme of Payment of Pensions to the Central Government Civil Pensioners by authorised banks.
- d. As per Para 20 of the Scheme Booklet, the paying branch on the receipt of the paying authority will arrange immediate payment of the amount payable by crediting the same to the account opened by the pensioner for payment of pension under intimation to the pensioner.

(Para 7.8.3 of Civil Accounts Manual read with
Appendix 1 of CCS Pensions Rules)

This issues with the approval of the Chief Controller of Pensions.


(Satish Kumar Garg)

(Sr. Accounts Officer (IT & Tech))

To

1. All the Pr. CCAs/CCAs/CAs of all the Ministries and AGs/Administrators of UTs with the request to direct the Pay and Accounts Offices to adhere to the procedure
2. Heads of CPFCs of the authorised banks with a request to direct the paying branches to adhere to the procedure

Copy for information

1. Sr. PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi
2. PS to Jt. CGA (GBA), O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi
3. PS to CC(P), CPAO

ANNEXURE 'I'
(PARA 7.8.3)

Office of the Pay and Accounts Officer
Deptt./Ministry.

Regd. AD (if sent by post).

To

The Pay and Accounts Officer,
Central Pension Accounting Office
Govt. of India, Ministry of Finance
Trikoat-II, Bhikaji Cama Place
R.K. Puram, New Delhi -110066.

(Authority for Commutation)

Subject: Commutation of pension of Shri/Smt./Kum.....
holder of PPO No.

Sir,

I request you to make arrangement for payment of commuted value of pension amounting to Rs..... (Rupees.....) in respect of PPO mentioned above by carrying out the modifications in both halves of PPOs as detailed below:-

1. (A) Basic Pensions Rs.....
(Rupees..... only)
- (B) Pension Commuted Rs.....
(Rupees..... only)

Reduced pension payable after
Commutation Rs.....
(Rupees..... only)

2. Details of Disbursing Bank:

- (i) Name of Bank.....
- (ii) Branch, location and Code No. (if known)
- (iii) Account No.
- (iv) Distt.....
- (v) State

3. * Already drawing pension from the Bank indicated at 2 above/pension being authorised simultaneously.

Note:

- I. Reduced monthly pension after commutation will take effect from the date commuted value is credited into the pensioner's Account by the Bank.
- II. Pension/provisional pension, if paid, may be adjusted suitably.
- III. Dearness Relief to be allowed as admissible from time to time.

F. No. O/o-13012(12)/3/2021-IT Technical/५०
Ministry of Finance
Department of Expenditure
Central Pension Accounting Office,
Trikoote-II, Bhikaji Kama Place,
New Delhi

Dated: 12/07/2021

Office Memorandum

Subject: First Credit of pension on the basis of e-PPO into the account of the pensioner/family pensioner followed by subsequent verification with physical PPOs – Regarding

It has been observed that the first credit of pension into the account of pensioner/family pensioner is delayed as the CPPCs of Banks await the receipt of the physical PPO for verification before starting the payment of benefits. The delay in crediting of pension to the pensioner's account due to this has been causing undue hardship to pensioners.

2. With a view to streamline the process to expedite the payment of first credit, all the Heads of the CPPCs of Authorised Banks are hereby directed to ensure that the credit of the first pension into the account of pensioner/family pensioner is carried out immediately on the basis of e-PPO and e-SSA received from the CPAO. The physical PPO booklet and related documents will continue to be sent to CPPCs until further orders. On receipt of the same, the CPPC of Banks will verify the details and if any differences are found between the e-PPO and manual PPO, the same should be intimated to CCP, CPAO within a month for necessary corrective action.

3. It may also be ensured that the e-Scroll for all payments of pension made is submitted the same day to CPAO while intimating RBI.

4. The order shall come into effect from the date of issue of this OM

This issues with the approval of the Controller General of Accounts.



Chief Controller (Pensions)

To

1. All the Heads of CPPCs of Authorised Banks
2. All the GBUs/GBDs of Authorised Banks

Copy to

1. Addl. CGA (HR&O)
2. Addl. CGA(PFMS)

4. Other provisions governing grant of Dearness Relief in respect of employed family pensioners and re-employed Central Government Pensioners will be regulated in accordance with the provisions contained in this Department's OM No. 45/73/97-P&PW (G), dated 2.7.1999, as amended from time to time. The provisions relating to regulation of Dearness Relief where a pensioner is in receipt of more than one pension will remain unchanged.
5. In the case of retired Judges of the Supreme Court and High Courts, necessary orders will be issued by the Department of Justice separately.
6. It will be the responsibility of the pension disbursing authorities, including the nationalized banks, etc. to calculate the quantum of Dearness Relief payable in each individual case.
7. The offices of Accountant General and authorised Pension Disbursing Banks are requested to arrange payment of relief to pensioners etc. on the basis of these instructions without waiting for any further instructions from the Comptroller and Auditor General of India and the Reserve Bank of India in view of letter No. 528-TA, II/34-80-II, dated 23/04/1981, of the Comptroller and Auditor General of India addressed to all Accountant Generals and Reserve Bank of India Circular No. GANB No. 2958/GA-64 (ii) (CGL)/81 dated the 21st May, 1981 addressed to State Bank of India and its subsidiaries and all Nationalised Banks.
8. In their application to the persons belonging to Indian Audit and Accounts Department, these orders are issued under Article 148(5) of the Constitution and after consultation with the Comptroller & Auditor General of India.
9. These issues in pursuance of Ministry of Finance, Department of Expenditure's OM No. 1/1/2020-E. II(B) dated 20th July, 2021.
10. Hindi version will follow.



(Sanjiv Narain Mathur)
Joint Secretary to the Government of India

1. All Ministries/Departments of the Government of India (as per standard distribution list).
2. Chief Secretaries and AGs of all States/UTs.
3. CMDs /CPPCs of all authorized Pension Disbursing Banks.
4. C&AG of India, UPSC, etc. as per standard endorsement list.
5. Reserve Bank of India (RBI) for information.



No. 1(9)/2021-P&PW(H)-7472

भारत सरकार /Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/Ministry of Personnel, Public Grievances and Pensions

पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,
जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,
नई दिल्ली-110001 /New Delhi-110001
Dated: 22nd September, 2021

OFFICE MEMORANDUM

Subject: - Compliance of Covid protocols while obtaining Life Certificates from Pensioners.

In view of the Covid pandemic, all Pension Disbursing Banks are advised to ensure proper social distancing measures, as well as compliance of Covid appropriate behavior, while obtaining life certificates from pensioners/family pensioners who physically visit the branches. **Officials deployed for this task should be fully vaccinated** and should take the highest possible care while attending to Pensioners. Banks are also requested to devise their own innovative mechanisms to avoid rush at the branches during submission of life certificates.

2. Doorstep Banking service, which also includes collection of Digital Life Certificate from the home of pensioners, caters to a very vulnerable group w.r.t the pandemic. It may be ensured that all **representatives of the Banks who visit the homes of the pensioners to obtain Life Certificates should be fully vaccinated**. They should be equipped with a proper mask and sanitizer and should be advised to follow the highest possible care while obtaining the Life Certificate through bio-metric devices. These biometric devices shall be sanitized by the representative before and after each use. These instructions shall also be applicable to Postmen and Gramin Dak Sevaks deployed for "**Doorstep Service for submission of Life Certificate**" by India Post Payments bank (IPPB).

3. As senior pensioners (aged 80 years and above) are scheduled to submit Life Certificate from 1st October, 2021 onward, all Pension disbursing banks are also requested to enable Video based Customer Identification Process (V-CIP) methodology of Life Certificate, within the permissible RBI guidelines, before October, 2021. In the current pandemic, this option will ensure adequate safety and "Ease of living" for senior pensioners.

This issues with the approval of the competent authority.

Rajesh Kumar
(Rajesh Kumar)

Under Secretary to the Government of India
Tel No:- 23310108

To,

1. CMDs of all Pension Disbursing Banks (as per list)
2. Head, BDEG, India Post Payments Bank (IPPB)

Copy to:-

- i. Secretary, Department of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi
- ii. Secretary, Department of Posts, Dak Bhawan, New Delhi

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-II भीकाजी कामा प्लेस
नई दिल्ली-110068
फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110068
PHONES : 26174596, 26174456, 26174438

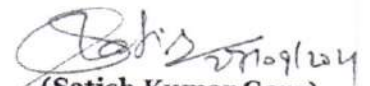
CPAO/IT & Tech/ Life Certificate/2.Vol. V/6476/2021-22 /110

27.09.2021

Office Memorandum

Subject: Submission of Annual Certificate

The undersigned is directed to forward the Office Memorandum No. 1(8)/2021-P&PW(H)-7568 dated 20th September, 2021 issued by the Department of Pension & Pensioners' Welfare, on the subject cited above, for information and strict compliance.


(Satish Kumar Garg)
(Sr. AO- IT & Technical)

To,

1. Heads of CPPCs of all the Authorised Banks
2. Heads of GBDs of all the Authorised Banks

Copy to-

1. PS to CC(P)
2. Sr. TD (NIC)
3. PA to ACA

iv. **India Post Payments Bank (IPPB)** of Department of Posts along with Meity have successfully launched the initiative of the Department of Pension & Pensioners' Welfare: **"Doorstep Service for submission of Digital Life Certificate through Postman"** in November 2020. In order to make this facility available across the country, DoPPW roped in the India Post Payments Bank (IPPB) to utilize its huge network of Postmen and Gramin Dak Sevaks in providing doorstep facility to pensioners for submission of life certificate digitally. IPPB is utilizing its national network of more than 1,36,000 access points in Post Offices and more than 1,89,000 Postmen & Gramin Dak Sevaks with smart phones and biometric devices to provide Doorstep Banking Services. For leveraging this facility through Mobile, a pensioner has to download **"Postinfo APP"** from Google Play store. The process of submission of Digital Life Certificate through Postman may be seen at https://youtu.be/cERwM_U7g54.

v. DoPPW was also instrumental in roping in an **Alliance comprising 12 Public Sector Banks which do "Doorstep Banking"** for its customers in 100 major cities of the country under Ease of banking reforms. PSB Alliance has introduced the service for collection of Life Certificates under the umbrella of Doorstep Banking. DSB Agent shall visit the doorstep of Pensioner to render the service. Service can be booked by the pensioner through any of the 3 channels i.e. Mobile App, Website or Toll Free Number.

- Mobile App i.e. **"Doorstep Banking (DSB)"** can be downloaded from Google Playstore.
- Pensioners can access through Web Browser i.e. <https://doorstepbanks.com/> & <https://dsb.imfast.co.in/doorstep/login>
- Through Toll free Number:- 18001213721, 18001037188

4. All Pension Disbursing Authorities are requested to take note of this OM for compliance and give wide publicity of the same amongst pensioners.

This issues with the approval of the competent authority.

Rajesh Kumar
(Rajesh Kumar)

Under Secretary to the Govt. of India
Tel. No. 23310108

To,

1. CMDs/CPPCs of all Pension Disbursing Banks
2. Central Pension Accounts Office (CPAO), Ministry of Finance, Department of Expenditure, Trikot-II, Bhikaji Cama Place, New Delhi
3. Chairman, Railway Board, Ministry of Railways, Rail Bhawan, New Delhi.
4. Secretary, Ministry of Defence, South Block, New Delhi.
5. Secretary, Department of Ex-Servicemen Welfare, South Block, New Delhi.

6. Secretary, Department of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi.
7. Secretary, Department of Telecommunications, Sanchar Bhavan, New Delhi.
8. Secretary, Department of Posts, Dak Bhavan, New Delhi
9. All Chief Secretaries of States.
10. NIC: -for posting on website of this Department.
11. All Pensioners' Association under Pensioners' Portal: - for giving wide publicity among pensioners.

O/o-13014(12)/2/2021-IT Technical/6763 /147
Government of India
Ministry of Finance
Department of Expenditure
Central Pension Accounting Office
Trikoote-II, Bhikaji Cama Place
New Delhi – 110066

Date: 26.11.2021

OFFICE MEMORANDUM

Sub: Expeditious settlement of family pension cases by banks

The Department of Pension & Pensioners' Welfare (DP&PW) vide its O.M. 3(8)/2021-P&PW(H)-7246 dated 16th June 2021 had issued a list of documents to be submitted by the family pensioners (spouse/family member, whose name is included in the PPO)

2. Subsequently, references have been received from various banks seeking clarification on certain points from the O.M. dated 16.06.2021. The matter was taken up with DP&PW and the clarifications provided by DP&PW are as under:

S.No.	Query	Clarification received from DP&PW
1.	Whether "Letter of Undertaking" for recovery of any erroneous overpayment made by the bank is required from the family pensioner to start the family pension to him/her.	<p>Letter of undertaking for recovery of any erroneous overpayment made by the Bank to the pensioners/family pensioners is an arrangement between the Bank and its customers. Normally, the banks obtain the undertaking for recovery of erroneous overpayment from all account holders and the family pensioner is no exception to that.</p> <p>It is not the intention of the instructions issued by DP&PW vide OMs dated 16.6.2021 to stop the Bank from obtaining the undertaking from the claimant for family pension. The Bank may obtain this undertaking along with other necessary documents when the claimant for family pension visits the Bank. However, if for some unavoidable reason, the family pensioner is not able to submit the undertaking immediately, non-submission of the undertaking should not be a reason for non-commencement of the family pension and disbursement of family pension may not be delayed on the ground of non-submission of the said undertaking.</p>

2.	Whether documents like marriage - remarriage certificate / income certificate is required to be obtained from the family pensioner who is not co-authorised.	Family pension is sanctioned by the pension sanctioning authority after ensuring that the family pensioner fulfils the eligibility conditions regarding income and marriage/remarriage. Therefore, after issue of a PPO, Banks may not ask for declarations in these respects from the family pensioner at the time of commencement of family pension. However, banks may collect these declarations in the month of November every year as per the present practice. In case, however, the PPO for family pension is issued before November and the family pension is started in/after the month of November, then these declarations (wherever applicable) may be obtained from the family pensioner at the time of commencement of family pension.
3.	Whether documents like marriage - remarriage certificate / income certificate is required to be obtained from the family pensioner who is co-authorised.	In cases where family pension is to be commenced by the Bank to a family pensioner whose name is already included in the PPO available with the Bank, the declarations may not be sought at the time of commencement of family pension. Banks may collect these declarations in the month of November every year as per the present practice. In case, however, the death of a previous family pensioner occurred before November and the family pension is started in/after the month of November, then these declarations (wherever applicable) may be obtained from the family pensioner at the time of commencement of family pension.

This issues with the approval of Chief Controller (Pensions)

DP&PW'S

Encl-1) OM. dated 16.06.2021

2) OM No. 3(8)/2011-PE PW(H)-7246

dt. 10.09.2021



(Anang Rawat)

(Assistant Controller of Accounts)

To,

1. Heads of CPPCs of all authorized Banks
2. Head of GBD/GBU of all authorized Banks

Copy for information to:-

1. PS to CC(P), CPAO
2. Sr. TD (NIC), CPAO, New Delhi
3. PA to CA, CPAO



No. 3(8)/2021-P&PW(H)-7246

भारतसरकार / Government of India

कार्मिक, लोकशिकायत और पेंशन मंत्रालय / Ministry of Personnel, Public Grievances and Pensions

पेंशन और पेंशन भोगी कल्याण विभाग / Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,
जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,
नई दिल्ली-110001 / New Delhi-110001
Dated: 16th June, 2021

To,

The CMDs / CPPCs of all Pension Disbursing Banks

Subject:-Expeditious settlement of family pension cases by banks.

Sir,

I am directed to say that instances have been brought to the notice of this Department where, on death of a pensioner, the spouse/family members of the deceased pensioner are asked by the Pension Disbursing Banks to submit details and documents, which are otherwise not required for commencement of family pension. This amounts to harassment of the spouse and family members and often leads to avoidable delay in commencement of family pension by the Banks.

2. The spouse/family member, whose name is included in the PPO issued to the deceased pensioner, is required to submit **only** the following details/ documents for commencement of family pension to him/her:

I In cases where the deceased pensioner and spouse were holding a joint account:

- A simple letter/application for commencement of family pension
- Death certificate in respect of the deceased pensioner
- Copy of PPO issued to the pensioner, if available
- Proof of age/date of birth of the applicant

The spouse/family member is not required to submit the details in Form 14 to the Bank for commencement of family pension.

II In cases where the spouse did not have the joint account with the deceased pensioner;

- Application in Form 14 bearing the signatures of two witnesses
- Death certificate in respect of the deceased pensioner

- Copy of PPO issued to the pensioner, if available
- Proof of age/date of birth of the applicant

Form 14 is not required to be attested by a Gazetted officer, etc. The paying bank will identify the spouse/family member based on the information given in the PPO and its own "Know Your Customer" procedures.

III In cases where, on death of the pensioner and spouse, family pension has to pass over to another family member;

- If the other family member has been co-authorized for family pension in the PPO, the same procedure as in sub-para II above shall be followed.
- If the name of the other family member is not included in the PPO, he/she may be advised to approach the office which the Government servant/pensioner last served, for issue of a fresh PPO.

3. You are requested to issue suitable instructions to the CPPC(s) and the pension paying branches of your Bank to obtain only the minimum essential details/documents, as mentioned above, from the claimants of family pension, and to ensure that they are not subjected to any harassment by seeking unnecessary details and documents. **The details of family members, other than the Applicant, are not relevant for commencement of family pension by the bank and the same should not, therefore, be sought from the Applicant under any circumstances.**

4. A half-yearly statement on the progress of sanction of family pension may be submitted to this Department latest by 15th of October and 15th of April, in the enclosed format.

5. This may be treated as **MOST URGENT**.

(Handwritten signature)

(Naresh Bhardwaj)

Deputy Secretary to the Government of India

Tel No:- 23350020

Copy to:

Secretary, Department of Financial Services for kind information.

**Statement for the period from 1st April to 30th September / 1st October....
to 31st March, /**

No. of Family Pension claims brought forward	No. of Family Pension claims received during last six months	No. of cases in which family pension commenced during last six months in					No of family pension cases pending for			
		Less than one month	1-3 months	3-6 months	6-9 months	9-12 months	1-3 months	3-6 months	6-12 months	More than one year

In cases where family pension has been sanctioned after one month and the cases which are pending for more than one month, the reasons for the delay and remedial action taken to avoid delays in future may also please be indicated in the statement.

No. 3(8)/2021-P&PW(H)-7246

भारत सरकार /Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/Ministry of Personnel, Public Grievances and Pensions

पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,
जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,
नई दिल्ली-110001 /New Delhi-110001
Dated: 10th September, 2021

To,

Chief Controller (Pension)
Central Pension Accounting Office
Trikoat, Bhikaji Cama Place,
New Delhi:-110066

Subject:-Expeditious settlement of family pension cases by banks – Clarifications sought by the Banks.

Sir,

I am directed to refer to CPAO's letter No CPAO/IT & Tech/Clarification/13 (Vol-III)/6763/2021-22/75 dated 19.08.2021 on the above subject and to say that the following issues have been raised by some Pension Disbursing Banks in regard to this Department's OM No. 3(8)/2021-P&PW(H)-7246 dated 16.06.2021.

(i) Whether "Letter of Undertaking" for recovery of any erroneous overpayment made by the Bank is required from the family pensioner to start the family pension to him/her?

(ii) Whether declaration regarding re-marriage is required to be obtained by the Bank before commencing family pension to the spouse?

(iii) Whether declarations regarding income and marriage/ re-marriage are required to be obtained by Bank before commencing family pension to a family member other than spouse?

2. Letter of undertaking for recovery of any erroneous overpayment made by the Bank to the pensioners/family pensioners is an arrangement between the Bank and its customers. Submission of such an undertaking may not be made a pre-condition for commencement of pension or family pension. Therefore, disbursement of family pension may not be delayed on the ground of non-submission of the said undertaking.

3. Family pension is sanctioned by the pension sanctioning authority after ensuring that the family pensioner fulfils the eligibility conditions regarding income and marriage/remarriage. Therefore, after issue of a PPO, Banks may not ask for declarations in these respects from the family pensioner at the time of commencement of family pension. However, banks may collect these declarations in the month of November every year as per the present practice. In case, however, the PPO for family pension is issued before November and the family pension is started in/after the month of November, then these declarations (wherever applicable) may be obtained from the family pensioner at the time of commencement of family pension.

4. Similarly, in cases where family pension is to be commenced by the Bank to a family pensioner whose name is already included in the PPO available with the Bank, the declarations may not be sought at the time of commencement of family pension. Banks may collect these declarations in the month of November every year as per the present practice. In case, however, the death of previous family pensioner occurred before November and the family pension is started in/after the month of November, then these declarations (wherever applicable) may be obtained from the family pensioner at the time of commencement of family pension.

5. CPAO is requested to clarify the position to the Banks accordingly.

6. This issues with the approval of Joint Secretary (Pension).

Yours faithfully,

Rajesh Kumar
(Rajesh Kumar)

Under Secretary to the Government of India

Tel No:- 23310108

Copy to:-

CMDs/CPPCs of all Pension Disbursing Banks.

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/37 Vol-III/2021-22/7109/155 08.12.2021

OFFICE MEMORANDUM

Subject: Revised rates of Dearness Relief to retired Judges of Supreme Court/High Courts and family pensioners of such Judges w.e.f.01.07.2021.

Attention is invited to the OM No. L-19016/01/2018-Jus. dated 05.11.2021 (Copy enclosed) issued by the Department of Justice, Ministry of Law and Justice.

All the banks are requested to follow the instructions issued vide OM ibid scrupulously and implement the same at the earliest.

This issues with the approval of the Chief Controller (Pension).

Encl:- As above


(Satish Kumar Garg)
Sr. Accounts Officer (IT & Tech)

To :

1. Heads of CPPCs of All Authorized Banks (as per list).
2. Heads of Government Business Division

Copy for information to:

1. Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. PS to Addl. CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to Jt. CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
4. PS to CC (P), CPAO, New Delhi
5. Sr.TD(NIC), CPAO, New Delhi
6. PS to Sh. Manish Kumar (Under Secretary), Department of Justice
7. PA to ACA, CPAO, New Delhi

L-19016/01/2018-Jus.
Government of India
Ministry of Law and Justice
Department of Justice

Jaisalmer House, Man Singh Road,
New Delhi Dated: 5th November, 2021

To,

1. Accountants General,
All States and U.T. of Chandigarh.
2. Pay and Accounts Officer,
Supreme Court of India, New Delhi.
3. Pay and Account Officer, No. XIV,
Government of NCT of Delhi,
Fire Station Building, Shankar Road, New Delhi.
4. Directorate of Pension & Provident Fund,
Gujarat State,
Block No. 17, Dr. Jivaraj Mehta Complex,
Old Sachivalaya, Gandhinagar.

12
Tech
Cordinating

Subject:- Grant of Dearness Relief to the retired Judges of Supreme Court/High Courts and family pensioners of such Judges- revised rates effective from 01.07.2021.

Sir,

I am directed to refer to this department's letter of even number dated 3rd August, 2021 on the above subject and to say that consequent upon grant of further Dearness Relief (DR) on pension/family pension to the employees of Central Government and Central Autonomous Bodies vide Department of Pension & Pensioners Welfare's O.M. No. 42/7/2021- P&PW(D) e- 7330 dated 27.10.2021 (Copy enclosed), it has been decided that retired Judges of Supreme Court/High Courts and family pensioners of such Judges would be entitled to Dearness Relief on pension/family pension at the rate of 31% of the basic pension/family pension (including additional pension/ family pension) with effect from 1st July, 2021.

2. The payment on account of Dearness Relief involving a fraction of a rupee shall be rounded to the next higher rupee.

3. The provision governing grant of Dearness Relief to pensioners such as regulation of dearness relief during employment/ra-employment, regulation of dearness relief where more than one pension is drawn etc., will remain unchanged.

4. Other provisions contained in this Department's letter No. L-19016/3/97-Jus. dated 13th January, 1999 will remain unchanged.

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5. Accountant Generals/Pay and Accounts Officers are requested to arrange payment of dearness relief to the pensioners on the basis of the aforesaid instructions as per the procedure adopted by the Department of Pension & Pensioners' Welfare without any further delay.

6. This issues with the concurrence of Joint Secretary and Financial Advisor (Law) vide Note No. 38 dated 01.11.2021 (e-file no. 3834) and approval of Secretary (Justice) vide Note No. 41 dated 02.11.2021.

Yours faithfully,

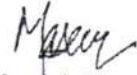


(Manish Kumar)

Under Secretary to the Govt. of India.

Copy to:-

1. Chief Secretary, All States/Govt. of NCT of Delhi and Chandigarh Administration.
2. Secretary General, Supreme Court of India, New Delhi.
3. Registrar Generals, All High Courts.
4. O/o Comptroller and Auditor General of India, Bahadurshah Zafar Marg, New Delhi.
5. Joint Secretary (Pers.), Department of Expenditure, North Block, New Delhi.
6. Joint Secretary, Department of Pension & Pensioners' Welfare, Lok Nayak Bhawan, Khan Market, New Delhi-3.
7. Budget and Accounts Section, M/o Law and Justice, Shastri Bhawan, New Delhi.
8. Cabinet Secretariat, Rashtrapati Bhawan, New Delhi.
9. Pay and Accounts Officer, Central Pension Accounting Office, Trikot-II, Bhikaji Cama Place, R.K. Puram, New Delhi-110066.
10. Director, NIC- with the request to get the circular uploaded in the website of this Department.
11. Guard File.



(Manish Kumar)

Under Secretary to the Govt. of India.



File No. No. 42/7/2021-P&PW(D) e-7330

भारत सरकार / Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/ Ministry of Personnel Public Grievances and Pensions

पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,
जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,
नई दिल्ली -110001 /New Delhi-110001
दिनांक/Dated: 27.10.2021

OFFICE MEMORANDUM

Sub: Grant of Dearness Relief to Central Government pensioners/family pensioners – Revised rate effective from 01.07.2021-reg

The undersigned is directed to refer to this Department's OM of even no. dated 22.07.2021 on the subject mentioned above and to state that the President is pleased to decide that the Dearness Relief admissible to Central Government pensioners/family pensioners shall be enhanced from the existing rate of 28% to 31% of the basic pension/family pension (including additional pension/family pension) w.e.f 01.07.2021.

2. These rates of DR will be applicable to the following categories:-

- i. Civilian Central Government Pensioners/Family Pensioners including Central Govt. absorbee pensioners in PSU/Autonomous Bodies in respect of whom orders have been issued vide this Department's OM No. 4/34/2002-P&PW(D)Vol.II dated 23.06.2017 for restoration of full pension after expiry of commutation period of 15 years.
- ii. The Armed Forces Pensioners/Family Pensioners, Civilian Pensioners/Family Pensioners paid out of the Defence Service Estimates.
- iii. All India Service Pensioners/Family Pensioners.
- iv. Railway Pensioners/family pensioners.
- v. Pensioners who are in receipt of provisional pension.
- vi. The Burma Civilian pensioners/family pensioners and pensioners/families of displaced Government Pensioners from Burma/ Pakistan, in respect of whom orders have been issued vide this Department's OM No. 23/3/2008-P&PW(B) dated 11.09.2017.

3. The payment on account of Dearness Relief involving a fraction of a rupee shall be rounded to the next higher rupee.

4. Other provisions governing grant of DR in respect of employed family pensioners and re-employed Central Government Pensioners will be regulated in accordance with the provisions contained in this Department's OM No. 45/73/97-P&PW (G) dated 2.7.1999 as amended from time to time. The provisions relating to regulation of DR where a pensioner is in receipt of more than one pension will remain unchanged.

....contd/-

5. In the case of retired Judges of the Supreme Court and High Courts, necessary orders will be issued by the Department of Justice separately.
6. It will be the responsibility of the pension disbursing authorities, including the nationalized banks, etc. to calculate the quantum of DR payable in each individual case.
7. The offices of Accountant General and authorised Pension Disbursing Banks are requested to arrange payment of relief to pensioners etc. on the basis of these instructions without waiting for any further instructions from the Comptroller and Auditor General of India and the Reserve Bank of India in view of letter No. 528-TA, II/34-80-II dated 23/04/1981 of the Comptroller and Auditor General of India addressed to all Accountant Generals and Reserve Bank of India Circular No. GANB No. 2958/GA-64 (ii) (CGL)/81 dated the 21st May, 1981 addressed to State Bank of India and its subsidiaries and all Nationalized Banks.
8. In their application to the persons belonging to Indian Audit and Accounts Department, these orders are issued under Article 148(5) of the Constitution and after consultation with the Comptroller & Auditor General of India.
9. This issues in accordance with the Ministry of Finance, Department of Expenditure's OM No. 1/4/2020-E.II(B) dated 25.10.2021.

Hindi version will follow.



(Naresh Bhardwaj)
Deputy Secretary to the Government of India
Tele: 011-23350020

1. All Ministries/Departments of the Government of India (as per standard distribution list).
2. Chief Secretaries and AGs of all States/UTs.
3. CMDs/CPPCs of all authorised Pension Disbursing Banks
4. C&AG of India, UPSC, etc. as per standard endorsement list.
5. Reserve Bank of India (RBI) for Information.

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, BHICAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

CPAO/IT & Tech/Bank Performance/37 Vol-III/2021-22/181

06.01.2022


OFFICE MEMORANDUM

Subject: Payment of Dearness Relief to the pensioners-reg.

This office is processing the pension cases of Central Civil Pensioners, Freedom fighters (SSS Yojana), Justices of the Supreme Court, Members of Parliament, etc and issuing the Special Seal Authorities for implementation by the CPPCs of authorized banks. The Dearness relief on the pension payment is payable to the pensioners at the rates specified by the respective office from time to time. The necessary orders in this regard are issued by the concerned departments and are available on their websites.

In this regard, it is intimated that Dearness Relief (DR) to Pensioners should be paid immediately by the CPPCs after downloading copies of Govt. Orders issued by the Department of Pension and Pensioners' Welfare (DoPPW), Freedom Fighters & Rehabilitation (FFR) Division, Ministry of Home Affairs, Department of Justice, Ministry of Civil Aviation & Tourism, Department of Public Enterprises, etc by accessing their website. CPPCs should not wait for the Central Pension Accounting Office (CPAO) to reiterate the orders related to DR release issued by the concerned Ministries/Departments. The instructions in this regard have already been mentioned in the SSA issued by CPAO.

However, it has been seen that CPPCs of Banks are waiting for CPAO to reiterate the orders related to DR release and issue additional circulars in this regard. Therefore, it is again brought to the notice of the authorised banks that their CPPCs should immediately pay the revised Dearness Relief to pensioners after orders to this effect have been issued by the competent authority.


(Satish Kumar Garg)

Sr. Accounts Officer (IT & Tech)

To

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy To:

1. Sh/Smt. Rakesh Kumar Jain, Sr. Accounts Officer, Principal Accounts Office, Pension Co-ordination Wing, Double Storey Building, Air India Complex, Safdarjung Airport, New Delhi- 110003 : For information w.r.t. your office letter No. Pr.AO/MCAT/Pension/2020-21/35759 dated 20.12.2021.

MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
O/O CONTROLLER GENERAL OF ACCOUNTS
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT – II, BHIKAJI CAMA PLACE
NEW DELHI - 110066

No. CPAO/IT & Tech/Bank Performance/Kotak Mahindra Bank/37 Vol (B)2021-22/6476/2/2 25.03.2022

Office Memorandum

Subject: Authorisation of Kotak Mahindra Bank for disbursement of Pensions

It is informed that the Central Pension Accounting Office (CPAO) vide its letter dated 23.02.2022 has conveyed its approval to Kotak Mahindra Bank to start its functions for disbursement of pensions as per the guidelines mentioned in the Scheme Booklet.

2. The approval has been issued based on the approval granted to Kotak Mahindra Bank to function as an Authorized Bank for payment of pensions. The bank has also received the necessary privileges from the Reserve Bank of India to start the reporting of transactions made by its Central Pension Processing Centre (CPPC) for daily settlement of pension cases.
3. All Ministries are requested to provide necessary publicity so that retiring employees may, if they so desire, make use of the facilities of Kotak Mahindra Bank for opening their pension accounts.
4. This issues with the approval of the Chief Controller (Pensions).



(Anang Rawat)
(Dy. Controller of Accounts)

Copy to

1. All Pr. CCAs/CCAs/CAs (with independent charge)
2. Department of Pension & Pensioners' Welfare
3. TA-III Section, O/o the CGA
4. All PAOs/AGs (through website of CPAO)
5. Ministry of Electronics & Information Technology (MeitY)
6. All Authorised Banks (as per list)

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/37 Vol. III A/7674/ 213

31.03.2022

Office Memorandum

Subject: Payment of Additional quantum of pension at the rates approved by the Government of India

During the inspection by the Director General of Audit (Finance & Communication), Delhi, it is observed that the CPPCs are paying the additional quantum of pension at different rates than the rates approved by the Government of India.

Attention is invited to DPPW's OM dated 04.08.2016 wherein the rates of additional quantum of pension are explicitly mentioned. The quantum of pension/family pension to be payable to the old pensioners/family pensioners is as under-

Age of the pensioner/family pensioner	Additional quantum of pension to be payable
From 80 years to less than 85 years	20% of revised basic pension/family pension
From 85 years to less than 90 years	30% of revised basic pension/family pension
From 90 years to less than 95 years	40% of revised basic pension/family pension
From 95 years to less than 100 years	50% of revised basic pension/family pension
100 years or more	100% of revised basic pension/family pension

All the Authorised Banks are directed to adhere to the rates mentioned above and ensure strict compliance of the same.

This issues with the approval of the Chief Controller (Pensions).

(Anang Rawat)
(Dy. Controller of Accounts)

To

1. All the Heads of CPPCs of all the Authorised Banks
2. All the Heads of GBDs of Authorised Banks

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
त्रिकूट-II भीकाजी कामा प्लेस
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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/e-PPO/6-Vol X (A)/8060/2021-22 / 02

04.04.2022


Office Memorandum

Subject: Facility for Central Government Civil pensioners to store Electronic PPO in Digi Locker-reg.

The Department of Pension and Pensioners' Welfare vide its OM dated 26.08.2020 (copy enclosed) has informed that Central Government Civil Pensioners can now store their electronic PPO in Digi Locker.

2. All the pensioners may, therefore, use the facility provided by the Department of Pensions and Pensioners' Welfare and store their electronic PPO in Digi Locker.
3. This issues with the approval of the competent authority.

Encl:-As above


(Satish Kumar Garg)
Sr. Accounts Officer (IT& Tech)

- Retiree will sign into their Digi-locker account from Bhavishya and authorize Bhavishya to **PUSH** the e-PPO to Digi Locker.
 - As soon as e-PPO is issued, it is automatically **PUSHED** into corresponding Digi locker account and the retiree is informed about the same through SMS and Email by Bhavishya.
 - To view/download the e-PPO, retiree has to log into the Digi Locker account and simply click on the link.
5. The Administrative Divisions of all Ministries/Department and attached/subordinate offices are requested to bring these instructions to the notice of all concerned for compliance.
6. This issues with the approval of the Secretary (Pension & Pensioners' Welfare).


26.8.2020
(Manoj Kumar)

Under Secretary to the Government of India

To

1. All the Ministries/ Department, Government of India
2. NIC, DoPPW: for posting on website of this Department.

Copy to: -

PPS to Secretary (Pension) – for kind information of Secretary (Pension).

PPS to JS (Pension) – for kind information of JS(P).

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/Clarification/13 Vol. III A/7380/2022-23/03

05.04.2022

Office Memorandum

Subject: Recovery of excess payment made to pensioners

Attention is invited to the Reserve Bank of India's circular dated 21st January, 2021 regarding withdrawal of circulars on Recovery of excess pension made to pensioners. The RBI decided that the following circulars issued by the Department of Government and Bank Accounts, Reserve Bank of India related to recovery of excess pension made by agency banks stands withdrawn from effect from the date of the circular-

- Circular No. DGBA.GAD.No. 2960/45.01.001/2015-16 dated March 17th, 2016
- Circular No. CO.DGBA (NBS) No. 44/GA.64 (11-CVL) 90/91 dated April 18, 1991
- Circular No. CO. DGBA (NBS) No. 50/GA. 64 (11-CVL) 90/91 dated May 6, 1991

It was further stated that agency banks will seek guidance from respective Pension Sanctioning Authorities regarding the process to be followed for recovery of excess pension paid to the pensioners, if any.

The Department of Pension and Pensioners' Welfare has clarified (copy enclosed) that the question of recovery or waiver of recovery of any excess payment on account of an error in initial authorization or revision of pension by the office is to be dealt with in accordance with rule 66 (4) of the CCS (Pension) rules 2021.

This issues with the approval of the Chief Controller (Pensions).

(Anang Rawat)
(Dy. Controller of Accounts)

To

1. All the Heads of CPPCs of all the Authorised Banks
2. All the Heads of GBDs of Authorised Banks

फा .नं .38/18/2018-P&PW(A)(5130)

भारत सरकार Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय Ministry of Personnel, PG & Pensions

पेंशन और पेंशनभोगी कल्याण विभाग Department of Pension & Pensioners' Welfare

लोक नायक भवन 3rd Floor, Lok Nayak Bhawan

खान मार्केट नई दिल्ली Khan Market, New Delhi-110 003

दिनांक Dated: 08.02.2022

सेवा में:

✓ Central Pension Accounting Office
Ministry of Finance, Department of Expenditure
Trikoot-II, Bhikaji Cama Place,
Rama Krishna Puram, New Delhi- 110066

विषय : Recovery of excess payment made to pensioners.

महोदय,

I am directed to refer to your letter No. CPAO/IT&Tech/Clarification (Recovery)/13 Vol-III(A)/7380/173 dated 23.12.2022 on the above cited subject and to say that this Department has, on 20.12.2021, notified the CCS (Pension) Rules 2021 in supersession of CCS (Pension) Rules 1972. As per rule 66(4) of the said CCS (Pension) Rules 2021:

XXXX

(2)

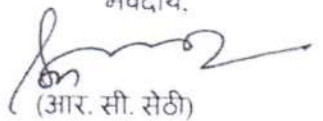
(3)

(4) If, consequent on revision of pension or family pension under sub-rule (2), an excess payment of pension or family pension is found to have been made to the pensioner or family pensioner and if such excess payment is not on account of any misrepresentation of facts by the pensioner or family pensioner, the administrative Ministry or Department shall examine in consultation with the Ministry of Finance (Department of Expenditure) whether or not recovery of such excess payment can be waived off and issue appropriate orders in accordance with the relevant rules and instructions in this regard.

2. Thus, the question of recovery or waiver of recovery of any excess payment on account of an error in initial authorization or revision of pension by the office is to be dealt with in accordance with rule 66(4) of the said CCS (Pension) Rules 2021, which is in the spirit of the Apex Court's judgement in Rafiqe Masih's case and DoPT's OM dated 2.3.2016. Therefore, there does not seem to be a need for issuing further instructions in regard to dealing with excess payment to pensioners on account of an error on the part of the office.

3. Therefore, CGA/CPAO may take a decision in this regard in consultation with Department of Expenditure/Financial Services, if necessary.

भवदीय,


(आर. सी. सेठी)

अवर सचिव, भारत सरकार

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
त्रिकूट-II भीकाजी कामा प्लेस
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GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
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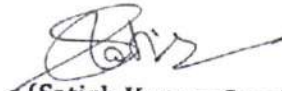
CPAO/IT&Tech/Clatification/13 Vol.III/2021-22/13

08.04.2022

Office Memorandum

Subject: Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears

The undersigned is directed to forward OM No. 1/2 (40)/2022-P&PW (E) dated 6th April, 2022 issued by the Department of Pension and Pensioners' Welfare, on the subject cited above for information and strict compliance.


(Satish Kumar Garg)
(Sr. AO Tech- IT & Technical)

To

1. All the Heads of CPPCs/GBAs of Authorised Banks

Copy for information-

1. PS to CC(P)
2. PA to CA
3. PA to Dy. CA
4. NIC (CPAO) for uploading on website

No. 1/2(40)/2022-P&PW (E)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,
Khan Market, New Delhi,
Dated April 6, 2022

To

The CMDs of Pension Disbursing Banks
CPPCs of Pension Disbursing Banks

Subject: Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears.

In continuation of DoP&PW Letter of even number dated 31.03.2022, the undersigned is directed to enclose a copy of Notification No GSR-235 dated 28.03.2014 wherein Form-A has been prescribed for Nomination by a pensioner for life time arrears. This Form is to be used for submission of nomination to Head of Office as well as Bank. Therefore, Form-B which was being used for submission of nomination/modification to the Bank before 28.03.2014 no longer exists.

2. References/representations have been received in this Department mentioning that Pension of deceased pensioners is not often revised based on recommendation of Pay Commission etc and arrears of pension in respect of deceased pensioner are not paid by the Pension Disbursing Bank to the nominee. It is clarified that revised pension payment authority is required to be issued in respect of all pensioners/family pensioners who were alive as on 01.01.2016 and lifetime arrears is required to be paid to the families of such pensioners/family pensioners who died after 01.01.2016.

3. Payment of Arrears in respect of deceased pensioner, in whose case; a valid nomination exists with the Pension Disbursing Authority/Bank. In this connection, attention is invited to para 21.5.1 of the new Scheme Booklet, (5th Edition, July 2021) which is reproduced below:-

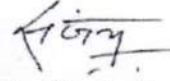
21.5.1- Cases where valid nomination exists:

The CPPC will enter the date of death of the pensioner in the disburser's portion of the PPO and will retain this information on its database with suitable audit trail and in the register maintained in their software in the form as Annexure-IX. An entry for date of death of the pensioner will be made in pensioner's half by PAHB. The pensioner's half of PPO will then be returned to the nominee if family pension stands authorised through the same PPO; otherwise it will be returned by CPPC to CPAO along with the disburser's half. The CPAO will up-date its record and transmit both halves of the PPO after keeping necessary note in their records to the PAO/AG who had issued the PPO for similar action and record. For payment of arrears to the nominee, he/she will be asked to apply for the same to the PAHB along with the pensioner's half of the PPO showing the period of arrears. The PAHB, after verifying the fact that the payment is actually due to the deceased pensioner, and also the particulars of the nominee as given in the nomination, will intimate the CPPC along with pensioners portion of PPO for making payment by crediting the account of the claimant. The provision of this rule will apply mutatis mutandis to cases where the family pension ceases to be payable either due to death of the family pensioner, his/her remarriage/marriage or on the pensioner attaining the maximum age prescribed in the rules.

21.5.2- Cases where valid nomination does not exist:-

In the absence of any nomination made by the pensioner, the arrear of his/her pension are paid as per procedure prescribed in the Government of India, Ministry of PPG & Pensions, Department of Pension & Pensioners Welfare New Delhi OM No. 1/22/2012-P&PW (E) dated 10.07.2013.

- 4 The above instructions may be circulated widely for strict compliance by all concerned.
- 5 This issues with the approval of Competent Authority.



(Sanjoy Shankar)
Deputy Secretary to the Government of India
Ph-24635979

Copy to:-

1. All Ministries/Departments
2. CGA/CPAO
3. C&AG/AGs
4. NIC for uploading on Department's Website

नाम निर्देशिती का नाम, जन्म तारीख (जन्म तारीख) और पता	कर्मचारी/पेंशनभोगी से नातेदारी	प्रत्येक को संदत्त किया जाने वाला भाग	यदि नाम निर्देशिती अवयस्क है तो उस व्यक्ति का नाम और जन्म तारीख, जो अवयस्क के निमित्त रकम प्राप्त कर सकेगा	स्तंभ (1) के अधीन नाम निर्देशिती की कर्मचारी/पेंशनभोगी से पूर्व मृत्यु की दशा में वैकल्पिक नाम निर्देशिती का नाम, जन्म तारीख और पता	कर्मचारी/पेंशनभोगी से नातेदारी	उस व्यक्ति का नाम, जन्म तारीख और पता, जो स्तंभ (5) में वैकल्पिक नाम निर्देशिती के अवयस्क होने की दशा में रकम प्राप्त कर सकेगा	वह आकस्मिकता, जिसके घटित होने पर नाम निर्देशन अविधिमान्य हो जाएगा
1	2	3	4	5	6	7	8

यह नाम निर्देशन पूर्व में मेरे द्वारा किए गए किन्हीं नाम निर्देशनों को अधिक्रान्त करेंगे ।

स्थान और तारीख :

सरकारी सेवक के हस्ताक्षर

टेलीफोन नं०

टिप्पण 1 - उन फायदों को पूरी तरह काट दें जिसके लिए नाम निर्देशन आशयित नहीं है । पूर्वोक्त फायदा (i) और (ii) के लिए विभिन्न व्यक्तियों को नाम निर्देशित किए जाने के लिए इस नाम निर्देशन प्ररूप की पृथक् प्रतियों का उपयोग किया जा सकेगा ।

टिप्पण 2 - सरकारी सेवक अंतिम प्रविष्टि के नीचे खाली स्थान पर तिरछी रेखाएं खींचेगा ताकि उसके हस्ताक्षर करने के पश्चात् किसी नाम को अंतःस्थापित करने से निवारित किया जा सके । नाम निर्देशिती/वैकल्पिक नाम निर्देशिती के भाग मिलकर संपूर्ण रकम को कवर करेंगे ।

मैं नीचे वर्णित व्यक्ति/व्यक्तियों को नाम निर्दिष्ट करता हूं और उस/उन पर मेरी मृत्यु की दशा में नीचे विनिर्दिष्ट सीमा तक निम्नलिखित के लेखे रकम प्राप्त करने का अधिकार प्रदत्त करता हूं : -

(i) पेंशन का बकाया ;

(ii) केंद्रीय सिविल सेवा (पेंशन संराशीकरण) नियम, 1981 के अधीन संदेय पेंशन का संराशीकृत मूल्य (कार्यालय अध्यक्ष/प्राधिकृत राजपत्रित अधिकारी द्वारा भरा जाएगा)

निम्नलिखित नियमों के अधीन श्री/श्रीमती/कुमारी पदनाम
कार्यालय..... द्वारा किए गए नाम निर्देशन, तारीख, प्राप्त किए,-

1. पेंशन बकाया संदाय (नाम निर्देशन) नियम, 1983
2. केंद्रीय सिविल सेवा (पेंशन संराशीकरण) नियम, 1981
(अप्राप्त नाम निर्देशन को काट दें)

सेवा पंजिका के पृष्ठ खंड पर नाम निर्देशन (नाम निर्देशनों) की प्राप्ति की प्रविष्टि कर ली गई है।

कार्यालय अध्यक्ष/प्राधिकृत राजपत्रित अधिकारी का नाम, हस्ताक्षर और पदनाम
प्राप्ति की तारीख

प्राप्त करने वाला अधिकारी, पूर्वोक्त सूचना को भरेगा और सम्यक् रूप से पूर्ण प्ररूप की एक हस्ताक्षरित प्रति सरकारी सेवक को लौटाएगा जो उसे सुरक्षित अभिरक्षा में रखेगा ताकि वह उसकी मृत्यु की दशा में फायदाग्राहियों के कब्जे में आ सके।

प्राप्त करने वाला अधिकारी अपने तारीख सहित हस्ताक्षर, इस प्ररूप के दोनों पृष्ठों पर करेगा।

(घ) प्ररूप ख का लोप किया जाएगा।

[फा. सं. 1/12(iii)/2013-पी एंड पी डब्ल्यू (ई)]

वंदना शर्मा, संयुक्त सचिव

टिप्पण -- मूल नियम का०आ० 3478, तारीख 10 सितंबर, 1983 द्वारा प्रकाशित किए गए थे।

1. का०आ० 789, तारीख 17/03/1984
2. का०आ० 4351, तारीख 15/12/1984
3. का०आ० 73, तारीख 11/01/1986

NOTIFICATION

New Delhi, the 28th March, 2014

G.S.R. 235(E).—In exercise of the powers conferred by section 15 of the Pensions Act, 1871 (23 of 1871) and clause (5) of article 148 of the Constitution and after consultation with the Comptroller and Auditor General of India in relation to persons serving in the Indian Audit and Accounts Department, the President hereby makes the following rules further to amend the Payment of Arrears of Pension (Nomination) Rules, 1983, namely:—

1. (1) These rules may be called the Payment of Arrears of Pension (Nomination) Amendment Rules, 2014.
(2) They shall come into force on the date of their publication in the Official Gazette.
2. In the Payment of Arrears of Pension (Nomination) Rules, 1983,—
(a) in rule 5,—
(i) for sub-rule (5), the following shall be substituted, namely —

“(5) In cases where a pensioner wants to modify his/her nomination, including cases where a nominee predeceases the pensioner, a fresh nomination shall be submitted in triplicate in Form ‘A’ to the Pension Disbursing Authority in the manner specified in sub-rule (1) and thereafter the provisions of sub-rule (2) shall apply mutatis mutandis with modifications as if it was made under sub-rule (1).”;

- (ii) sub-rule (6), shall be omitted;
- (b) in rule 8, for the words "Ministry of Home Affairs (Department of Personnel and Administrative Reforms)", the words "Ministry of Personnel, Public Grievances and Pensions (Department of Pension & Pensioners' Welfare)" shall be substituted;
- (c) for Form A, the following shall be substituted, namely:-

"Form A

(Common Nomination Form for Arrears of Pension and Commutation of Pension)

[See Rule 5 of Payment of Arrears of Pension (Nomination) Rules, 1983 and Rule 7 of Central Civil Services (Commutation of Pension) Rules, 1981]

I,, hereby nominate the person/persons mentioned below and confer on him/her/them the right to receive in the event of my death, to the extent specified below, amount on account of the following:-

(i) Arrears of Pension

(ii) Commuted Value of Pension payable under Central Civil Services (Commutation of Pension) Rules, 1981

Name, date of birth (DOB) and address of the nominee	Relation-ship with employee/pensioner	Share to be paid to each	If nominee is minor, name, DOB and address of person who may receive the amount on behalf of minor	Name, DOB and address of alternate nominee in case the nominee under Column (1) predeceases the employee/pensioner	Relationship with employee/pensioner	Name, DOB and address of person who may receive the amount if alternate nominee in Col. (5) is a minor	Contingency on happening of which nomination shall become invalid
1	2	3	4	5	6	7	8

These nominations supersede any nominations made by me earlier.

Place and date:

Signature of Government servant/Pensioner

Telephone No.

Note 1 : Completely strike out the benefit for which nomination is not intended to be made. Separate copies of this nomination Form may be used for nominating different persons for benefits (i) and (ii) above.

Note 2 : The Government servant shall draw lines across the blank space below the last entry to prevent the insertion of any name after he/she has signed. The nominee(s)/alternate nominee(s)' shares together should cover the whole amount.

(To be filled in by the Head of Office/ authorised Gazetted Officer)

Received the nominations, dated, under the following Rules:-

1. Payment of Arrears of Pension (Nomination) Rules, 1983
2. Central Civil Services (Commutation of Pension) Rules, 1981

made by Shri/Smt./Kumari.....

Designation.....

Office

(Strike out which nomination is not received)

Entry of receipt of nomination(s) has been made in page Volume.....of Service Book.

Name, Signature and Designation of Head of Office/authorised Gazetted Officer with seal

Date of receipt.....

The receiving Officer will fill the above information and return a duly signed copy of the complete Form to the Government servant who should keep it in safe custody so that it may come into the possession of the beneficiaries in the event of his/her death.

The receiving officer shall put his/her dated signature on both pages of this Form."

(d) Form B shall be omitted.

[F.No.1/12(iii)/2013-P&PW (E)]

VANDANA SHARMA, Jt. Secy.

Note.— The principal rules were published vide number S.O.3478, dated the 10th September, 1983 and were subsequently amended vide following Notifications of Department of Pension and Pensioners Welfare, namely:—

1. S.O. 789, dated the 17th March, 1984
2. S.O. 4351, dated the 15th December, 1984
3. S.O. 73, dated the 11th January, 1986

अधिसूचना

नई दिल्ली, 28 मार्च, 2014

सा.का.नि. 236(अ).—राष्ट्रपति, संविधान के अनुच्छेद 309 के परंतुक और अनुच्छेद 148 के खंड (5) द्वारा प्रदत्त शक्तियों का प्रयोग करते हुए और भारतीय लेखा परीक्षा और लेखा विभाग में सेवारत व्यक्तियों के संबंध में भारत के नियंत्रक महालेखा परीक्षक से परामर्श करने के पश्चात केंद्रीय सिविल सेवा (पेंशन संराशीकरण) नियम, 1981 का और संशोधन करने के लिए निम्नलिखित नियम बनाते हैं, अर्थात् :—

1. (1) इन नियमों का संक्षिप्त नाम केंद्रीय सिविल सेवा (पेंशन संराशीकरण) संशोधन नियम, 2014 है ।
(2) ये राजपत्र में उनके प्रकाशन की तारीख को प्रवृत्त होंगे ।
2. केंद्रीय सिविल सेवा (पेंशन संराशीकरण) नियम, 1981 में,—
(क) नियम 7 के उपनियम (1) में, " प्ररूप 5" शब्द और अंक के स्थान पर, "पेंशन बकाया संदाय (नाम निर्देशन) नियम, 1983 का प्ररूप क" शब्द, अंक, कोष्ठक और अक्षर रखे जाएंगे ;
(ख) प्ररूप 5 का लोप किया जाएगा ।

[फा. सं. 1/12(iv)/2013-पी एंड पी डब्ल्यू (ई)]

वंदना शर्मा, संयुक्त सचिव

टिप्पण - केंद्रीय सिविल सेवा (पेंशन संराशीकरण) नियम, 1981 का 0आ0 1134, तारीख 11 अप्रैल, 1981 द्वारा प्रकाशित किए गए थे और अधिसूचना सं0 34/1/81-पेंशन एकक, तारीख 8 जुलाई, 1983 द्वारा संशोधित किए

No. 1/22/2012-P&PW (E)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhavan,
Khan Market, New Delhi
Dated: 10th July, 2013

Office Memorandum

- Sub: (i) Payment of arrears of pension in cases where valid nomination has not been made under the Payment of Arrears of Pension (Nomination) Rules, 1983;
(ii) payment of arrears of family pension – reg.

Attention is invited to the Payment of Arrears of Pension (Nomination) Rules, 1983 which provide that after the death of the pensioner, all moneys payable to the pensioner on account of pension will be paid to the nominee of the deceased pensioner. In the absence of any nomination made by the pensioner, the arrears of his/her pension are paid to the legal heir as per the procedure indicated in para 4 of part A of annexure to Ministry of Finance OM No. 1(3)-E.V/83, dated 11.10.1983. However, dependants of some pensioners expressed difficulties in obtaining the legal heir-ship certificates and represented that the necessity of production of legal heir-ship certificates may be waived where the amount of arrears payable is small.

2. The matter had been examined in Ministry of Finance, D/o Expenditure vide OM dated 04/06/1985 and it was decided that in case where a valid nomination does not exist under the Payment of Arrears of Pension (Nomination) Rules, 1983 and the dependent of pensioner is unable to produce the legal heir-ship certificate, the Payment of Lifetime Arrears of Pension accruing to the deceased pensioner may be authorized on the basis of any documentary proof regarding the relationship and heir-ship of the claimant if the gross amount of arrear does not exceed Rupees 25,000. In such cases, if the gross amount did not exceed Rupees 5,000 and case represented no peculiar features, the accounts officer was authorised to make the payment on his own authority.

3. The Government has further looked into the matter and decided to increase the limits of Rupees 5000 and 25000 as indicated in Department of Expenditure OM, dated 4.6.85 to Rupees 50,000 and 2,50,000 respectively. The conditions and the procedure of payment as indicated in Department of Expenditure OM, dated 22.10.1983 and 04.06.1985 will remain the same, which are reiterated hereunder.

4. The Pension Disbursing Authority (PDA) may receive application along with any documentary proof regarding the relationship and heir-ship of the claimant. In case the claimant is the recipient of family pension, the disbursing Officer will verify the identity of the claimant with reference to the disburser's half as well as pensioner's half of the PPO and give a certificate of having done so. PDA will duly attest the documents received from the applicant and forward these along with the application to the Accounts Officer. The Accounts Officer, on receipt of application along with a copy of PPO of the pensioner and other documents from the PDA, will calculate the amount of arrears and issue necessary authority for payment of life-time arrears to the disbursing authority if the case does not present any peculiar features and the amount does not exceed Rs.50,000. In case the amount exceeds Rupees 50,000 but does not exceed Rupees 2,50,000, the Accounts Officer will obtain the

कार्यालय ज्ञापन

- विषय: (i) ऐसे मामलों में पेंशन की बकाया राशि का भुगतान, जहां पेंशन बकाया संदाय (नाम निर्देशन) नियम, 1983 के तहत वैध नामांकन नहीं किया गया है।
(ii) पारिवारिक पेंशन की बकाया राशि भुगतान के संबंध में।

पेंशन बकाया संदाय (नाम निर्देशन) नियम, 1983 की ओर ध्यान आकृष्ट किया जाता है, जिसके अनुसार पेंशनभोगी की मृत्यु के बाद पेंशनभोगी को देय पेंशन की सभी बकाया राशि का भुगतान मृत पेंशनभोगी के नामिती को किया जाएगा। पेंशनभोगी द्वारा नामांकन नहीं किए जाने की स्थिति में उसकी पेंशन का भुगतान, वित्त मंत्रालय के दिनांक 11.10.1983 के कार्यालय ज्ञापन संख्या 1(3)-ई.वी./83 के अनुलग्नक के भाग क के पैरा 4 में उल्लिखित प्रक्रिया के अनुसार वैध वारिस को किया जाता है। हालांकि कुछ पेंशनभोगियों के आश्रितों ने वैध उत्तराधिकार प्रमाण पत्र प्राप्त करने में कठिनाई व्यक्त की है और प्रतिवेदन दिया है कि उन मामलों में वैध उत्तराधिकारी प्रमाण पत्र की अनिवार्यता को समाप्त कर दिया जाए, जहां देय धनराशि कम है।

2. वित्त मंत्रालय, व्यय विभाग के दिनांक 04.06.1985 के कार्यालय ज्ञापन द्वारा मामले की जांच की गई और यह निर्णय किया गया कि यदि पेंशन बकाया का भुगतान (नामांकन) नियमावली, 1983 के तहत वैध नामांकन मौजूद नहीं है और पेंशनभोगी का आश्रित व्यक्ति वैध उत्तराधिकारी प्रमाण पत्र प्रस्तुत करने में असमर्थ है, और यदि कुल बकाया राशि 25,000/-रु० से अधिक नहीं है, तो दावेदार द्वारा पेंशनभोगी से संबंध और उत्तराधिकारी संबंधी दस्तावेजी सबूत के आधार पर मृत पेंशनभोगी को देय पेंशन के बकाया के भुगतान की स्वीकृति दी जा सकती है। ऐसे मामलों में, यदि कुल धनराशि 5000/-रु० से अधिक नहीं होती और मामले की कोई अलग विशेषता नहीं होती, तो लेखा अधिकारी को भुगतान करने का अधिकार प्राप्त था।

3. सरकार ने मामले पर आगे विचार किया और व्यय विभाग के दिनांक 4.6.85 के कार्यालय ज्ञापन में उल्लिखित सीमाओं को 5000/-रु० और 25,000/-रु० से बढ़ाकर क्रमशः 50,000/-रु० और 2,50,000/-रु० करने का निर्णय लिया है। व्यय विभाग के दिनांक 22.10.1983 और 04.06.1985 के कार्यालय ज्ञापनों में उल्लिखित भुगतान की शर्तें और प्रक्रिया बची रहेगी, जिनका नीचे पुनः उल्लेख किया जा रहा है।

4. पेंशन वितरण अधिकारी (पीडीए), दावेदार का पेंशनभोगी के साथ संबंध और उत्तराधिकार के दस्तावेजी सबूत के साथ आवेदन प्राप्त करेंगे। यदि दावेदार पारिवारिक पेंशन प्राप्तकर्ता है, तो पेंशन वितरण अधिकारी उसके पास मौजूद पेंशन अदायगी आदेश (पीपीओ) और पेंशनभोगी के पास मौजूद पीपीओ से दावेदार की पहचान की पुष्टि करेंगे और इस पुष्टि का प्रमाणपत्र जारी करेंगे। पेंशन वितरण अधिकारी आवेदनकर्ता से प्राप्त दस्तावेजों को विधिवत सत्यापित करेंगे और उन्हें आवेदन के साथ लेखा अधिकारी को अग्रहित करेंगे। लेखा अधिकारी, पीडीए से पेंशनभोगी के पीपीओ की एक प्रति और अन्य दस्तावेजों के साथ आवेदन प्राप्त होने पर, बकाया राशि की गणना करेंगे और यदि मामला असामान्य नहीं है और धनराशि 50,000/-रु० से अधिक नहीं है तो वितरण अधिकारी को बकाया पेंशन के भुगतान का आवश्यक प्राधिकार जारी करेंगे। यदि धनराशि, 50,000रु० से अधिक है, किंतु 2,50,000 से कम है तो लेखा अधिकारी, विभागाध्यक्ष या प्रशासक या भारतीय लेखा परीक्षा और लेखा विभाग के पेंशनभोगियों/पारिवारिक पेंशनभोगियों के संबंध में भारतीय महालेखा परीक्षक (सीएजी) या विभागाध्यक्ष के रूप में घोषित उस विभाग

के किसी अन्य अधिकारी से आदेश प्राप्त करेंगे। फॉर्म टी.आर.14/जी.ए.आर.26 में विधिवत स्टैम्प लगे क्षतिपूर्ति बंधपत्र, जिसके साथ नीचे पैरा 7 में उल्लिखित यथावश्यक जमानत संलग्न हों, प्रस्तुत करने पर धनराशि का भुगतान किया जाएगा। किसी प्रकार का संदेह होने और 2,50,000 रु० से अधिक धनराशि होने के मामलों में केवल वैध प्राधिकार प्रस्तुत करने वाले व्यक्तियों को ही भुगतान करने के लिए अधिकृत किया जाएगा।

5. इस विभाग के दिनांक 30.10.1995 के कार्यालय ज्ञापन संख्या 43/4/95-पी.एंड पी.डब्ल्यू (जी) में निहित है कि पारिवारिक पेंशनभोगी की मृत्यु होने पर, पारिवारिक पेंशन के बकाया प्राप्त करने का अधिकार परिवार के अगले क्रम वाले पात्र सदस्य को मिल जाएगा। बकाया राशि के भुगतान के लिए उत्तराधिकार प्रमाण पत्र की जरूरत केवल तभी पड़ती है, जब पारिवारिक पेंशनभोगी की मृत्यु के बाद परिवार में कोई भी सदस्य पारिवारिक पेंशन पाने का पात्र नहीं है। इसलिए, यह निर्णय लिया गया है कि जहां परिवार का कोई भी सदस्य पारिवारिक पेंशन पाने का पात्र नहीं है, वहां भी इस कार्यालय ज्ञापन के उपबंध लागू होंगे।

6. यहां विभागाध्यक्ष का अर्थ, सामान्य वित्तीय नियमावली, 2005 के नियम 2 (xvi) में परिभाषित विभागाध्यक्ष से अभिप्रेत है। तथापि, यह सुनिश्चित करने के लिए कि नागरिकों को अनावश्यक कठिनाइयों का सामना न करना पड़े, यह निर्णय लिया गया है कि फील्ड कार्यालयों में, प्रशासनिक मंत्रालय/विभाग, यदि जरूरी समझे तो उपसचिव/निदेशक स्तर के कार्यालयाध्यक्षों को, विभागाध्यक्ष की शक्तियां प्रत्यायोजित कर सकते हैं। यह भी स्पष्ट किया जाता है कि पूर्व के ऐसे सभी मामले इसी कार्यालय ज्ञापन के अधीन होंगे।

7. सामान्यतः दो जमानतें होनी चाहिए, और दोनों वित्तीय स्थायित्व वाली हों। तथापि, यदि दावा राशि 75,000/-रु० से कम है, तो भारत के राष्ट्रपति की ओर से क्षतिपूर्ति बंधपत्र स्वीकार करने वाले अधिकारी प्रत्येक मामले के गुण-दोष के आधार पर यह निर्णय लें कि दो की बजाय एक ही जमानत ली जाए अथवा नहीं। क्षतिपूर्ति बंधपत्र प्रस्तुत करने वाला और जमानती दोनों ही व्यस्क होने चाहिए ताकि बंधपत्र वैध हो। बंधपत्र, संविधान के अनुच्छेद 299 (1) के तहत विधिवत प्राधिकृत अधिकारी द्वारा राष्ट्रपति की ओर से स्वीकार किए जाएंगे।

8. ऐसे मामलों में ये आदेश लागू नहीं होंगे, जहां पेंशन बकाया संदाय (नाम निर्देशन) नियम, 1983 के तहत वैध नामांकन किया गया हो। ऐसे मामलों में नामिती/नामितियों को बकाया राशि का भुगतान करने के लिए प्राधिकृत किया जाएगा।

9. भारतीय लेखा परीक्षा और लेखा विभाग के पेंशनभोगियों/पारिवारिक पेंशनभोगियों के संबंध में, ये आदेश भारत के नियंत्रक और महालेखा परीक्षक के परामर्श से जारी किए जाएंगे।

10. यह कार्यालय ज्ञापन वित्त मंत्रालय, व्यय विभाग के दिनांक 28 जून, 2013 के आई डी नोट संख्या 568/ई.वी./2013 और महालेखा नियंत्रक कार्यालय के दिनांक 13.02.2013 के आई डी संख्या 1(7)/टीए-III/2011-12/विविध/116 की सहमति से जारी किया जाता है।

सु. चौधुरी

(सुजाशा चौधुरी)

उपसचिव, भारत सरकार

दूरभाष: 24635979

भारत सरकार के सभी मंत्रालय/विभाग

भारत के नियंत्रक और महालेखा परीक्षक का कार्यालय

लेखा महानियंत्रक का कार्यालय, लोक नायक भवन, नई दिल्ली

इस विभाग में उपलब्ध डाकपता-सूची के अनुसार सभी पेंशनभोगी-संघ।

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
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PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/7th CPC Revision/19 Vol. III E/ 8022/2021-22/12

08.04.2022

Office Memorandum

Subject: Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS (OPD) facility and vice-versa-reg

The undersigned is directed to forward O.M. No. 4/05/2019-P&PW (D) dated 23rd March, 2022 issued by the Department of Pension and Pensioners' Welfare, on the subject cited above for information and strict compliance.

(Anang Rawat)
(Dy. Controller of Accounts)

To

1. All Pr. CCAs/CCAs/CAs/AGs (as per list) with request to issue direction to their PAOs accordingly.
2. All Authorised Banks for payment of pension

No. 4/05/2019-P&PW(D)

भारत सरकार

कार्मिक, लोक शिकायत एवं पेंशन मंत्रालय

पेंशन एवं पेंशनभोगी कल्याण विभाग

तृतीय तल, लोक नायक भवन

खान मार्केट, नई दिल्ली-110003

दिनांक: 23 मार्च, 2022

OFFICE MEMORANDUM

Sub: Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS (OPD) facility and vice-versa-reg

The undersigned is directed to say that the Central Government Civil Pensioners/Family Pensioners residing in areas not covered under Central Government Health Scheme administered by the Ministry of Health & Family Welfare and corresponding health schemes administered by other Ministries/Departments for their retired employees for meeting expenditure on their day-to-day medical expenses that do not require hospitalization, are entitled to receive a monthly Fixed Medical Allowance (FMA). The amount of FMA was revised from time to time and was last revised to Rs. 1000/- p.m. w.e.f. 01.07.2017 vide this Department's OM No. 4/34/2017-P&PW(D) dated 19.07.2017.

2. Only those Pensioners/Family Pensioners who are residing in an area not covered by CGHS, and specifically opt for not availing of OPD facilities in the nearest CGHS dispensary, are entitled medical allowance. An option is required to be exercised by a retiree at the time of retirement for availing OPD medical facility or FMA. Only one change in option in the life-time of a Pensioner/Family Pensioner is allowed.

3. The Department-related Parliamentary Standing Committee on Personnel, Public Grievances, Law and Justice, in its 110th report on "Pensioner's Grievances-Impact of Pension Adalats and Centralized Pensioners Grievance Redress and Monitoring System (CPENGRAMS)" has made following recommendation :

(3.22) The Committee takes note of the difficulties faced by pensioners in surrendering their Fixed Medical Allowance (FMA) and getting FMA Surrender Certificate to avail CGHS indoor & outdoor (OPD) facilities, and, accordingly, recommends DoPPW and CGA that the procedural loopholes coming in this way should be plugged and ensure that all such pensioners should get FMA Surrender Certificates in a hassle free manner through online mode under intimation to the bank concerned and a timeline should be fixed in this regard.

Contd/...

4. If a Pensioner/Family Pensioner who is residing in a non-CGHS areas and is in receipt of FMA, intends to avail the OPD facility under CGHS, etc, he has to forego FMA to become eligible for OPD facility under CGHS. However, in the absence of any guidelines for discontinuance of FMA by the Bank and issue of CGHS card for OPD facility, Pensioners/Family Pensioners are often facing difficulty in exercising revised option in this regard. The matter has been examined in consultation with Ministry of Health and Family Welfare and Central Pension Accounting Office and the following procedure is laid down in this regard:-

(i) If a Pensioner/Family Pensioner residing in non-CGHS area shifts his/her residence to a CGHS covered area, he/she no longer remains eligible for FMA irrespective whether he/she avails the CGHS facility or not. It will, therefore, be the responsibility of the Pensioner/Family Pensioner that on shifting from a non-CGHS area to a CGHS covered area and while requesting for change of address from a non-CGHS area to a CGHS covered area, he/she will apply to the Bank in **Form 2** for discontinuation of his/her FMA. The pension disbursing banks will also make a provision in their system so that whenever a Pensioner/Family Pensioner gives an intimation regarding change of residence from a non-CGHS area to a CGHS covered area, the FMA being paid to the Pensioner/Family Pensioner would automatically be stopped, irrespective whether or not the Pensioner/Family Pensioner has requested in Form-2 for stoppage of his/her FMA.

On receipt of an application in Form-2 from the Pensioner/Family Pensioner, who has shifted from a non-CGHS area to a CGHS covered area, the Bank will issue a certificate in **Form-3** regarding discontinuation of FMA to the Pensioner/Family Pensioner **within three working days** from the date of receipt of the application for the said certificate. Thereafter, it will be open to the Pensioner/Family Pensioner to apply to the CGHS authorities for issue of a CGHS card for both OPD and IPD facility, by payment of requisite CGHS contributions.

In case the Pensioner/Family Pensioner applies for issue of a CGHS card, the same will be issued to him/her by the CGHS authorities as per their laid down procedure, if the Pensioner/Family Pensioner otherwise fulfils the eligibility conditions for issue of CGHS Card. The CGHS authorities will, however, issue a provisional CGHS card to the Pensioner/Family Pensioner **within four working days** from the date of completion of all formalities and deposit of contributions by the Pensioner/Family Pensioner and such provisional Card will remain valid till issue of a final CGHS Card.

(ii) If a Pensioner/Family Pensioner, residing in a non-CGHS area and availing FMA in lieu of OPD facility, intends to avail CGHS facility for both OPD and IPD, he/she may apply to the concerned branch of the pension disbursing bank in Form-2 for discontinuation of FMA, to enable him/her to apply to the CGHS authorities for the CGHS facility. The Pensioner/Family Pensioner will also give an undertaking in Form-2 to the Bank that the option being exercised by him/her to avail medical facility under CGHS or other similar Health Scheme of their respective Ministry/Department, is a one-time option and that he/she has not availed the facility of change of option from CGHS to FMA in the past. The pension disbursing bank shall, thereafter, stop the payment of FMA

FMA Form 2

To

The Manager,

.....Bank

Sub: Application for discontinuation of Fixed Medical Allowance

Sir/Madam,

I am presently drawing pension/family pension, with FMA, from your Bank and my particulars are as given below:

- | | |
|----------------------------------|---------|
| 1. Name | :-..... |
| 2. Pension Sanctioning Authority | :-..... |
| 3. PPO Number | :-..... |
| 4. Bank Account Number | :-..... |
| 5. Contact Number | :-..... |
| 6. Present Address | :-..... |

2. I hereby request you to discontinue my FMA due to the following reason::

- (a) I have changed residence from a Non-CGHS area to a CGHS covered area
(b) I am residing in a non-CGHS area but intend to avail CGHS facility for both IPD and OPD

* (strike out which is not applicable)

3. It is also requested that a certificate regarding discontinuation of FMA may be issued to me for taking further action in the matter.

(UNDERTAKING)

I hereby declare that the option being exercised by me to avail medical facility under CGHS or other similar Health Scheme of their respective Ministry/Department, is a one-time change in option and that I have not availed the facility of change of option from FMA to CGHS in the past.

Date:

(Signature of the Pensioner/Family Pensioner)
Name of the Pensioner/Family Pensioner

ACKNOWLEDGEMENT

Received request from Shri/Ms..... a Pensioner/Family Pensioner (PPO No.) for discontinuation of Fixed Medical Allowance as part of his/her pension.

Date:

Seal of the Bank

Name, Designation & Signature of the representative of the Bank

FMA Form 3

Certificate from Bank regarding Stoppage of Fixed Medical Allowance of Pensioner/Family Pensioner

This is to certify that on receipt of request from the following Pensioner/ Family Pensioner, payment of Fixed Medical Allowance (FMA) as part of his/her pension/family pension has been discontinued by the bank:

Details of Pensioner/ Family Pensioner

1. Name :- _____
2. Pension Sanctioning Authority :- _____
3. PPO Number :- _____
4. Bank Account Number :- _____
5. Contact Number :- _____
6. Present Address :- _____
7. Date from which FMA has been discontinued :- _____
8. Reason given by Pensioner/Family Pensioner for discontinuation of FMA:

(a) Change of residence from a non-CGHS area to a CGHS covered area

(b) Residing in Non CGHS area but intends to avail OPD facility under CGHS

*(strike out which is not applicable)

The Pensioner/Family Pensioner has given an undertaking to the Bank that the option being exercised by him/her to avail medical facility under CGHS or other similar Health Scheme of their respective Ministry/Department, is a one-time option and that he has not availed the facility of change of option from CGHS to FMA in the past.

Encl: Copy of application and undertaking from Pensioner/ Family Pensioner.

(FMA Form-4)

[Intimation to be given by CPPC of the concerned bank to the Central Pension Accounting Office regarding stoppage of Fixed Medical Allowance (FMA)]

To

Central Pension Accounting Office
Bhikaji Cama Place, Trikot-II
New Delhi-110066

Sir/Madam,

It is intimated that on receipt of a request in this respect, Fixed Medical Allowance to the Pensioner/Family Pensioner, whose details are given below, has been discontinued:

Name of the Pensioner/Family Pensioner	
PPO Number	
Date of Retirement	
Pay and Accounts Office	
Date of discontinuation of FMA	

Encl: Copy of application received from Pensioner/Family Pensioner regarding stoppage of FMA

Signature of Officer issuing Certificate along with stamp of bank

Name of Officer issuing the certificate....

Name and address of Bank.

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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/Correspondence with PAOs/2022-23 / 6824/112

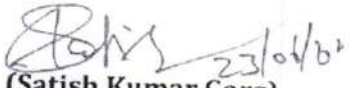
23.06.2022

OFFICE MEMORANDUM

Subject- Nomination of Pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears.

The undersigned is directed to forward O.M. No.1/2(40)/2022-P&PW (E) dated March 31, 2022 (copy enclosed), issued by the Department of Pension and Pensioners' Welfare, on the subject cited above for information and strict compliance.

Encl:- As above


(Satish Kumar Garg)
Sr. Accounts Officer (IT & Tech)

To

1. All Pr.CCAs/CCAs/CAs/AGs with a request to direct PAOs under their jurisdiction for the compliance
2. Heads of CPPCs of all Authorised Banks
3. Heads of GBDs of all Authorised Banks

Copy to-

1. PS to CC(P)
2. PA to CA
3. PA to Dy. CA
4. Sr. AOs of A-I, A-II, A-III & AIS Section to keep a watch on nomination form alongwith fresh pension cases.

6. In view of the above, all Ministries/Departments, Accounts Offices/CPAO and Pension Disbursing Authorities/Banks are enjoined upon to strictly follow the procedure for handling of the nominations of the pensioners submitted under the Payment of Arrears of Pension (Nomination) Rules, 1983. In short, the following actions are required to be taken by Ministries/Departments, Accounts Offices/CPAO and Pension Disbursing Authorities/Banks in this regard:

Actions by Ministries/Departments and attached/subordinate offices thereunder

- i. Obtain nomination in Form A from the retiring employees, in triplicate. The Head of Office or Department must return the duly attested duplicate copy of the nomination to the retiring employee, as acknowledgement, within 30 days of the receipt of nomination from the retiring employee.
- ii. Affix the acceptance of nomination in the triplicate copy of the nomination form and forward it to the Accounts Officer, along with the pension papers/pension case, for onward transmission to the CPAO/Pension Disbursing Authority along with the Pension Payment Order.

Action by the Accounts Officers

- i. Forward the triplicate copy of the nomination form, duly accepted by the Head of Office, along with the Pension Payment Order, to the Central Pension Accounting Office for onward transmission to the Pension Disbursing Authority along with the Pension Payment Order/Special Seal Authority.

Action by the Central Pension Accounting Office

- i. Forward the triplicate copy of the nomination form, duly accepted by the Head of Office, along with the Pension Payment Order to the Pension Disbursing Authority/Bank along with the Pension Payment Order/Special Seal Authority.

Actions by the Pension Disbursing Authority/Bank

- i. Retain the triplicate copy of the nomination of the pensioner, as received from Accounts Officer/CPAO, for record.
- ii. Keep a proper record in their system in respect of the nominations received from the Accounts offices/CPAO.
- iii. Review the availability of nomination under the Payment of Arrears of Pension (Nomination) Rules, 1983 in respect of all pensioners. In case, nomination in respect of any pensioner is not available in the record of the PDA/Bank, the concerned pensioner may be advised by the PDA/Bank to submit the same in Form A forthwith.
- iv. Accept any modification of existing nomination/fresh nomination from the pensioner in Form A (in triplicate) of the Payment of Arrears of Pension (Nomination) Rules, 1983 and return to the pensioner the duly attested duplicate copy of the nomination within thirty days of the receipt of nomination.
- v. Send the triplicate copy of the nomination to the CPAO/Accounts Officer of the Department from where the pensioner had retired and retain the original copy of the nomination for record.
- vi. Instruct the staff dealing with pensioners to accept any fresh nomination or modification in the existing nomination submitted by the pensioners in Form A.
- vii. Keep a proper record in their system in respect of the fresh nominations/modifications received from the pensioners.
- viii. Indicate the status of availability of nomination under the Payment of Arrears of Pension (Nomination) Rules, 1983 in Pension Seva Portals or any other similar portal maintained by them.
- ix. Indicate the status of availability of nomination under the Payment of Arrears of Pension (Nomination) Rules, 1983 in the monthly pension slips issued by them to the pensioners.

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फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA
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DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tec/Gallantry Award/26/2022-23/ 118

06.07.2022

OFFICE MEMORANDUM

Sub:- Payment and reimbursement on account of LTC to the pensioners/Family pensioner of UT Chandigarh - reg.

Attention is invited to this office OM No. CPAO/IT & Tech/UT Chandigarh/F.No.50/2020-21/64 dated 18.12.2020 vide which all the Central Pension Processing Centres (CPPCs) were informed that LTC facility has been extended by the Punjab Government to the pensioners/family pensioners. Copies of OMs issued by UT Chandigarh and Punjab Government on the matter were also circulated.

This office has been receiving queries regarding reimbursement of payment made to Union Territory of Chandigarh pensioners on account of LTC. This office has made necessary changes in e-scroll Format 'A' (copy enclosed) as well as CPAO server for payment and recovery of amount of LTC in respect of Union Territory of Chandigarh Pensioners.

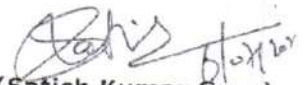
This office has also carried out modifications in Format 'A' regarding Payment and Recovery of monetary allowances pertaining to Gallantry Awards and Police Medals to the CAPF personnel.

In view of the above, Heads of CPPCs/GBDs of all Authorized banks are requested to update the above mentioned changes in Format 'A' for future references.

This issues with the approval of the Chief Controller (Pensions).

Yours Sincerely

Encl:- As above


(Satish Kumar Garg)
Sr. Accounts Officer (IT & Tech)

TO,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P), CPAO
2. Sr. TD, NIC (CPAO)
3. PA to CA, CPAO
4. PA to Dy. CA, CPAO

Sr No	Field Name	Type	Maximum Width (character)	Description
28	DATE OF PAYMENT OF DIFF. GRATUITY	D	8	Date of Payment of Differential Gratuity Amount
29	CONSTANT ATTENDANT ALLOWANCE PAID	N	8	Constant Attendant Allowance Paid for disability Pension
30	D.A. ARREARS	N	8	Arrears Amount
31	OTHER ARREARS	N	8	Other Arrears Amount
32	OTHER PENSION PAID	N	8	Other Pension Payment Paid
33	GROSS PENSION PAID*	N	8	Gross Pension Amount =(14+15+16+17+19+20+21+22+23+25+27+29+30+31+32)
34	CURRENT YEAR SUPERANNUATION PENSION RECOVERY AMOUNT	N	8	Current Superannuation Pension Recovery Amount
35	CURRENT YEAR FAMILY PENSION RECOVERY AMOUNT	N	8	Current Family Pension Recovery Amount
36	CURRENT YEAR COMMUTATION RECOVERY AMOUNT	N	8	Current Commutation Pension Recovery Amount
37	CURRENT YEAR GRATUITY RECOVERY AMOUNT	N	8	Current Gratuity Amount
38	PREVIOUS YEAR SUPERANNUATION PENSION RECOVERY AMOUNT	N	8	Previous Superannuation Pension Recovery Amount. ***
39	PREVIOUS YEAR FAMILY PENSION RECOVERY AMOUNT	N	8	Previous Family Pension Recovery Amount. ***
40	PREVIOUS YEAR COMMUTATION RECOVERY AMOUNT	N	8	Previous Commutation Pension Recovery Amount. ***
41	PREVIOUS YEAR GRATUITY RECOVERY AMOUNT	N	8	Previous Gratuity Amount. ***
42	LTC RECOVERY (UT Chandigarh Pensioners)#	N	6	Leave Travel Concession Recovery Amount#
43	GALLANTRY AWARD RECOVERY #	N	6	Gallantry Award Recovery #
44	INCOME TAX	N	8	Income Tax
45	NET PAID*	N	8	Net Amount Paid= 33- (34+35+36+37+38+39+40+41+42+43)
46	YEAR MONTH WHEN PAYMENT DUE*	N	6	Year & Month Of Pension Paid (YYYYMM)
	Max Record		498	453+45=498 Including Delimiter

Note:

1:- Data in file should be Pipe (|) delimited and records by a line break or end-of-line (EOL) (EOL) character i.e. Carriage Return/Linefeed (CR/LF).

2:- * Mandatory Columns.

3:- ** Transaction ID should be unique in scroll.

4:- *** In respect of bifurcation of recovery amount in current and previous financial year, it was agreed upon by the committee members that till such time no bifurcation is available, Banks may show entire amount in the current years recovery column. However, going forward Banks should target to bifurcate the recovery amount as desired by CPAO.

5:- - If there is more than one credit in a pensioner's account then it can be different for each transaction.

6:- # Newly Added Columns LTC (UT Chandigarh Pensioners) & Gallantry Award Payment / Recovery.

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CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
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PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/BankPerformance/37Vol-III(A)/101636/2022-23/124

19.07.2022

OFFICE MEMORANDUM

Subject: Providing Form 16 to all pensioners and family pensioners

The undersigned is directed to say that grievances are being received from Pensioners/ Family Pensioners about the non-issuance of Form 16 by the paying branches of the Agency Banks.

2. In this connection it is informed that Para 11.1 (vii) of the Scheme Booklet places the responsibility for issuance of Form 16 on the paying branch. The relevant paragraph is reproduced below for reference:

As the drawing and disbursing agency, the CPPC will be responsible for the deduction of TDS and its report to CPAO through scrolls and other reports as required by CBDT from time to time. While deducting such tax from pension payment, the paying branch will also allow deduction on account of reliefs available under Income Tax Act from time to time on production of proper and acceptable evidence of eligible savings by pensioners. The paying branch will issue to the pensioner in April each year a certificate of tax deducted in the form prescribed in the Income Tax Rules. The paying branch will also issue Certificate of Income from pension to the pensioner in the form as above with necessary modification, even in cases where no income tax is deducted at source, if the pensioner applies for such a certificate in writing.

3. All the Authorised Banks are hereby directed to comply with the provisions of the Scheme Booklet and issue Form 16 to all pensioners and family pensioners to enable them to file their Income tax Returns.

4. This issues with the approval of Chief Controller (Pensions).

(Anang Rawat)
(Dy. Controller of Accounts)

To

1. All Heads of CPPCs of Authorised Banks

Copy to-

1. PS to CC(P)
2. PA to CA

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CPAO/IT&Tech/Gallantry Award/26/2022-23/ 125

19.07.2022

OFFICE MEMORANDUM

Sub:- Payment of allowances attached to Gallantry Awards/Police Medals along-with pension - reg.

Attention is invited to this office OM No. CPAO/IT & Tech/Gallantry Award/26/2022-23/90 dated 03.06.2022 vide which all the Pr. CCAs/CCAs/CAs/AGs were informed regarding approval of Finance Secretary & Secretary (Expenditure) for making payment of Monetary Allowances attached to Gallantry Awards/Police Medals to retired personnel from the pension grant. It was also intimated that the standard operating procedure for processing of fresh and revision pension cases will be shared by CPAO.

CPAO has amended the Special Seal Authority (SSA) format for processing fresh and revision pension cases pertaining to monetary allowances attached to Gallantry Awards and Police medals and now stands ready to process these cases. A unique format has also been designed for migration of legacy Gallantry Awardee pensioners to be submitted by the PAOs to CPAO for issuing necessary Pension Authority (copy enclosed).

In view of the above, all the Pr. CCAs/CCAs/CAs/AGs are requested to direct their respective PAOs to send the desired information in enclosed format duly signed and affixing the special seal for issuing necessary revision authority to CPPC for making payment of allowances attached to Gallantry Award/Police Medals along with Pension.

This issues with the approval of the Chief Controller (Pensions).

Encl: As above.

(Anang Rawat)
Dy. Controller of Accounts

TO,

1. All Pr. CCAs/CCAs/CAs/AGs (as per list)
2. Under Secretary, Department of Pension and Pensioners Welfare, 3rd Floor, Lok Nayak Bhavan, Khan Market, New Delhi- 110003.
3. **Heads of CPPCs of All Authorized Banks (as per list)**- CPAO has modified e-scroll Format 'A' for reporting of expenditure incurred on account of Gallantry Award and already circulated vide this office OM No. CPAO/IT&Tech/Gallantry Award/26/2022-23/118 dated 06.07.2022. It is further requested to kindly upgrade your system for making payment of Monetary Allowance attached to Gallantry Award/Police Medals as per the revision authority issued by CPAO.

Copy to:

1. Sr. PPS to CGA O/o CGA, Mahalekha Niyantrak Bhawan E-Block, GPO Complex, INA, New Delhi- 110023
2. Ps to Addl. CGA (A&FR), Mahalekha Niyantrak Bhawan E-Block, GPO Complex, INA, New Delhi- 110023
3. PS to CC (P), CPAO
4. PA to CA, CPAO
5. Sr. TD, NIC (CPAO)

PAO

(Revision Authority for Monetary Allowance attached With Gallantry Awards)

No.

Dated. .././....

To
The PAO
CPAO

Sub:- Revision of Pension of Sh....., holder of PPO number, at branch (IFSC CODE:.....,BSR Code:.....):Name of bank:xxxxxxxxxx, Account Number:XXXXXXXXXX

Sir/Madam,

Consequent upon approval by the Finance Secretary & Secretary (Expenditure) for making payment of Monetary Allowances attached to Gallantry awards/Police Medals to retired personnel from the Pension grant these payments have now become a part of pension and shall be made along with Pension through the Central Pension Accounting Office (CPAO).

I request you to made arrangement for carrying out the modifications in both the halves of the said PPO as detailed below:-

Name of Pensioner:-	
PPO No.	
For officers of All India Service Service Cadre; State Cadre; Batch/Year	
Gallantry Awardee:-	Y/N
Monetary Allowance paid upto..... by the PAO	
Amount of Monetary Allowances attached with the Gallantry award to be paid by the Pension Disbursing Authority:	RS.XXXX w.e.f. XXXXXXXX

Note:-

1. No dearness relief is to be paid on Allowances attached with the Gallantry award.
2. Document in support of Gallantry Awardees may be attached for reference.

Yours faithfully,

Pay & Accounts Officer
(With Special seal)

Copy forwarded to Diary No.

1. Pensioner
2. DDO

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केन्द्रीय पेंशन लेख कार्यालय
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फोन : 26174596, 26174456, 26174438



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CPAO/IT&Tech/7th CPC Revision/19 Vol. III (E)/2022-23/128

02.08.2022

OFFICE MEMORANDUM

Sub:- Procedure for implementation of change of option by a Pensioner/Family Pensioner from FMA to CGHS (OPD) facility and vice-versa- reg.

Attention is invited to Department of Pension and Pensioner's Welfare (DoP&PW) OM No. 4/05/2019-P&PW(D) dated 23rd March, 2022 wherein the revised procedure for implementation of option by a Pensioner/Family Pensioner from Fixed Medical Allowance (FMA) to CGHD (OPD) facility is laid down.

The Central Pension Accounting Office (CPAO), in this regard, has designed a unique format of special seal authority (SSA) and updated its database for processing of cases with regard to discontinuation of FMA. Now, on receipt of intimation in FMA Form-4 from the Central Pension Processing Centre (CPPC) regarding stoppage of FMA to pensioner/family pensioner, CPAO will update its database and issue revision authority for necessary updation in records of Pay and Accounts Office.

In view of the above, all the Pr. CCAs/CCAs/CAs/AGs are requested to issue instructions to PAOs under their control to make necessary changes in their record.

This issues with the approval of the Chief Controller (Pensions).

(Satish Kumar Garg)
Sr. Accounts Officer (IT & Tech)

TO,

1. All Pr. CCAs/CCAs/CAs/AGs (as per list)
2. Under Secretary, Department of Pension and Pensioners Welfare, 3rd Floor, Lok Nayak Bhavan, Khan Market, New Delhi- 110003.
3. Heads of CPPCs of All Authorized Banks (as per list) - for information.

Copy to:

1. PS to CC (P), CPAO
2. PA to CA, CPAO
3. Sr. TD, NIC (CPAO)
4. PA to Dy. CA

**CENTRAL PENSION ACCOUNTING OFFICE
GOVERNMENT OF INDIA
TRIKOOT-2, BHIKAJI CAMA PLACE, NEW DELHI-110066**

File No.:-

Diary No.

Dated:

To,
Pay & Accounts Office

Subject:- Discontinuation of Fixed Medical Allowance (FMA) in r/o Sh./Smt. _____ Holder of PPO No.-----

Sir/Madam,

In pursuance of the revised procedure for implementation of change of option by a Pensioner/Family Pensioner from Fixed Medical Allowance (FMA) to CGHS (OPD) facility, circulated vide DoPPW OM No. 4/05/2019-P&PW(D) dated 23.03.2022, the CPPC has informed that the FMA to the Pensioner/Family Pensioner, whose details are given below has been discontinued:

Name of the Pensioner/Family Pensioner	
PPO Number	
Date of Retirement	
Pay and Accounts Office	
Date of discontinuation of FMA	

Necessary updation has been made in PARAS (CPAO Databse). This is for information and necessary action in terms of the OM cited above.

Yours faithfully

Pay and Accounts Officer

Encl: Copy of FMA Form-4 received from CPPC

Copy Forwarded To:

Diary No.:

1 The Manager, CPPC _____

2 (Pensioner): Sh./Smt. _____

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/UT Chandigarh/50/6476/2022-23/ 153

06.09.2022

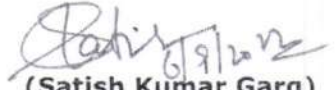
OFFICE MEMORANDUM

Sub:- Revision of Pay Scales in pursuance of recommendation of 6th Punjab Pay Commission for Chandigarh Administration.

The undersigned is directed to forward the following notifications, adopted for employees/retirees of Chandigarh Administration, received from Office of the Accountant General (A & E), Punjab & UT Chandigarh for pensioners of Chandigarh Administration as per 6th Punjab Pay Commission-

1. 7000/15/7-F&PO(7)/2021/9520 dated 27.08.2021
2. 7000/15/7-F&PO(7)/2021/12975 dated 09.11.2021
3. 7000/15/7-F&PO(7)/2022/815 dated 18.01.2022
4. 65/1/34-UTFII(12)-2022/8379 dated 02.06.2022
5. 65/1/34-UTFII(12)-2022/1072 dated 21.01.2022
6. 65/1/34-UTFII(12)-2022/1067 dated 21.01.2022
7. 99/1/04-UTFII(12)-2022/3076 dated 03.03.2022

All the heads of CPPCs of Authorized Banks are requested to follow above notifications for payment of pension to the pensioners/family pensioners of UT Chandigarh.


(Satish Kumar Garg)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P), CPAO
2. Sr. TD, NIC (CPAO)
3. PA to CA, CPAO
4. PA to Dy. CA, CPAO

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
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GOVERNMENT OF INDIA
MINISTRY OF FINANCE
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CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/Bank Performance/37 Vol-III (A)/ 10638/2022-23/162

27.09.2022

OFFICE MEMORANDUM

Subject: Determination of relevant date from which senior retired AIS officers should be paid additional 20% of basic pension

The undersigned is directed to forward O.M No. 29018/10/2022-AIS-II (Pension) dated 23.08.2022, issued by the Department of Personnel and Training, on the subject cited above for information and strict compliance.

Amit

(Amit Malhan)
(Dy. Controller of Accounts)

To,

1. Heads of CPPCs of all Authorised Banks
2. Heads of GBDs of all Authorised Banks

Copy to-

1. P.S to CC(P)
2. PA to CA
3. PA to Dy. CA



CPAO/IT & Tech/Gallantry Award/26/2022-23 /172

10.10.2022

Office Memorandum

Sub:- Updation of Format 'A' of e-scroll.

Attention is invited to CPAO's OMs dated 03.08.2022 and 12.08.2022 wherein all Authorised Banks were requested to carry out modification in their system in order to capture data for payment and recovery of pension/family pension on account of LTC to UT Chandigarh Pensioners /Family pensioners and payment and recovery of monetary allowances pertaining to Gallantry Awards and Police medals. All the CPPCs were subsequently directed to update their system for consumption of data from updated XML files by 01.09.2022.

It is noted that CPAO has not been informed of the present status of your system even after many requests and granting the grace period of one month till 30.09.2022. It is assumed that necessary modification have been done in your system. It is informed that old Format A has been removed from CPAO's system effective immediately and Banks will only be able to access revised Format A.

This issues with the approval of the competent authority.

Amit

(Amit Malhan)
(Dy. Controller of Accounts)

To,

1. Heads of CPPCs of all Authorised Banks
2. Heads of GBDs of all Authorised Banks

Copy to-

1. P.S to CC(P)
2. PA to CA



CPAO/IT & Tech/Bank Performance/37 Vol-III/6476/2022-23 /175

14.10.2022

OFFICE MEMORANDUM

Sub:- Alert to pensioners- Beware of fraud calls - reg.

It has come to notice of this office that the cyber malefactors have been calling to pensioners to update their Life Certificate by getting their data from somewhere as date of appointment, date of retirement, PPO number, Aadhaar number, e-mail, address, monthly pension, nominee etc. The fraudsters call pensioners with their data to convince them that they are calling from Pension Department and ask the pensioners to share OTP for updating their Life Certificate. Once they get OTP from pensioners, the fraudsters get direct access to their bank accounts and transfer the amount from pensioners' account to a fraud account.

2. In this regard, all the pensioners are cautioned to beware of these type of fraud calls and intimated that no person on behalf of CPAO calls to pensioners to ask any detail or share OTP. Therefore, all the pensioners are advised not to share OTP or any other detail etc. for any updation for pension to avoid such frauds.

3. Scheme Booklet of CPAO (Para 14) may be referred for submission of certificates and different modes available with pensioners for submission of Life Certificate. Department of Pension and Pensioner's Welfare (DoP&PW) OM No. 1(8)/2021-P&PW(H)-7468 dated 30th September, 2022 (copy enclosed) regarding submission of Annual Life Certificate may also be referred.

This issues with the approval of the competent authority.

Encl:-As above

Amit

(Amit Malhan)
(Dy. Controller of Accounts)

To

1. All the stakeholders for awareness.
2. **Heads of CPPCs of All Authorized Banks (as per list)**- To spread awareness among pensioners to avoid frauds and take cognizance of DoP&PW OM No. 1(8)/2021-P&PW(H)-7468 dated 30th September, 2022 regarding submission of Annual Life Certificate.

Copy to:

1. PS to CC (P), CPAO
2. PA to CA, CPAO
3. Sr. TD, NIC (CPAO)- to upload on website of CPAO.

No. 1(8)/2021-P&PW(H)-7468

Government of India

Ministry of Personnel, Public Grievances and Pensions
Department of Pension and Pensioners' Welfare

8th Floor, B-Wing, Janpath Bhawan
Janpath, New Delhi-110001

Dated the 30th September, 2022

OFFICE MEMORANDUM

Subject: Submission of Annual Life Certificate

Every Central Government pensioner has to submit **Annual Life Certificate** in the month of November for further continuation of pension. It has been observed that a large number of Central Government pensioners physically visit bank branches for this purpose.

2. As a measure to enable an additional exclusive window to very senior pensioners, this Department, vide its OM No. 1/20/2018-P&PW(E) dated 18.07.2019, has allowed the pensioners in the age group of 80 years and above, to submit Annual Life Certificate from 1st October onwards, instead of 1st November onwards, every year.

3. The different modes available to a pensioner for submission of Annual Life Certificate are once again summarized for Pensioners' awareness. An Annual Life Certificate can be submitted manually or digitally as per convenience of the pensioner by following modes: -

- i. Life certificate can be recorded by Pension Disbursing Authorities (PDAs), if the pensioner physically appears before the PDA.
- ii. Personal appearance of a pensioner will not be required, if the pensioner submits the life certificate form signed by any 'designated official'. In accordance with para 14.3 of the Scheme Booklet issued by CPAO, a pensioner who produces a life certificate in the prescribed form, signed by persons specified, is exempted from personal appearance. A list of designated officials specified for signing the Life Certificate as per the scheme booklet of CPAO is attached as **Annexure-I**.

- iii. Pensioners can submit Life Certificate online through **Jeevan Pramaan Portal**. The process of submission of Digital Life Certificate through "Jeevan Pramaan" may be seen at <https://youtu.be/nNMlkTYqTF8>. UIDAI has provided details of all biometric devices which are permissible for capturing biometrics of a person. Pensioners may visit the site www.uidai.gov.in to get information of all such devices.
- iv. **India Post Payments Bank (IPPB)** of Department of Posts along with Meity have successfully launched the initiative of the Department of Pension & Pensioners' Welfare: **"Doorstep Service for submission of Digital Life Certificate through Postman"** in November 2020. IPPB is utilizing its national network of more than 1,36,000 access points in Post Offices and more than 1,89,000 Postmen & Gramin Dak Sevaks with smart phones and biometric devices to provide Doorstep Banking Services for generation of Digital Life Certificates. For leveraging this facility through a mobile phone, a pensioner has to download **"Postinfo APP"** from Google Play store. The process of submission of Digital Life Certificate through Postmen/Gramin Dak Sevaks may be seen at https://youtu.be/cERwM_U7g54.
- v. **Doorstep Banking** is also available through the Alliance comprising 12 **Public Sector Banks which do "Doorstep Banking"** for its customers in 100 major cities of the country under Ease of Banking reforms. PSB Alliance has introduced the service for collection of Life Certificates under the umbrella of Doorstep Banking. DSB Agent shall visit the doorstep of Pensioner to render the service. Service can be booked by the pensioner through any of the 3 channels i.e. Mobile App, Website or Toll Free Number.
- Mobile App i.e. **"Doorstep Banking (DSB)"** can be downloaded from Google Playstore.
 - Pensioners can access through Web Browser i.e. <https://doorstepbanks.com/> & <https://dsb.imfast.co.in/doorstep/login>
 - Through Toll free Number:- 18001213721, 18001037188.

vi. Pensioners can also submit Life Certificates using the **Face Authentication** technology system based on UIDAI Aadhaar software whereby it is possible to generate a Digital Life Certificate from any Android based smart phone by capturing the live photograph of the pensioner for online submission on the Jeevan Pramaan mobile application. The process flow for generating DLCs through Face Authentication is available on DoPPW's Pensioners' Portal → Jeevan Pramaan → Process flow of face authentication technique for DLC generation. (<https://pensionersportal.gov.in/Document/Face%20Authentication%20Process%20of%20Jeevan%20Pramaan%20App%20.pdf>).

4. All Pension Disbursing Authorities are requested to take note of this OM for compliance and give wide publicity of the same amongst pensioners.

5. This issues with the approval of the competent authority.



(Ashok Kumar Singh)

Under Secretary to the Govt. of India

Tel. No. 23310108

To

1. CMDs/CPPCs of all Pension Disbursing Banks and Pension Disbursing Authorities.
2. Central Pension Accounts Office (CPAO), Ministry of Finance, Department of Expenditure, Trikot-II, Bhikaji Cama Place, New Delhi.
3. Chairman, Railway Board, Ministry of Railways, Rail Bhawan, New Delhi.
4. Secretary, Ministry of Defence, South Block, New Delhi.
5. Secretary, Department of Ex-Servicemen Welfare, South Block, New Delhi.
6. Secretary, Department of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi.
7. Secretary, Department of Telecommunications, Sanchar Bhavan, New Delhi.
8. Secretary, Department of Posts, Dak Bhavan, New Delhi
9. All Chief Secretaries of States.
10. NIC: -for posting on website of this Department.
11. All Pensioners Associations under Pensioners' Portal: - for giving wide publicity among pensioners.

List of persons specified for signing the Life Certificate (para 14.3 of Scheme
Booklet by CPAO)

- i. A person exercising the powers of a Magistrate under the Criminal Procedure code;
- ii. A Registrar or Sub-Registrar appointed under Indian Registration Act;
- iii. A Gazetted officer of the Government;
- iv. A Police Officer not below the rank of Sub-Inspector in-charge of a Police Station;
- v. A Postmaster, a departmental Sub-Postmaster or an Inspector of Post Offices;
- vi. A Class-I officer of the Reserve Bank of India, an officer (including Grade II officer) of the State Bank of India or of its subsidiary;
- vii. A Justice of Peace;
- viii. A Block Development Officer, Munsif, Tehsildar or Naib Tehsildar;
- ix. A Head of Village Panchayat, Gram Panchayat, Gaon Panchayat or an
- x. Executive Committee of a Village;
- xi. A Member of Parliament, of State legislatures or of legislatures of Union Territory Governments/Administrations;
- xii. Treasury Officer.

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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 & Tec/PFMS/84 (P.F)/2022-23/11144/ 189

28.10.2022

Office Memorandum

Subject: Regarding e-PPO implementation

The O/o CGA is contemplating the implementation of e-PPO exclusively and CPAO has been requested to collate certain data for smooth implementation of the same. It is expected that all the banks disbursing pension/family pension are consuming the e-PPOs electronically under seamless process. You are requested to inform this office if there is any manual intervention involved in your system while receiving pension case from CPAO for disbursing pension to the pensioner/family pensioners. The information should be submitted latest by 4th November, 2022.

This issues with the approval of the Chief Controller (Pensions).

Amit

(Amit Malhan)

Dy Controller of Accounts

To

1. All Heads of CPPCs (of all authorised banks)

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/Misc. Corres/35 Vol-II (P.F)/ 2022-23 / 8535/198

10.11.2022

Office Memorandum

Subject: Irregularities in payment of pension and dearness relief by banks in r/o IDA pensioners of FCI

Central Pension Accounting Office (CPAO) has been receiving grievances regarding irregularities in payment of pension and Dearness Relief (DR) in r/o IDA pensioners. One of such grievance has been received from PAO, Food in r/o IDA pensioners (Copy enclosed). In this case, revision of pension was last done w.e.f. 01.01.2007 but CPPCs have revised the pension of IDA pensioners w.e.f. 01.01.2017 without any order. Moreover, CPPCs are not complying with the orders of DR also in r/o IDA pensioners which is resulting in a lot of discrepancies in payment of pension and DR.

2. In this regard, attention is invited to this office OM No. CPAO/IT&Tech/Bank Performance/37/Vol-III/2021-22/181 dated 06.01.2022 wherein instructions regarding payment of DR to civil pensioners of different patterns have been issued as well as to the Para No. 11.1(xvii) of the Scheme Booklet of this office, which states that:-

"The CPPC should have direct access to the websites of the Department of Pension & Pensioners' Welfare, M/o Home Affairs and Ministry of Health & Family Welfare so that these are regularly browsed and orders on Dearness Relief & Medical Allowance issued by various Departments are acted upon immediately."

3. In view of above, all the CPPCs are hereby directed to strictly adhere to the orders of Dearness Relief as issued from time to time by respective Ministries/Department and to comply with the provisions contained in the Scheme Booklet.

This issues with the approval of the Chief Controller (Pensions).

Encl: As above

Amit

(Amit Malhan)
Dy. Controller of Accounts

To

1. Heads of all CPPCs of Authorised Banks

Copy to

1. Pay and Accounts Office, Ministry of Consumer Affairs, Food & PD, Department of Food & PD, 5 Esplanade East, Kolkata- 700 069, West Bengal in reference to your letter dated 23.08.2022

GOVT. OF INDIA
PAY & ACCOUNTS OFFICE
MIN. OF CONSUMER AFFAIRS, FOOD & PD
DEPARTMENT OF FOOD & PD
5, ESPLANADE EAST
KOLKATA - 700 069

TELE-FAX: - (033) 2248-5951
(033) 2262-5133

E-mail: paofdkol@gmail.com
paqkol.fpd@gov.in

No.: A.17011/PAO/Food/Kol/Pen/2022-23/Misc/479

Date: 23/08/22

To,
The Pay & Accounts Officer,
Central Pension Accounting Office,
Min. of Finance, Govt. of India,
Trikoor II Complex, Bhikaji Cama Place,
R.K. Puram, New Delhi - 110066



Sub: Irregularities in payment of pension and dearness relief by banks in r/o IDA pensioners of FCI

Sir/Madam,

Attention is invited to the cited subject and in this regard, the appended points are furnished for necessary compliance at the level of PDA: -

- 1) There are two types of IDA pension/family pension, exist under PAO, Food, Kolkata. IDA Pension/family pension in the pre-revised pattern of basic pension, (i) with Industrial Dearness Relief and (ii) with Central Dearness Relief.
- 2) It has been noticed from eScroll analysis system of CPAO that banks hardly comply with the provision of the said pension pattern while disbursing monthly pension/family pension, especially, the discrepancy is shown while Dearness Relief is paid with pension to IDA pensioners.
- 3) The existing procedure of paying DR to IDA pensioners/family pensioners with CDA DR is regulated in accordance with the guidelines, the details of which are enclosed herewith for ready reference.
- 4) The basic pension of IDA pensioners was last revised w.e.f. 01.01.2007 and is due for the revision from 01.01.2017. No orders regarding such revision have been issued so far. But the CPPCs have revised the pension/family pension of some IDA pensioners/family pensioners without any order.
- 5) CPPCs require to obtain the guidelines of extending such benefit of disbursing Dearness Relief to IDA pensioners. They should also be instructed not to allow such revision of IDA pattern pension without any order. In this regard, they may correspond to such issues with this very office under intimation to CPAO.

In view of the above, you are requested to issue necessary guidelines/instructions to the concerned for doing the needful at the level of PDA as well as PAO.

Yours faithfully,

(Pay and Accounts Officer)

Encl : As above

7ech
20/9/2022
03/10/22
03/10/22

As. Nela

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
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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/NPS Procedure 22 Vol-IV/5428/2022-23/ 266

13.03.2023

OFFICE MEMORANDUM

Sub:- Payment of Pension/Family Pension in respect of NPS subscribers as per Department of Pension and Pensioners' Welfare Notification dated 30th March 2021 - reg.

Attention is invited to Department of Pension and Pensioner's Welfare (DoP&PW) Gazette Notification dated 30th March, 2021 wherein the Central Civil Services (Implementation of National Pension System) Rules, 2021 came into force. The payment of pension/family pension to the pensioners/family pensioners covered under the National Pension System has been regularized through this notification. Therefore, the payment of pension in these cases will be made through the concerned CPPCs of Authorized Banks as OPS. The following categories have been created to process these pension cases:-

- W- Ordinary Family Pension
- X- Invalid Pension
- Y- Extraordinary Pension
- Z- Extraordinary Family Pension

Moreover, in addition to creation of these categories CPAO has upgraded its system and incorporated a field of PRAN for NPS cases. The procedure for processing of these cases in CPAO is at final stage for roll out.

All the CPPCs of Authorized Banks are hereby directed to comply with the following instructions-

1. Include the above mentioned categories of NPS in their system/software.
2. Include a field of 'PRAN' in their system/software.
3. Comply with the Gazette Notification dated 30th March 2021

In case of any technical advice, Sh. Dhiraj Kumar (Scientific Officer- SB, CPAO) at dhiraj.kumar89@nic.in may be contacted.

Further, all the CPPCs of Authorized Banks are requested to intimate this office at the earliest, once these changes are implemented.

This issues with the approval of the Chief Controller (Pensions).


(Satish Kumar Garg)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P), CPAO
2. Sr. TD, NIC (CPAO)

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
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MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
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PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/Bank Performance/37 Vol-III(A)/10638/2022-23/268

22.03.2023

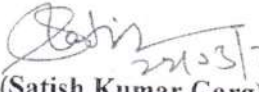
OFFICE MEMORANDUM

Sub:- Issuance of Life Certificate to NRI Pensioners Retirees of Govt. of India across International Geographies - reg.

Central Pension Accounting Office (CPAO) has been receiving grievances regarding non acceptance of Life Certificate by Pension Disbursing Banks on issuance of the same by other authorised bank. In this regard, attention is invited to Para 14.2, Para 14.3 and Para 16.3 (of Para 16- Payment of Pension to N.R.I. Pensioners) of "Scheme for Payment of Pensions to Central Government Civil Pensioners by Authorised Banks" issued by this office. In terms of codal provisions mentioned above, the life certificate in respect of NRI Pensioners/Family Pensioners issued by an officer of an Indian Authorised Bank attached to its branch in the country (outside India) where the pensioner is residing may be accepted by the CPPCs.

2. In view of above, all the CPPCs of authorized banks are requested to strictly follow above mentioned guidelines and accept the life certificate in respect of NRI Pensioners/Family Pensioners signed by the officer of an Indian authorised bank's Foreign Branch (authorised by CPAO for Pension Disbursement) after due verification of Life Certificate issuing authority for smooth disbursement of pension/family pension.

This issues with the approval of the Chief Controller (Pensions).


(Satish Kumar Garg)

Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list).
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P), CPAO
2. Sr. TD, NIC (CPAO)



CPAO/IT & Tech/VSNL Pensioner/98/8481/2023-24 /03

10.04.2023

OFFICE MEMORANDUM

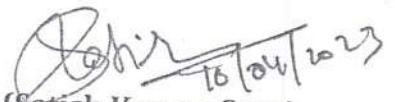
Subject: To diligently address the references of pensioners/family pensioners from the concerned Departments

References are being received from Department of Telecommunication that the Banks are not addressing the issues of submission of life certificate, intimation of death of pensioner/family pensioners, start of family pension after the pensioner has expired, etc, if it pertains to the pensioners/ family pensioners of the Department of Telecommunication. As a result of which, the credit of payment of pension/family pension and other pensionary benefits to the bank accounts of pensioners/ family pensioners are delayed as they have to approach DoT everytime the banks refuse to provide help.

It is informed that the pensionary benefits to regular employees of DoT are being settled through SAMPANN portal of the Department of Telecommunication. However, the other categories of retirees are receiving and will continue to receive (until any orders) pension through CPAO as they have not been migrated to SAMPANN portal.

All the Authorised Banks are directed to verify the details of the pensioners/ family pensioners of the Department of Telecommunication whether they are receiving pension through SAMPANN portal of DoT or Central Pension Accounting Office and therefore, entertain their requests as deemed necessary. All necessary formalities in respect of Pensioners whose case is routed through CPAO must be completed by the PAHBs.

This issues with the approval of the Chief Controller (Pensions).


(Satish Kumar Garg)
(Sr. AO- IT & Technical)

To

1. All Heads of CPPCs of Authorised Banks.

Copy for information-

1. Gp Capt Atul Pokhriyal, Director (Accounts.I), Department of Telecommunications

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/Nomination Form/103/12839/2023-24/13

20.04.2023

Office Memorandum

Subject: Nomination of Pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears

Attention is invited to CPAO's OM dated 23.06.2022 wherein all the Pr. CCAs/CCAs/CAs/AGs were requested to direct their respective PAOs to comply with the DPPW order dated 31.03.2022.

It is observed that PAOs are not forwarding the Nomination Form A to CPAO as per direction of DPPW's order dated 31.03.2022. As a result, CPPCs of the Authorised Banks often do not have the Nomination Form A which is required in the case of death of a Pensioner.

All the Pr. CCAs/CCAs/CAs/AGs are once again requested to direct PAOs under their jurisdiction to strictly comply with DPPW's order dated 31.03.2022 and forward all the requisite documents along with PPO/e-PPO to CPAO for onward transmission to the CPPCs of the Authorised Banks.

Bhupal Nanda
24/4

(Bhupal Nanda)
Chief Controller (Pension)

Enclosed: CPAO's order dated 23.06.2022

To

1. All the Pr. CCAs/CCAs/CAs/AGs

Copy to

1. PS to CC(P), CPAO
2. Sr. AOs of A-I, A-II, A-III, AIS section of CPAO

No. 1/2(40)/2022-P&PW (E)
Government of India
Ministry of Personnel, P.G. & Pensions
Department of Pension & Pensioners' Welfare

3rd Floor, Lok Nayak Bhawan,
Khan Market, New Delhi,
Dated March 31, 2022

To

The CMDs of Pension Disbursing Banks
CPPCs of Pension Disbursing Banks

Subject: Nomination by pensioners under the Payment of Arrears of Pension (Nomination) Rules, 1983 for payment of life-time arrears

I am directed to say that in accordance with the Payment of Arrears of Pension (Nomination) Rules, 1983 notified on 10.09.1983 (Annexure-1), pensioners who retired before the notification of the Rules were required to submit nomination to the respective Pension Disbursing Authority. Every employee who retired or will retire after the notification of the Rules, was/is required to submit the nomination, in triplicate, in Form "A" to the Head of Office or the Department from where he retired/ is retiring. The Head of Office is required to return a duly attested duplicate copy of the nomination in Form "A" to the pensioner. The triplicate copy of the nomination is to be passed on to the Pension Disbursing Authority along with the Pension Payment Order, through the PAO/CPAO.

2. The pensioner can, subsequently, modify the nomination (if nominee pre-deceases the pensioner, or otherwise) by submitting Form "A" in triplicate to the Pension Disbursing Authority. The Pension Disbursing Authority is required to return to the pensioner the duly attested duplicate copy of the nomination within thirty days of the receipt of nomination. The triplicate copy is to be sent to the Accounts Officer of the Department from where the pensioner had retired while the original copy of the nomination shall be recorded with the PDA. If any arrears of pension accrue after the death of a pensioner, such arrears of pension are paid to the person in whose favour a nomination under the Payment of Arrears of Pension (Nomination) Rules, 1983 exists.

3. Representations have been received in this Department from some pensioners/pensioners' associations that, quite often, when pensioners submit their nominations to the Pension Disbursing Authority (PDA), there is reluctance on the part of the bank staff to accept these nominations as they are not quite conversant with the above rules. Further, in case a nomination is accepted by the bank, the pensioner is not aware of its safe custody and its retrieval when needed because he is not sure whether the nomination has been fed into the system of the Bank.

4. The matter has been examined in this Department. The procedure for submission and acknowledgement of nominations for life-time arrears of pension is well defined in the Payment of Arrears of Pension (Nomination) Rules, 1983. All retiring Government employees are mandatorily required to submit the nomination for arrears of pension in Form A while filling up the pension papers. This nomination is then forwarded to the Pension Disbursing Authority along with the PPO.

5. In most cases, the problem of non-availability of nomination may be due to improper handling of the nominations by the Banks, as the Banks may not be keeping a proper record of the nominations. The problem may also arise if the nomination submitted at the time of retirement becomes invalid on account of the nominee predeceasing the pensioner or for some other reason and the pensioner fails to submit a fresh nomination to the Bank in Form A or the staff in the Bank Branches does not accept the nomination due to ignorance.

6. In view of the above, all Ministries/Departments, Accounts Offices/CPAO and Pension Disbursing Authorities/Banks are enjoined upon to strictly follow the procedure for handling of the nominations of the pensioners submitted under the Payment of Arrears of Pension (Nomination) Rules, 1983. In short, the following actions are required to be taken by Ministries/Departments, Accounts Offices/CPAO and Pension Disbursing Authorities/Banks in this regard:

Actions by Ministries/Departments and attached/subordinate offices thereunder

- i. Obtain nomination in Form A from the retiring employees, in triplicate. The Head of Office or Department must return the duly attested duplicate copy of the nomination to the retiring employee, as acknowledgement, within 30 days of the receipt of nomination from the retiring employee.
- ii. Affix the acceptance of nomination in the triplicate copy of the nomination form and forward it to the Accounts Officer, along with the pension papers/pension case, for onward transmission to the CPAO/Pension Disbursing Authority along with the Pension Payment Order.

Action by the Accounts Officers

- i. Forward the triplicate copy of the nomination form, duly accepted by the Head of Office, along with the Pension Payment Order, to the Central Pension Accounting Office for onward transmission to the Pension Disbursing Authority along with the Pension Payment Order/Special Seal Authority.

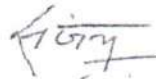
Action by the Central Pension Accounting Office

- i. Forward the triplicate copy of the nomination form, duly accepted by the Head of Office, along with the Pension Payment Order to the Pension Disbursing Authority/Bank along with the Pension Payment Order/Special Seal Authority.

Actions by the Pension Disbursing Authority/Bank

- i. Retain the triplicate copy of the nomination of the pensioner, as received from Accounts Officer/CPAO, for record.
- ii. Keep a proper record in their system in respect of the nominations received from the Accounts offices/CPAO.
- iii. Review the availability of nomination under the Payment of Arrears of Pension (Nomination) Rules, 1983 in respect of all pensioners. In case, nomination in respect of any pensioner is not available in the record of the PDA/Bank, the concerned pensioner may be advised by the PDA/Bank to submit the same in Form A forthwith.
- iv. Accept any modification of existing nomination/fresh nomination from the pensioner in Form A (in triplicate) of the Payment of Arrears of Pension (Nomination) Rules, 1983 and return to the pensioner the duly attested duplicate copy of the nomination within thirty days of the receipt of nomination.
- v. Send the triplicate copy of the nomination to the CPAO/Accounts Officer of the Department from where the pensioner had retired and retain the original copy of the nomination for record.
- vi. Instruct the staff dealing with pensioners to accept any fresh nomination or modification in the existing nomination submitted by the pensioners in Form A.
- vii. Keep a proper record in their system in respect of the fresh nominations/modifications received from the pensioners.
- viii. Indicate the status of availability of nomination under the Payment of Arrears of Pension (Nomination) Rules, 1983 in Pension Seva Portals or any other similar portal maintained by them.
- ix. Indicate the status of availability of nomination under the Payment of Arrears of Pension (Nomination) Rules, 1983 in the monthly pension slips issued by them to the pensioners.

7. The above instructions may be circulated widely for strict compliance by all concerned.
8. This issues with the approval of Competent Authority.



(Sanjoy Shankar)
Deputy Secretary to the Government of India
Ph-24635979

Copy to:-

1. All Ministries/Departments
2. CGA/CPAO
3. C&AG/AGs
4. NIC for uploading on Department's Website



CPAO/IT&Tech/e-6462/OPS Category/105/2023-24/65

Dated-18-05.2023

Office Memorandum

Subject: Implementation of Category S and Category T for OPS cases.

All the Authorised Banks are informed that following categories have been created under CCS (Pension) Rules-

- Category S - Extraordinary Pension
 - Category T - Extraordinary Family Pension
2. These categories will be used for Extraordinary Pension cases and Extraordinary Family Pension cases respectively for the cases processed under the Old Pension Scheme. This office has made necessary changes in e- scroll Format 'A' to include these categories.
 3. In view of the above, Heads of CPPCs/GBDs of all Authorized banks are requested to update the changes in Format 'A' for future references. You are directed to upgrade/update the software/ system in order to consume new formats of SSAs/e-SSAs for Category S and Category T and ensure reporting of e-scroll in the modified format 'A'. The cut- off date for implementation of these categories is 01.06.2023.
 4. In case of any technical advice, Sh. Dhiraj Kumar (Scientific Officer- SB, CPAO) at dhiraj.kumar8g@nic.in may be contacted.

This issues with the approval of Chief Controllor (Pensions).


(Satish Kumar Garg)
(Sr. AO- IT & Technical)

To,

1. Heads of CPPCs of the Authorised Banks
2. Heads of GBDs of all Authorised Banks

Copy to-

1. NIC, CPAO



CPAO/IT&Tech/PNB/e-13182/CPPC/Vol-II/18(I)/2023-24/79

Dated-08.06.2023

Office Memorandum

Subject: Authorization of 9 Additional CPPCs of Punjab National Bank

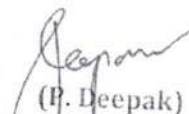
It is informed that the Central Pension Accounting Office (CPAO) vide its letter dated-06.06.2023 has conveyed its approval to Punjab National Bank to include its nine Additional CPPCs for disbursement of pensions as per the guidelines mentioned in the Scheme Booklet. The Bank has received the necessary privilege code from the Reserve Bank of India to start reporting of transactions made by its new Central Pension Processing Centre (CPPC) for daily settlement of pension cases.

The Additional new CPPCs are-

1. CPPC Allahabad
2. CPPC Mumbai
3. CPPC Jaipur
4. CPPC Chandigarh
5. CPPC Ludhiana
6. CPPC Patna
7. CPPC Chennai
8. CPPC Kolkata
9. CPPC Bhopal

All Ministries are requested to provide necessary publicity so that retiring employees may, if they so desire, make use of facilities of Punjab National Bank for opening their pension accounts.

This issues with the approval of the Chief Controller (Pensions).


(P. Deepak)
(Dy. Controller of Accounts)

Copy to-

1. All Pr. CCAs/CCAs/CAs (with independent charge)
2. Department of Pension and Pensioners' Welfare
3. TA-III section, O/o CGA
4. PFMS, O/o CGA
5. All PAOs/AGs (through website of CPAO)
6. Ministry of Electronics & Information Technology (MeitY)
7. All Authorised Banks (as per List)

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केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/Master Data/14 Vol-III-A/2023-24/6476/106

17.08.2023

OFFICE MEMORANDUM

Sub:- Updation of Master Data and submission of changed information in Format-F for e-scrolls and acknowledging ePPO/eSSA.

Attention is invited to this office OM No. CPAO/IT&Tech/Master Data/14 Vol (III-A)/7607/2021-22/193 dated 15.02.2022 vide which all the CPPCs/GBDs of authorised banks were requested to update Master Data of pensioners quarterly for review and better management of the data. They were also requested to furnish the changed information in Format-F including date of Life Certificate along with each and every payment/receipt scroll in future so that any subsequent changes required in master data may be incorporated by CPAO itself.

2. It has been observed that in spite of several communications, some of the banks are-

- Not updating their master data regularly and are not providing the changed information in Format-F along-with payment scrolls.
- Not acknowledging the ePPO/eSSA on SFTP in the prescribed Format of Acknowledgement (XML).


3. In view of the above, all the Heads of CPPCs/GBDs of authorized banks are requested to

- Update Master Data of pensioners on **monthly basis**. They are also requested to furnish the changed information in Format-F including date of Life Certificate along with each and every payment/receipt scroll in future.
- Acknowledge the ePPO/eSSA and send the same in the prescribed Format of Acknowledgement (Format of Acknowledgement enclosed).

4. To facilitate the banks, the guidelines for electronic transmission of accounting data under the CPPC system by authorized banks along with changed/updated Format-F have been provided on CPAOs website www.cpao.nic.in (Link: "Banks → Guidelines for Banks → Guidelines for Master data" and for the Acknowledgement Format "Banks → Guidelines for Banks → ePPO Guidelines")

This issues with the approval of the Chief Controller (Pensions).

Encl: As above.


(Shailesh Bhatnagar)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P), CPAO
2. Sr. TD, NIC (CPAO)
3. PA to Dy. CA (CPAO)

Annexure-VIII
Format of Acknowledgment (XML)

1. **File Name (Nomenclature)** : ACK-<SAME as of ePPO (Revision) Data file>.xml

The Name of file should be same as what file name was received from CPAO but with a prefix 'ACK-'

E.g. ACK-1724046-20150601.xml

2. **File Structure** :

```
<ACK>
  <PPO_NO></PPO_NO>
  <DIARY_NO></DIARY_NO>
  <SSA_NO></SSA_NO>
  <PROCESSED_DATE></PROCESSED_DATE>
  <PROCESSING_STATUS></PROCESSING_STATUS>
  <PROCESSING_REMARKS></PROCESSING_REMARKS>
</ACK>
```

- 2.1. **TAG Description** :

2.1.1. **<PPO_NO>**: PPO Number of Case Processed.

2.1.2. **<DIARY_NO>**: Diary Number Associated with PPO number (Already provided by CPAO in ePPO (Revision) Data file).

2.1.3. **<SSA_NO>**: SSA Number Associated with PPO number (Already provided by CPAO in ePPO (Revision) Data file).

2.1.4. **<PROCESSED_DATE>**: Date when case was processed by BANK (CPPC).

2.1.5. **<PROCESSING_STATUS>**: This Tag will only have either of the following two character codes

2.1.6. .

a. Case Received	01
b. Format Error	02
c. DSC Expired/Revoked	03
d. Signatory not authorized	04
e. Under Process	05
f. Pension Credited	06
g. Rejected	10
h. Misc.	99

<PROCESSING_REMARKS>: Additional information about the error may be provided under this tag.

All generated XML files should be placed in separate folder named as ACKOUT on the SFTP server of CPPC of bank. This folder will be looked into for picking up the latest files.

Note:

** The acknowledgment file should be generated individually for all cases received and processed i.e. a file will contain record for only one PPO case.*

** In case banks are not consuming ePPO data, even then they are required to generate this file through system and share it with CPAO through their SFTP server.*

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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/ Misc. Corres/35 (Vol-II) (PF)/10370/2023-24/109

22.08.2023

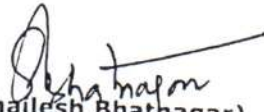
OFFICE MEMORANDUM

Attention is invited to this office OM No. CPAO/IT & Tech/Gallantry Award/26/2020-21/06 dated 12.05.2021 wherein it was stated that all the pension disbursing banks are required to ensure that Income Tax at source is not be deducted from pension in respect of Gallantry Awardees, as per the provisions of Section 10 clause 18(i) of the IT Act, CBDT Notification dated 24th November, 2000.

2. It is observed that the banks are not complying with the instructions as this office has been receiving grievances regarding deduction of income tax from pension of Gallantry Awardees.

3. In view of the above, Heads of CPPCs/GBDs of all Authorized banks are requested to follow the instructions issued by the Income Tax department, on the subject, without fail.

This issues with the approval of the Chief Controller (Pensions).


(Shailesh Bhatnagar)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P), CPAO
2. PA to Dy. CA, CPAO
3. Sr. TD, NIC (CPAO)

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CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/Life Certificate/2. Vol-V/2023-24/ 115

06.09.2023

OFFICE MEMORANDUM

Sub:- Nation-wide campaign for submission of Digital Life Certificate - reg.

Please refer to this office OM of even No. 207 and 209 dated 02.12.2022 and 08.12.2022 respectively forwarding the DP&PW OM No. 1(3)/2022-P&PW(H)-8371 dated 02.11.2022 on the subject cited above for information and strict compliance.

All the concerned are requested to apprise the action taken on the same to this office.

(Shashi Kumar)
Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of all Authorised Banks.
2. Heads of GBDs of all Authorised Banks.
3. All PAOs

Copy to:

1. PS to CC (P)
2. Sr. TD, NIC (CPAO)
3. PA to Dy. CA

सं. 1(3)/2022-P&PW(H)-8371

भारत सरकार
कार्मिक, लोक शिकायत और पेंशन मंत्रालय
पेंशन और पेंशनभोगी कल्याण विभाग

8वीं मंजिल 'बी' विंग, जनपथ भवन
जनपथ, नई दिल्ली-110001
दिनांक: 2 नवंबर, 2022

OFFICE MEMORANDUM

Sub: Nation-wide Campaign for Submission of Digital Life Certificate – reg.

The undersigned is directed to say that submission of Life Certificate is an important activity to be carried out by pensioners every year in the month of November (with special provision for pensioners aged 80 years and above to submit their Life Certificates in the month of October) to ensure continuity of their pension.

2. In the traditional mode, pensioners had to present themselves before the Pension Disbursing Authority for physical submission of their Life Certificate which entailed waiting at the bank branches in queues for this purpose. This was found inconvenient for the old, ailing and infirm pensioners. Further, there was no mechanism for the pensioners to get a status regarding updation of their Life Certificates in the records of the Pension Disbursing Authority.
3. To enhance 'Ease of Living' of Central Government pensioners, this Department has been promoting Digital Life Certificate (DLC) i.e. Jeevan Pramaan extensively. Initially, submission of DLCs using biometrics was commenced. However, issues regarding authentication processes of DLCs were faced by older pensioners due to non-capturing of finger bio-metrics on account of aging.
4. This Department therefore engaged with MeitY to develop a face-recognition technology system based on UIDAI Aadhaar database whereby it is possible to submit Life Certificate from any Android based smart phone. As per this facility, the identity of a person is established through face recognition technique. The UIDAI server identifies the same and DLC gets generated. This breakthrough technology launched in November 2021 has reduced the dependence of pensioners on external bio-metric devices and has made the process more accessible and affordable to masses by leveraging smartphone-based technology.

- Provision should be made for generating Digital Life Certificates using DLC/Face Authentication technique by providing an Android phone to the designated person at every field office for the entire month of the campaign. DLC should be issued for all Central Government pensioners visiting the Ministry/Department, field offices, and subordinate organizations.
- Wide publicity should be given to this campaign by spreading awareness through banners/social media/whatsapp groups/SMS Messages/through staff unions.
- Photographs to be taken for posting of tweets of such campaigns.
- In case of request from bed ridden pensioners, an officer shall be deputed for DLC submission.
- Weekly PIB notes giving information about the campaign should be published.

(iii) Role of Ministry of Health& Family Welfare:

- All CGHS Wellness centers/Dispensaries/Hospitals may be directed to set up camps in their premises for submission of Digital Life Certificates using DLC/Face Authentication technique/biometric.
- A dedicated person should be equipped with an Android phone for issue of Digital Life Certificate of the pensioners visiting the camp.
- Pictures taken during the process are to be forwarded to DoPPW.

(iv) Role of Pensioners' Associations:

- Special DLC camps should be organized through the month using DLC/Face Authentication technique
- DoPPW officials, in collaboration with Pensioners' Associations, will visit 37 centers where a large number of pensioners can be facilitated in issuance of their DLCs using DLC/Face Authentication technology.
- Pictures are to be taken and posted on twitter and also sent to DoPPW.



Government Of India

DEPARTMENT of PENSION & PENSIONERS' WELFARE



Digital India
Power To Empower

One of the best practices in digital innovation, launched by Department of Pension & Pensioners' Welfare.



Government Of India
DEPARTMENT of PENSION & PENSIONERS' WELFARE



DOPPW in collaboration with UIDAI & MIETY has launched Face Authentication technology for submission of Digital Life Certificate for enhancing "Ease of Living" of 70 lakhs Pensioners'.



Government Of India
DEPARTMENT of PENSION & PENSIONERS' WELFARE



Enhancing "Ease of Living" of Pensioners in submitting DLC through Face Authentication Technology based on Aadhaar using Android based smartphone.



Government Of India
DEPARTMENT of PENSION & PENSIONERS' WELFARE



Process of submitting Life Certificate through
"FACE AUTHENTICATION"



STEP-1



Download
AadhaarFaceRd App
from Google Play Store



<https://play.google.com/store/apps/details?id=ln.gov.saidai.facerd>

***NOTE-** This Application is for Android User only.



Government Of India

DEPARTMENT of PENSION & PENSIONERS' WELFARE



STEP-2

After the Rd service is installed it will be visible only in settings but not in downloaded apps.



App Info as shown in screenshot.



Government Of India
DEPARTMENT of PENSION & PENSIONERS' WELFARE

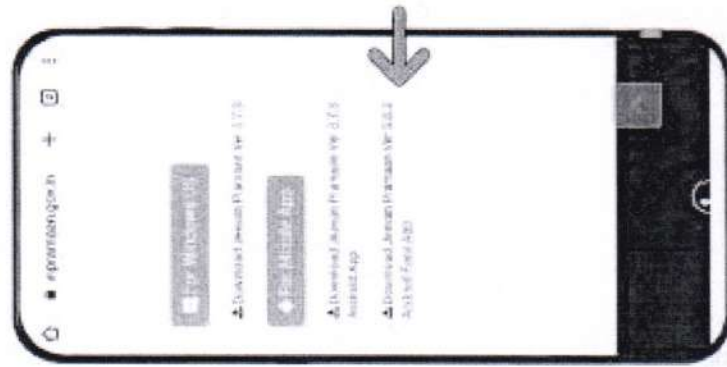


STEP-3

Download Jeevan Pramaan Face Application from



<https://jeevanpramaan.gov.in/package/download>



Download Jeevan Pramaan Version 3.6.3
Android Face App.



Government Of India

DEPARTMENT OF PENSION & PENSIONERS' WELFARE

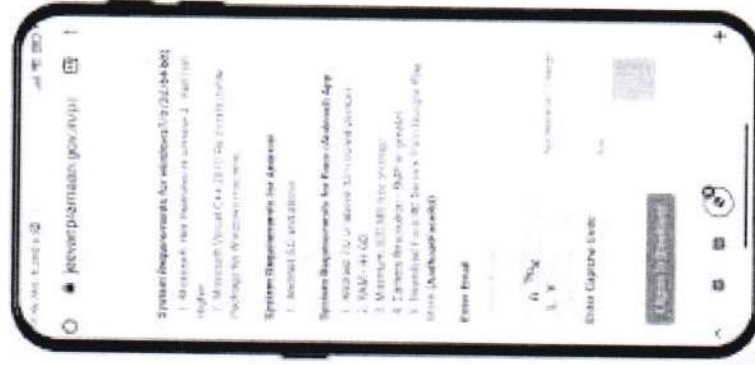


Digital India
Power To Empower

STEP-4

Provide required information -> a link will be sent to the email ID provided -> Click on link -> file gets downloaded and visible in downloads.

Click on file to install app





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DEPARTMENT of PENSION & PENSIONERS' WELFARE



STEP-5



Open app -> give required permissions -> this opens a screen for **Operator Authentication** -> give required information -> submit -> enter OTP -> **Scan face** of operator -> on being successful, pop-up will appear **"Client registration successful"**.



Government Of India

DEPARTMENT of PENSION & PENSIONERS' WELFARE



STEP-6



Note

1. The operator authentication is a one time process.
2. Pensioner can also be the Operator.
3. After operator authentication, a screen will open for pensioner authentication.
4. One operator can generate DLC of multiple pensioners.



Government Of India
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



STEP-8

Jeevan Pramaan 3.6 Revised by 654

Full Name as in Cardfile

Type of Pension -Select Category-

Disbursing Authority -Select Author-

Disbursing Agency

Agent

Account Number (optional)

*I am Employer ☐ YES ☐ No

*I am Male ☐ YES ☐ No

☐ I certify that above declarations are true and accurate.

☐ I understand and agree that any false or miss-leading information will justify a denial of pension and shall be liable for disciplinary action against me.

Cancel Submit

Fill in all the details as shown on the screen correctly, Click on both the checkboxes and submit.

Note:- Incorrect information may lead to non-updation of DLC at Pension Disbursing Office.



Government Of India

DEPARTMENT of PENSION & PENSIONERS' WELFARE



Digital India
Power To Empower

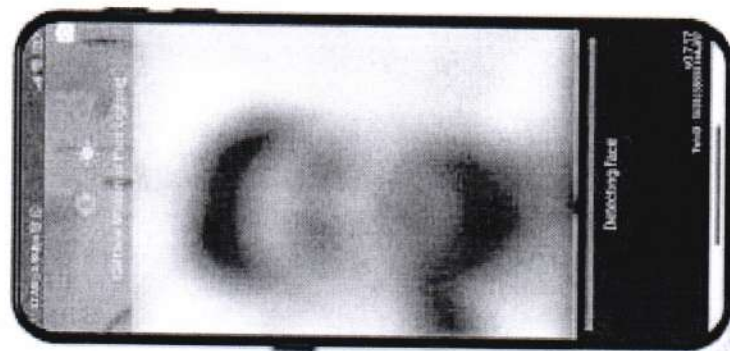


In this pop-up window
select "yes" to continue
with the scan process.



Government Of India

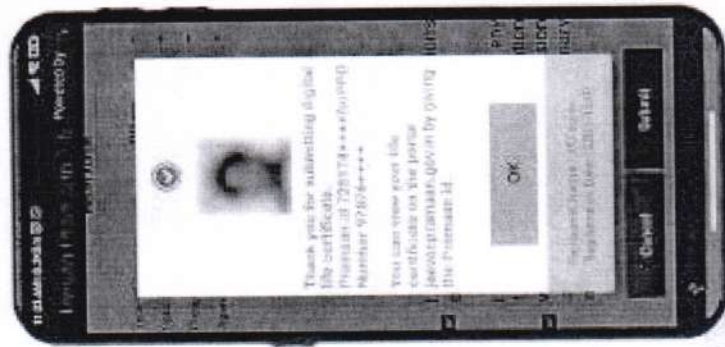
DEPARTMENT of PENSION & PENSIONERS' WELFARE



While scanning keep face straight with proper lighting and follow the instructions shown on screen.



Government Of India
DEPARTMENT OF PENSION & PENSIONERS' WELFARE



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CPAO/IT&TECH/Bank Performance/37 Vol-III(A)/2023-24 / 130

Dated: 20.10.2023

Office Memorandum

Subject: Delay in First Credit of Pension into the account of pensioner/family pensioner regarding.

Kind attention is invited to this office OM No.40 dated 12.07.2021 and OM No. 71 dated 23.05.2023 wherein all the Head of the CPPCs of authorized banks were directed to ensure that the credit of the first pension into the accounts of pensioner/family pensioner is carried out immediately on the basis of e-PPO and e-SSA received from CPAO without awaiting for the physical copy of PPO.

It has been observed that banks are not following instructions issued by the CPAO vide above said OMs. The first credit of pension into the account of pensioner/family pension is still delayed. This delay in crediting the first pension to the pensioner's account is causing **undue hardship to pensioners**.

With a view to streamlining the process to expedite the payment of first credit, all the Heads of the CPPCs are hereby directed again to ensure that the credit of the first pension is carried out on the basis of e-PPO and e-SSA as and when received from CPAO and diligently follow CPAO's instructions given in this regard. The physical PPO booklet and related documents will continue to be sent to CPPCs until further orders for verification of the pensioner's details and if any differences are found between the e-PPO and manual PPO, the same should be intimated to CPAO within a month for necessary corrective action.

Further, it may also be ensured that the e-scroll for all payments of pension made is submitted on the same day to CPAO while intimating RBI.

This issue with the approval of the Chief Controller (Pension).

Sr. Accounts Officer (IT & Tech)

To

1. All the Head of CPPCs of Authorized Banks.
2. All the GBUs/GBDs of Authorized Banks.

Copy to:

1. PS to CC(P)
2. P.A. to CA
3. PA to Dy.CA



CPAO/IT&Tech/UT Chandigarh/50/2023-24/139

21.11.2023

Office Memorandum

Subject:- Clarification regarding applicability of pension rules after 01.04.2022.

The undersigned is directed to forward the clarification regarding applicability of pension rules to the employees of UT Chandigarh retiring on or after 01.04.2022.

Kindly refer to the letter no. Pen UT/CH/Central Scales/2023-24/3972 dated 15.09.2023 issued by O/o AG(A&E), Punjab & UT, Chandigarh (copy enclosed) wherein information sought regarding applicability of pension rules on employees retiring on or after 01.04.2022 has been clarified:-

(i) Employees of Chandigarh Administration retiring on or after 01.04.2022 shall be governed by CCS (Pension) Rules and they shall accordingly be **entitled to Central Pay Scales as well i.e. Revised Pay Rules 2023.**

(ii) As employees retiring **on or after 01.04.2022** are governed by CCS (Pension) Rules & Revised Pay Rules 2023 (Central Scales), therefore such pensioners/family pensioners are entitled for **Central pattern of Dearness Relief.**

(iii) Payment of LTC/any other allowance shall be admissible to **pre-01.04.2022** pensioners/ family pensioners as they are **not governed by CCS (Pension) Rules & Revised Pay Rules 2023.**

All the Heads of CPPCs of Authorized Banks are requested to follow the above notification for payment of pension to the pensioners/family pensioners of UT Chandigarh.

This issues with the approval of the Competent Authority.

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs & GBD of All Authorized Banks.

Copy to:

1. PS to CC (P)
2. P.A. to CA
3. PA to Dy.CA
4. Sr.AO (A-II), CPAO



सत्यमेव जयते

INDIAN AUDIT AND ACCOUNTS DEPARTMENT
Office of the Accountant General (A&E), Punjab & UT
Plot no. 20 Sector- 17-E, Chandigarh-160 017

No.: Pen UT/CH/Central Scales/2023-24/3972
Dated: 15.09.2023

15 SEP 2023

Teel

To

The Pay & Accounts Officer,
Central Pension Accounting Office,
Ministry of Finance, Govt. of India,
Block-II, Tricoot Complex, Bhikaji Cama Palace,
New Delhi-110066

Subject: Clarification regarding applicability of pension rules after 01/04/2022

Kindly refer to your letter No. CPAO/IT&Tech/UT Chandigarh/50/8535/2022-23/304 dated 31.03.2023 on the subject cited above.

In this regard, it is intimated that concerns raised in your communication ibid regarding applicability of pension rules after 01.04.2022 were taken up with Finance Department of Chandigarh Administration wherein they have issued clarification vide their letter No. 65/1/34-UTFH(12)-2023/11761 dated 11-08-2023 (copy enclosed).

It is, however, with reference to issues raised vide your letter ibid, are parawise further clarified as under:

- (i) Employees of Chandigarh Administration retiring on or after 01.04.2022 shall be governed by CCS (Pension) Rules and they shall accordingly be entitled to Central Pay Scales as well, i.e. Revised Pay Rules 2023. Copy of Revised Pay Rules 2023 have already been dispatched to your office vide this office letter No. Pen UT/Central Scales/2023-24/1603 dated 16.06.2023.
- (ii) As employees retiring on or after 01.04.2022 are governed by CCS (Pension) Rules & Revised Pay Rules 2023 (Central Scales), therefore such pensioners/family pensioners are entitled for Central pattern of Dearness Relief; hence, pension disbursing bank may be advised accordingly.
- (iii) As per clarification received from Finance Department, Chandigarh Administration, Central Civil Services Rules cannot be made applicable retrospectively i.e. pre-01.04.2022 pensioners/family pensioners are not governed by these rules & therefore, question regarding migration of legacy data does not arise.
- (iv) Payment of LTC/any other allowance shall be admissible as per extant rules, as clarified by Finance Department, Chandigarh Administration in para 3 of their communication.

This issues with approval of Accountant General.

Encl: Copy of Finance Department letter No. 65/1/34-UTFH(12)-2023/11761 dated 11-08-2023.

Sig. & Seal Verified

Deputy Accountant General (Adm)

A.A.O.

0742340618

Recd
26/9/23



CPAO/IT&Tech/Mobile App/92/2023-24/191

Dated: 08.03.2024

Office Memorandum

Subject: "DIRGHAYU" Mobile Application.

As you are aware that CPAO has developed an in house mobile application "DIRGHAYU" for the use of Central Civil Pensioner/Family Pensioners to facilitate pensioners in the latest mobile world and to improve the ease of living.

DIRGHAYU Mobile App has following features:

- Online registration of pensioners on the basis of PPO, date of Birth and date of Retirement.
- It gives the personal and retirement benefits details mentioned in the PPO.
- Facility to download SSAs along with revised pension authorities.
- Pensioners can register and track the status of the grievances registered on CPAO website, thus pensioners can access another tool of grievance resolution.
- The App shows the last 24 transitions related to pension and monthly bank accounts statements also.
- A security feature is available at the time of registration of pensioners to verify them through mobile OTP (one time password).
- App. is also available in Hindi Language.
- M PIN feature has started to keep pensioner's details safe.
- **iOS version has been developed and made available for use by pensioners w.e.f 15.12.2023.**

Some measures for promotion of the app are suggested as under:-

1. Physical Banner/poster/Pamphlet/Standee may be placed in Branches of your bank.
2. Link of Mobile App i.e.
<https://play.google.com/store/apps/details?id=com.cpaodirghayu&hl=en>
<https://apps.apple.com/in/app/dirghayu/id6470360086>
<https://apps.apple.com/in/app/dirghayu/id6470360086?platform=iphone>

and may be shared with Pensioners/family Pensioners through electronic mode.

3. The app may also be promoted on the official website of your bank.

Infographic creations on Dirghayu App has already been shared on social media (copies enclosed). You are requested to take requisite measures for promotion of the app.

This issue with the approval of Competent Authority.

(Ajay Chaudhary)
Sr.Accounts Officer(IT&Tech)

To

1. All the Head of CPPCs/GBU/GBD of Authorized Banks.

Copy to:

1. PS to CC(P)
2. P.A. to CA
3. PA to Dy.CA

DIRGHAYU

Pension App For Central Civil Pensioner

APP FEATURES

DROP DOWN MENU

It provides easy access to features of Dirghayu app on your fingertips

ACCESS DETAILS

One can access the details related to submitted life certificates



MY DATA IN CPAO

View your data and Special Seal Authorities issued by CPAO at one place

PENSION SLIP

View details w.r.t. break up of total pension amount

VIEW DETAILS

User can view details of upto last 24 pension transactions

DIRGHAYU

Pension App For Central Civil Pensioner

SECURITY FEATURES

OTP

App registration
is based on OTP.

PRIVACY

App is protected from
unauthorized access,
tampering, modification
of data.

MPIN

Allows User to control access
to personal information.

READ ONLY MODE

Ensures that App is used for
displaying information only.





विद्यया मंत्रालय
MINISTRY OF
FINANCE



व्यय विभाग
DEPARTMENT OF
EXPENDITURE



CONTROLLER GENERAL OF ACCOUNTS
DEPARTMENT OF EXPENDITURE
MINISTRY OF FINANCE, GOVERNMENT OF INDIA

DIRGHAYU

Pension App For Central Civil Pensioner

FEATURES

- › Bilingual APP available on Google Play Store & Apple App Store
- › Complete profile of Pensioner
- › Track the status of PPO
- › Download fresh/Revision Pension Authorities
- › Details of last 24 pension transactions
- › Last life certificate submitted by pensioner
- › Registration of help request and status thereof
- › Feedback

AN INITIATIVE BY CENTRAL PENSION ACCOUNTING OFFICE (CPAO)



Scan QR Code to
Download the App



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Informatics
Centre



CPAO/IT&Tech/e-SSA(CPAO)/112/e-6462/2024-25/..11.....

Dated --16.04.2024

Office Memorandum

Sub: Addition of some new pension categories under OPS- reg.

The undersigned is directed to convey the approval of competent authority and to say that the following four categories of pension have been created in CPAO system -

Sl. No.	Category Name	Category Code
1.	Compulsory Retirement Case	Q
2.	Invalid Pension Case	I
3.	Compassionate Allowance Case	R
4.	Absorption Pension Case (Pro rata Pension)	P

The categories mentioned above have been made live in CPAO. The banks need to process pension cases of these categories on receipt of the same.

In view of above, Heads of CPPCs/GBDs of all Authorized Banks are hereby directed to upgrade/update their system in order to consume new formats of SSA/e-SSAs for above mentioned categories. The xml/pdf files along with technical documents for incorporation of the same is already shared via e-mail on 10.04.2024 to all the concerned.

In case of any technical advice, Sh. Dhiraj Kumar (Scientific Officer- SB, CPAO) at dhiraj.kumar89@nic.in may be contacted.

This issues with the approval of Competent Authority.

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P)
2. PA to CA
3. Sr. TD, NIC (CPAO)
4. PA to Dy. CA

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/e-PPO/6Vol-X(C)P.F./2024-25/3933/18

Dated -06.05.2024

Office Memorandum

Sub: Implementation of arrear of pension and fixed medical allowance - reg.

A virtual meeting on the aforementioned subject was convened on 12.04.2024 under the chairpersonship of Chief Controller (Pensions).

In this context, the undersigned is directed to convey the approval of competent authority and to say that the development for fixed medical allowance and implementation of arrears field in e-SSA and e-PPO for the cases where arrears of pension paid by PAO has been completed at CPAO level.

In view of above, Heads of CPPCs/GBDs of all Authorized Banks are hereby directed to upgrade/update their system accordingly to avoid inconvenience. These developments/modifications are mandatorily required to be carried out by 15th of May, 2024 in the systems of banks for fruitful results, afterwards all such cases will be forwarded electronically. The xml/pdf files for incorporation of the same has already been shared by CPAO via e-mail (dated 05.04.2024) to all the concerned.

In case of any query/technical advice, Sh. Dhiraj Kumar (Scientific Officer- SB, CPAO) at dhiraj.kumar89@nic.in may be contacted.

This issues with the approval of Competent Authority.

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P)
2. PA to CA
3. SO-SB, NIC (CPAO)
4. PA to Dy. CA

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/37 Vol(iv)/2024-25/6.476/53

Dated: 24.07.2024

09-08

Office Memorandum

Subject: To safeguard the interest of pensioners from fraudsters-reg.

It was earlier requested to Heads of all the CPPCs via e-mail dated 21.06.2024 to alert all the pensioners to be cautious from fraudsters and their forgery activities. In this regard, it is informed that fraudsters are impersonating officials from the Central Pension Accounting Office (CPAO), Bhikaji Cama Place, New Delhi, and contacting pensioners. These scammers are sending forms via WhatsApp, claiming that failure to fill them out will result in stoppage of pension payments for next month. And believing it as a genuine call, our innocent pensioners/family pensioners fall into the trap of fraudsters.

2. Hence, it is again solicited to all the CPPCs to inform all the pensioners to be cautious and not fall victim to these scams and to guide them not to share their personal information, including their PPO number, Date of Birth, and Bank Account details with anyone. Moreover, CPAO, Banks and other Government agencies will never request such information from pensioners.
3. It is, therefore, requested to take necessary action at your end for saving valuable pensioners from such fraudsters and their forgery activities.

(Sh. Vaibhav Chandrakant Ghalme)
Controller of Accounts (CPAO)

To,

1. GMs/DGMs of CPPCs of all Authorised Banks

Copy to:-

1. PS to CCP
2. PA to CA
3. NIC (CPAO)



CPAO/IT&Tech/UT Chandigarh/2024-25/50/54

Dated: 13.08.2024

OFFICE MEMORANDUM

Subject: Regarding Restoration/Disbursement of Fixed Medical Allowance to Pensioners of Chandigarh Administration.

The Office of The Accountant General (A&E), Punjab & U.T has been receiving grievances/clarification regarding the payment of Fixed Medical Allowance to the pensioners of UT Chandigarh Administration.

It is pertinent to mention here that Finance Department, Chandigarh administration vide their letter No. 7000/15/8-F&PO(7)/2023/12419 dated 25.08.2023 stated that "to discontinue all the allowances on Punjab pattern (except Fixed Medical Allowance) admissible and drawn by the employees of UT Chandigarh Administration on Punjab pattern with effect from 01.04.2022. However, medical reimbursement facility for UT employees/pensioners/family pensioners and Fixed Medical Allowance presently being paid to the employees of UT Chandigarh Administration on Punjab pattern shall stand continued to be paid till the decision is received from the Govt. of India regarding Central Government Health Scheme (CGHS)."

In the light of above letter, it is requested that CPPCs should abide by the SSAs issued by CPAO for making Fixed Medical Allowance payment and before discontinuing FMA in r/o any pensioner, please consider the original SSA issued by PAO/ AG along with the SSA issued by CPAO or take a clarification from CPAO in this regard. Moreover, if any SSA received by CPPCs regarding stoppage of Fixed Medical Allowance issued by PAO/AG or by CPAO, then only it should be considered for discontinuation of the Fixed Medical Allowance.

In view of above, all CPPCs of authorized banks are requested to strictly follow above mentioned guidelines for the smooth disbursement of pension/family pension along with Fixed Medical Allowance (FMA).

This issues with the approval of the Chief Controller (Pensions).

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,
All Heads of CPPCs of Authorised Banks

Copy for information and necessary action to:-

- i) The Finance & Planning Officer, Chandigarh Administration, Finance Department, UT Secretariat, Sector-9, Chandigarh-160009
- ii) The Sr. Accounts Officer, O/o, the Accountant General (A&E), Punjab & UT, Plot No. 20, Sector - 17 E, Chandigarh - 160017
- iii) The Sr. Accounts Officer, Authorisation-II, CPAO, New Delhi.



CPAO/ IT&Tech/Bank Performance/37 Vol-III(A)/10638/2024-25/47

Dated 03.03.2025

Office Memorandum

Sub: Extension of CGHS facilities to the Pensioners/Family Pensioners of the Union Territory of Puducherry- reg.

The undersigned is directed to forward herewith letter No. DAT/Pen-I/A1/CGHS/2025/29 dated 12.02.2025 and GO No. 48 dated 06.11.2024 issued by Directorate of Accounts and Treasuries, Govt. of Puducherry along with OM No. Z.16025/03/2024/CGHS-III/EHS dated 13.11.2023 issued by Ministry of Health & Family Welfare, Govt. of India vide which CGHS facility has been extended to the Pensioners/Family Pensioners of Union Territory of Puducherry.

As per aforementioned orders, Fixed Medical Allowance (FMA) hitherto paid to all the Pensioners/Family Pensioners of UT of Puducherry, who are residing in the areas covered under CGHS, shall be discontinued from the month of February 2025 onwards.

Further, Pensioners/Family Pensioners of UT Puducherry who are residing in areas not covered under CGHS may have the option to avail both FMA and CGHS facilities for IP only or they can forego FMA and avail both OPD & IP facilities e.g Pensioners/Family Pensioners who are residing in Karaikal, Mahe and Yanam regions of U.T of Puducherry, which are non-CGHS covered areas are entitled for payment of Fixed Medical Allowance (FMA) except in the cases of those who have opted to migrate to CGHS.

All the CPPCs of authorized banks are requested to strictly adhere the aforementioned orders and take necessary action accordingly.

This issues with the approval of Chief Controller (Pensions).

Encl: As above.

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of All Authorized Banks (as per list)
2. Heads of GBD of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P)
2. PA to CA
3. Sr. TD, NIC (CPAO)
4. All sections of CPAO.

//UNDER SPECIAL SEAL AUTHORITY//

**GOVERNMENT OF PUDUCHERRY
DIRECTORATE OF ACCOUNTS AND TREASURIES**

No.DAT/Pen-I/A1/CGHS/2025/ 29

Puducherry, dated 12/02/2025

To

1. The Chief Controller (Pensions), Central Pension Accounting Office, GOI, Ministry of Finance, Department of Expenditure, Trikot-II, Bhikaji Cama Place, New Delhi-110 066.
2. The Accounts Officer (Tech), Principal Accounts Officer, Govt. of NCT of Delhi, 'A' Block, Vikas Bhawan, New Delhi.
3. The Accounts Officer, O/o the Accountant General (A&E), Tamil Nadu No.361, Anna Salai, Teynampet, Chennai 600018 / Kerala MR Road, Thiruvananthapuram 695001/ Karnataka Park House Road, Near Vidhnana Soudha, Bengaluru, Karnataka 560 0012. / Gujarat- Race Course Road, Rajkot /Andhra Pradesh / Himachal Pradesh / Rajasthan / West Bengal -8, Kiran Shankar Ray Road, BBD Bagh, Kolkata - 700001 / Maharashtra- Civil Lines, Nagpur/ Telangana, Hyderabad - 500004.
4. The Deputy Accountant General (Pension), O/o. Accountant General (A&E) II UP, 20, Sarojini Naidu Marg, Allahabad - 211 001.
5. The Assistant General Manager, State Bank of India (CPPC), No.112/4, Kalliamman Koil Street, Virugambakkam, Chennai - 600 092.
6. The Chief Manager, Central Pension Processing Section, Indian Bank Main, Second Floor, No.7, Pragasa Salai (Opp. To Panakal Park), T.Nagar, Chennai - 600017.
7. The Chief Manager, Centralised Pension Processing Centre, Indian Overseas Bank, Central Office, 763, Anna Salai, Chennai - 600 002.
8. The Asst. General Manager, UCO Bank (CPPC), Somalwar Bhavan, Mount Road Extension, Nagpur, Maharashtra - 440 001.
9. The Manager, State Bank of India / Indian Overseas Bank / Indian Bank / UCO Bank, Puducherry / Karaikal/Mahe/Yanam.
10. The Pay & Accounts Officer - V, O/o the Pay & Accounts Officer, No.V (Pension), Govt. of National Capital Territory of Delhi, Tis Hazari, Delhi.
11. The Defence Attache, Indian Embassy Nepal, Military Pension Branch, Kathmandu, Nepal.
12. The Treasury / Sub-Treasury Officer, Puducherry / Karaikal / Villianur / Bahour / Mahe / Yanam.

Sir/Madam,

Sub: DAT - Extension of CGHS facilities to the Pensioners/Family Pensioners of the Union Territory of Puducherry - Reg.

The Government of India has extended the CGHS facilities to Pensioners of Union Territory of Puducherry in O.M.No.Z.16025/03/2024/CGHS-III/EHS, dated 13/11/2023 of the Government of India, Ministry of Health & Family Welfare (EHS Section), New Delhi.

2. The Government of Puducherry has communicated the Orders of Government of India for extending the CGHS facilities to the Pensioners / Family Pensioners of the Union Territory of Puducherry vide G.O. Ms. No.48, dated 06/11/2024 of the Chief Secretariat (Health), Puducherry and as such according to the existing orders, Fixed Medical Allowance(FMA) is not admissible to Pensioners/Family Pensioners of the UT of Puducherry who are residing in the areas covered under CGHS.

3. Now it has been decided that the Fixed Medical Allowance(FMA) hitherto paid to all the Pensioners/Family Pensioners of UT of Puducherry who are residing in the areas covered under CGHS shall be discontinued from the month of February 2025 onwards, hence Fixed Medical Allowance(FMA) may be discontinued for such cases.

4. U.T. of Puducherry Pensioners/Family Pensioners who are residing in the areas not covered under CGHS may have the option to avail both FMA and CGHS facilities for IP only or they can forego FMA and avail both OPD & IP facilities, for eg. Pensioners/Family Pensioners who are residing in Karaikal, Mahe and Yanam regions of U.T of Puducherry which are non-CGHS covered areas are entitled for payment of Fixed Medical Allowance(FMA) except in the cases of those who have opted to migrate to CGHS.

Yours faithfully,

(S. UDAYASANKAR)
DIRECTOR

Copy to:

1. The Under Secretary to Government, Finance Department (F3), Puducherry.
2. The Under Secretary to Government, Chief Secretariat (Health), Puducherry.
3. The Programmer, EDP Section, DAT, Puducherry (To host in the official website).

**GOVERNMENT OF PUDUCHERRY
(Abstract)**

Chief Secretariat (Health) – Extension of CGHS facilities to the Pensioners/Family Pensioners of the UT of Puducherry – Orders – Communicated.

CHIEF SECRETARIAT(HEALTH)

G.O. Ms. No. 48

Puducherry, dated 06.11.2024

READ: Office Memorandum No. Z.16025/03/2021/CGHS-III/EHS dated
13.11.2023 of the Ministry of Health and Family Welfare (EHS
Section), Government of India.

ORDER:

1. Recorded.
2. A copy of the Office Memorandum read above is communicated herewith for information and compliance.
3. The guidelines for extension of CGHS facilities to the Pensioners/ Family Pensioners of the UT of Puducherry shall be as per the orders/communication of the MoHFW, Government of India issued from time-to-time in respect of the said scheme.
4. This issues with the concurrence of the Finance Department vide I.D. No. 237/FD/F3/FC/2024-25 dated 24.09.2024.

// BY ORDER OF THE LIEUTENANT-GOVERNOR //

Signed by S Murugesan

Date: 06-11-2024 15:46:56

(S. MURUGESAN)

UNDER SECRETARY TO GOVT.(HEALTH-I)

Encl: As stated.

To

The Director of Health & Family Welfare, Puducherry.

Copy to:

1. The Commissioner-cum-Secretaries / The Secretary to Lieutenant Governor, Puducherry / All Secretaries to Government, Puducherry.
2. The P.S / OSD to Chief Minister / Home Minister / Public Works Minister / Agriculture Minister / Civil Supplies Minister / Adi-draavidar Welfare Minister / Speaker / Sr. P.A to Deputy Speaker, Puducherry
3. The District Collector, Puducherry/Karaikal.
4. The Under Secretary to Govt. (Finance), Puducherry.
5. All Secretariat Departments / All Head of Departments / Offices, Puducherry/Karaikal/Mahe/Yanam.

...P.T.O

6. The Regional Administrator, Mahe / Yanam.

7. The Director of Accounts & Treasuries, Puducherry.

8. The Dy. Director of Accounts & Treasuries, Karaikal/Mahe/Yanam.

With a request to disseminate the information to the Pensioners / Family Pensioners of the UT of Puducherry.

9. The Private Secretary to Chief Secretary, Puducherry.

10. The Directorate of Information & Technology, Puducherry.

-- With a request to upload the G.O. in the official website of the Govt. of Puducherry

11. The Senior Dy. Accountant General (Civil Audit), Tamilnadu & Puducherry, DAT Building, Puducherry.

12. G.O. File / Stock File.

3628702/2023

File No. Z.16025/03/2021/CGHS-III/EHS
Government of India
Ministry of Health & Family Welfare
(EHS Section)
.....

Nirman Bhawan, New Delhi
Dated 13th November .2023

OFFICE MEMORANDUM

Subject: Extension of CGHS facilities to pensioners under Union Territories'(UT's) Administration except UTs of Delhi and Chandigarh-reg.

The undersigned is directed to refer to the subject above and to convey the approval of Competent Authority for extension of CGHS medical facilities to the pensioners under Union Territories' (UT's) Administration, except the UTs of Delhi and Chandigarh.

2. The CGHS facilities shall be extended at par with the Central Government pensioners, on payment of requisite subscription fees as per the prevalent CGHS guidelines, subject to the conditions that the Pensioners of Union Territories seeking CGHS coverage are not availing medical benefits from any other Government Health Scheme.

Signed by Hemlata Singh
Date: 13-11-2023 16:43:43

~~Reason Approved~~

Under Secretary to the Government of India
Tel. No. 011-23061778

To

1. Chief Secretaries (Andaman & Nicobar Islands, Dadra & Nagar Haveli and Daman & Diu, Lakshadweep, Pudducherry, Jammu & Kashmir and Laddakh)

2. All Ministries/Departments of Government of India.

3. Office of the Comptroller and Auditor General of India, Bahadur Shah Zafar Marg, New Delhi-110002.

4. Secretary, National Council, JCM.

5. Secretary, Departmental Council, JCM.

Copy for appropriate action to:

Director (CGHS), CGHS, Headquarters, Sector-13, R K Puram, New Delhi



CPAO/IT&Tech/Bank Performance/37Vol-IV/10638/2025-26/0.8

Dated: 22.04.2025

Office Memorandum

Sub: Advisory to Banks Regarding Recovery of Excess Amount of Pension paid to Pensioners/Family Pensioners.

The Department-related Parliamentary Standing Committee (DRPSC), in its list of observations, has quoted that many a times disbursing banks unilaterally deduct money from the pensioners' accounts in the name of over-disbursal, without even informing the pensioners, and that too in one go. It is also stated that since pension is meant for sustenance, such action by banks shows a complete disregard to the system. Thus, the Committee recommended that banks should be sensitised to stop such kind of exercise immediately.

In view of the above observation of DRPSC, all disbursing banks are advised that while adhering to the procedure prescribed in CCS (Pension) Rules, 2021 and the instructions/guidelines issued by RBI from time to time, banks should desist from unilaterally debit the pensioners'/family pensioners' accounts at one go for recovery of any excess pension paid. They must suitably inform the concerned pensioners/family pensioners through various modes about the excess payment and also provide a 'Due and Drawn Statement' indicating the amount of excess payment made along with the reasons thereof.

A line of the confirmation in this regard may also be sent to CPAO.

This issues with the approval of the Competent Authority.

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,

1. Heads of GBDs of All Authorized Banks (as per list)
2. Heads of CPPCs of All Authorized Banks (as per list)

Copy to:

1. PS to CC (P)
2. Sr.A.O Banking Coordination Division, CPAO.