



CPAO/IT&Tech/BankPerformance/37Vol-IV/2025-26/e-6476/93 Dated: 24.12.2025

Office Memorandum

Subject: Guidelines regarding return of Pension Payment Order (PPOs) along with all the relevant pension papers by CPPCs to CPAO after the demise of Pensioner/Family Pensioner -- regarding --

Attention is invited to the para 23 of guidelines/instructions of the Scheme Booklet under the Heading "Scheme for Payment of Pension to Central Government Civil Pensioners by the Authorized Banks" issued by CPAO to be followed by the Centralized Pension Processing Centre (CPPC) of authorized banks regarding return of PPOs of the Central Civil Pensioners/Family Pensioners, wherein it has clearly been mentioned that the CPPC of authorized banks will return the disburser's portion of PPOs of the Central Civil Pensioners/Family Pensioners along with the death certificate and other relevant documents (SSA issued by the CPAO time to time) to CPAO. All PPOs requiring return to PAOs along with death certificate and other relevant documents after the demise of pensioners/family pensioners, must be routed through CPAO only.

2. However, it has been observed that some CPPCs/ Banks are returning the Pension Payment Orders (PPOs) directly to the concerned PAOs/ Departments after the demise of pensioners/family pensioners, which is in contravention to the prescribed procedure laid down for dealing with PPOs in such cases.
3. Hence, all authorized CPPCs and Bank branches handling Central (Civil) Pension disbursement are directed to comply with the above instructions without fail; and any deviation from the above instructions shall be viewed seriously and suitable action shall be initiated.

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

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To

1. All Heads of CPPCs of Authorised Banks
2. All Pr.CCAs,CCAs,CA (With the request to issue necessary instructions to all the PAOs under their jurisdiction)

Copy to

1. PS to CC(P)
2. PA to CA
3. Sr.AO, TA-III Section, O/o CGA, New Delhi