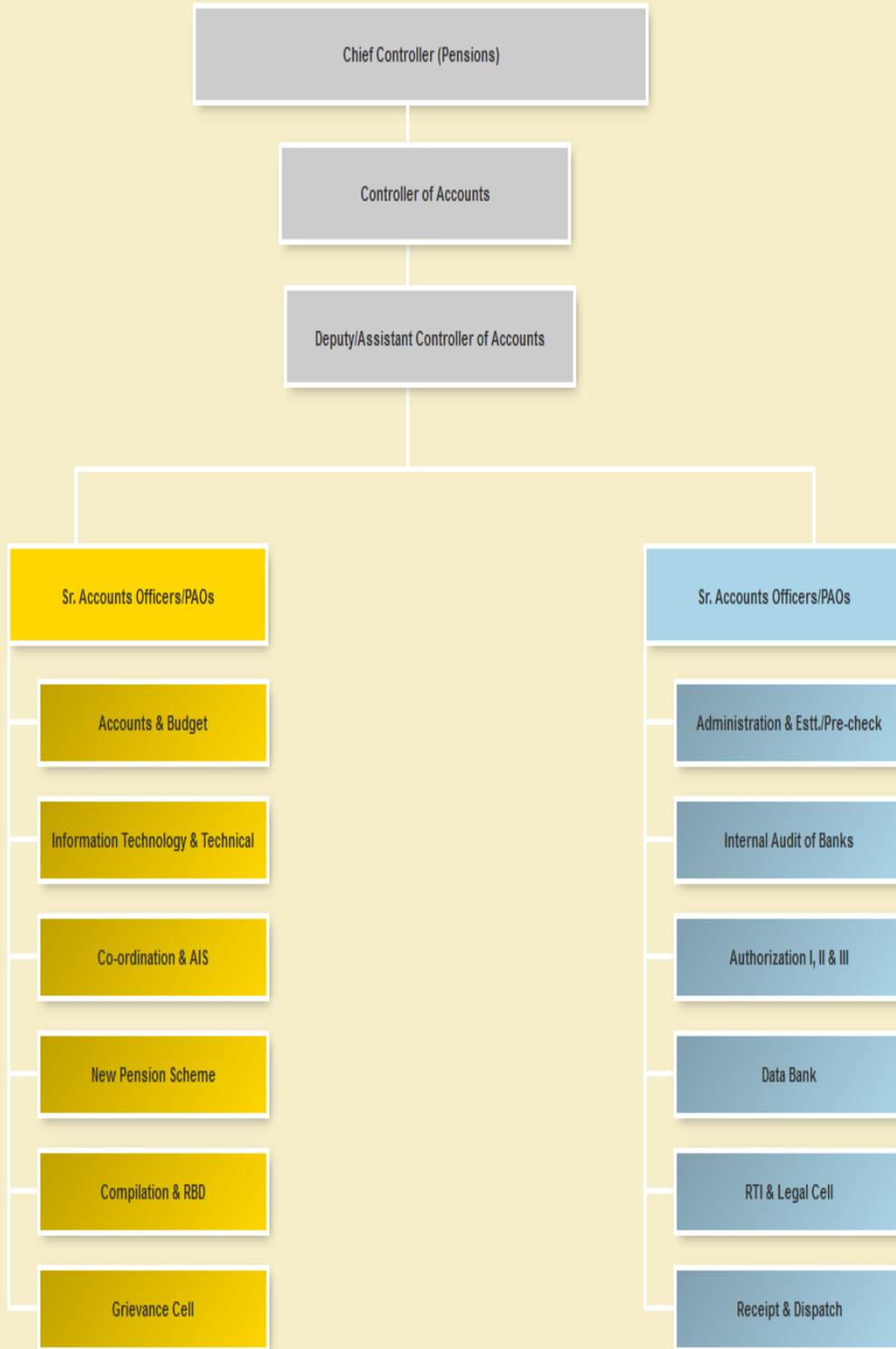


Organisation Chart

Central Pension Accounting Office



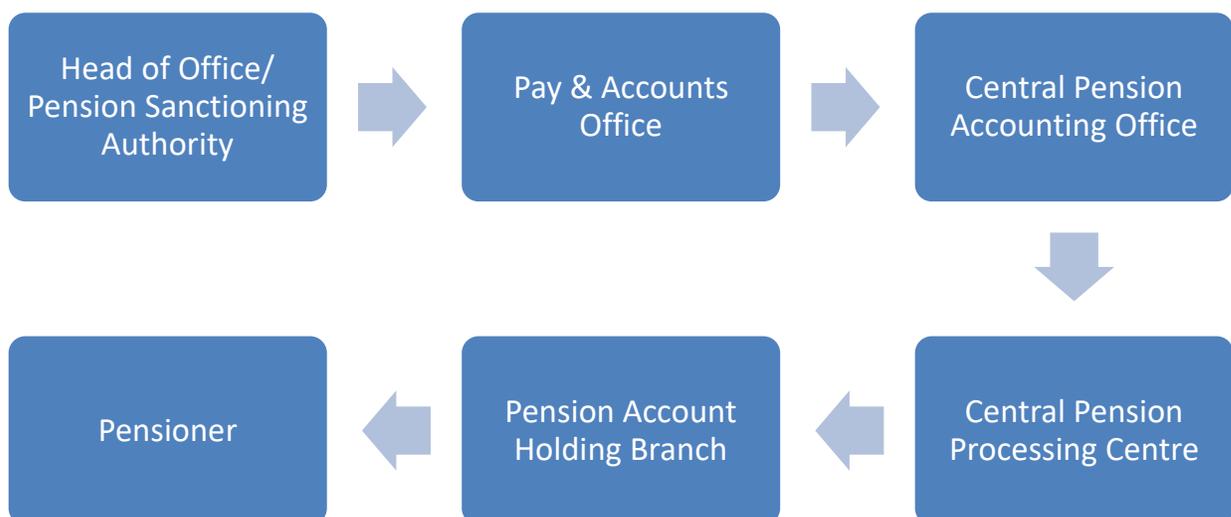
Functions of CPAO-

- Administering the 'Scheme for payment of Pension to Central Government Civil Pensioners by Authorized Banks (both Public Sector and some Private Sector Banks)'
- Issue of Special Seal Authorities (SSAs) authorizing payment of pension in fresh as well as revision of pension cases to the CPPCs (Centralized Pension Processing Centres) of pension disbursing banks
- Management of pension grant and its budgeting
- Preparation of budget for the Pension Grant and accounting thereof.
- Audit of CPPCs of Pension Disbursing Banks
- Maintaining Data Bank of Central Civil Pensioners containing all details indicated in the PPOs and Revision Authorities
- Handling the grievances of Central Civil Pensioners
- Enabling payment of provisional pension to the Pensioners/Family Pensioners covered under National Pension System (NPS) (as an interim arrangement)
- Coordinating with Ministries/Departments/ Ministry of Finance and DP&PW on all matters related to pension payments, accounting & budgeting

Processing of Pension Authorization

The Process of Pension authorization and payment involves a five stage flow of pension papers:

- Head of Office/Pension Sanctioning Authority
- PAOs of Ministries/Departments concerned
- Central Pension Accounting Office
- Centralized Pension Processing Centre
- Pension Account Holding Branch (PAHB)
- Pensioners



Brief description of duties of various units of CPAO

A brief description of duties of each section of CPAO is as under: -

Administration & Establishment Section: Deals with Administrative and Establishment matters of the Central Pension Accounting Office.

Pre-Check Section: Deals with the pre-check of bills concerning the establishment of Central Pension Accounting Office, New Pension Scheme – Additional Relief and Inward Claims and generated PFMS reports etc. Compiles and submits the monthly account of CPAO to CGA. Maintains the GPF Ledger and Broadsheets of Long Term Advances of employees of CPAO. Prepares DDR Register, PAO Suspense, Pension Cases, New Pension cases, Receipt & Payment scrolls. Generates and maintenance various reports, e-lekha, e-scrolls. Reconciles work related to e-Payment System, Receipt & Payment with the DDO/Admin, Flash Figures, Review of balance, Provisional Accounts, Reconciliation of Head-wise Appropriation Accounts.

Provide information for monthly D.O. to CGA. Uploads NPS Contribution, MIS-8 Reports, e-TABF (24G) Reports, e-Lekha and maintain CPAO data backups with PNB Locker.

Authorization Sections: Deal with issue of Special Seal Authorities (SSAs) to CPPCs (Central Pension Processing Centers) of banks for arranging payment through the selected paying branch to Pensioners on receipt of PPO/Revision authority from PAOs concerned.

Allocation of Ministries to Authorization Sections is as under:

Authorization I: Ministry of Agriculture, Water Resources, Food, Rural Areas & Employment, Petroleum & Natural Gas, Fertilizer, Commerce, Power & Energy, Coal, Labour, Health & Family Welfare, Industry, Information & Broadcasting, Law & Justice including Judges of Supreme Court and High Courts, Planning, Surface & Transport, Steel & Mines, Supply, Civil Aviation, Non-Conventional Energy, Chemical & Petro Chemical, Human Resource Development, Urban Development, MP-Lok Sabha and Rajya Sabha, Lok Sabha and Rajya Sabha Sectt., NCT of Delhi.

Authorization II: Ministry of Finance including O/o CGA, Controller of Aid, Accounts & Audit, M/o Information Technology, Presidents Sectt., PPG & Pension, CBEC, CBDT, Science & Technology, Civil Supplies, External Affairs, Environment & Forest, CPAO, Food Processing, Telecommunication, Posts, Election Commission, Atomic Energy, Space, All AGs, Director of Audit & Accounts, All Union Territories without Legislature, Ministry of Defence (Civil).

Authorization III: Ministry of Home Affairs including CISF, BSF, CRPF and

other Para Military Forces and Freedom Fighters.

Technical Section: Technical Section is an important part of CPAO which not only provides technical expertise and required analysis but also plays an important role in formulating and interpreting Rules & Regulations related to pensions by providing valuable feedbacks to DOPT and DPPW. This section also provides feedback to CGA Office for updation/amendments in Chapter-7 of Civil Accounts Manual. Modification of CPAO's publication "Scheme for Payment of Pensions to Central Government Civil Pensioners by Authorized Banks" is also dealt by this section. The project documents of any new e-project like e-scroll, e-PPO etc. are also prepared by this section with the help of NIC, CPAO and O/o CGA. This section issues PPO numbers to all PAOs in November every year for the forthcoming calendar year. A system of digital allotment of PPO numbers has been implemented from calendar year 2016.

Accounts Section: Co-ordinates Monthly Accounts for Pensions Grant. Prepares Appropriation Account, Finance Account, Statement of Central Transactions and Accounts at a Glance. MHA Grant pertaining to Freedom Fighter Pensions. Settles Inward and Outward claims against 29 AGs in respect of pension paid to Civil Pensioners, Family Pensioners, Freedom Fighter pensioners, Burma Pensioners and High Court Judges. Deposits remittances received from different banks into Govt. Account. Submits various important reports relating to Accounts to C&AG and CGA office.

Budget Section: Prepares Budget Estimates of the ensuing year and Revised Estimates of the current financial year. Prepares and maps Detailed Demands for Grants, incorporating figures of Budget Estimates/Revised Estimates and actual expenditure of the previous year. Allocates & maintains budget for field units i.e. about 70 budget authorities. Reviews Expenditure on monthly/ quarterly basis to monitor the utilization of fund and follow up action. Submits quarterly return of expenditure to Internal Finance Unit of Ministry of Finance as well as Budget Division. Reviews expenditure trend of pension payment disbursed by Banks. Scrutinizes E-Lekha reports on weekly basis for effective control over budget.

Data Bank Section: Updates the BSR code Directory based on information received from different banks. Allots 12 digits PPO No. to Pre-1990 pension cases. It is custodian of records of pre-90 pensioners' data. Attends to General Dak related to BSR Code, modification of PAO code, and allotment of new PPO number for Pre-90 cases received from PAO, Bank & Pensioners.

All India Service (AIS) Section: This section process the Pension cases of All India Service officers as the Government of India has taken over the entire pension liability of AIS Officers who had already retired or would be retiring either from the State Government or from the Central Government with effect from 1st April, 2008. All India Service Officers and existing pensioners have the option of drawing pension through the Government of India or through the State Government on whose cadre they were borne.

Coordination Section:

Deals with coordination with Banks, different sections of CPAO and Ministries/Departments for submission of reports/information to O/o, CGA, DPPW etc. It coordinates meetings with Banks & Ministries/Department and training of Bank Officials etc.

Compilation & RBD Section:

E-scroll project was implemented w.e.f. 01.04.2013. Deals with booking of Pension Scrolls uploaded by banks in the e-Scroll portal of CPAO. Compiles the monthly Account on the basis of scrolls received from different banks. Reconciliation of put through (received from CAS, RBI,, Nagpur) and scrolls received from banks. Preparation of PSB Suspense Report on the basis of Monthly statement of compilation and DMA – I statement received from CAS, RBI, Nagpur.

NPS Section: Presently provisional pension/family pension is paid to the beneficiaries of New Pension Scheme (renamed as National Pension System) in case of death or disability in terms of Department of Pension and Pension Welfare OM No. 38/41/06/P&PW (A) dated 05th May, 2009 read with CGA's OM No. 1(7)/DCPS (NPS)/2009/TA/221 dated 2nd July, 2009. The provisional pension is centrally disbursed by the Central Pension Accounting Office (CPAO) on monthly basis in respect of all the Central Civil NPS subscribers directly in the pension accounts of the beneficiaries. Based on the Provisional Pension Payment Order (PPPO) received from the respective Ministry/Department, first time identification is sought by CPAO from the concerned bank branch of the beneficiary and on receipt of the same, bills are prepared by the NPS Section in CPAO and submitted to DDO, CPAO. After necessary scrutiny, the DDO, CPAO tenders the bill to pre-check section for payment to the beneficiaries through National Electronic Fund Transfer (NEFT) in the account of pensioner/family pensioner.

Internal Audit: The role of internal audit in CPAO is distinctly different from those in other Civil Ministries/Departments of the Government of India where the internal audit is required to check the initial records maintained in the executive offices. The main objective of Internal Audit wing of CPAO is to see that the internal controls of bank are robust and the systems ensure correct and timely payment to Central Civil Pensioners, accurate accounting, reporting and redressal of grievances in accordance with the authorization made in the Special Seal Authority/Pension Payment Order (SSA/PAO) as per 'Scheme for Payment of Pensions to Central Government Civil Pensioners by Authorized Banks' and various instructions issued by the Government from time to time.

R&D and old Records Section: Receipt of dak inclusive of fresh PPOs, revision of pension, e-authorization etc. Sorting out the cases Section-wise. Diarizing the dak according to its nature, distributing the dak to the concerned

Sections. Dispatch of the finalized cases.

Grievance Redressal Cell: A Grievance Cell is functioning in CPAO to resolve the problems of pensioners since 14.09.2011. It has ten Toll-free telephone lines (No.1800-11-77-88) exclusively to attend to pension related queries. The pensioners can register their grievances/problems on the Website of CPAO through www.cpaonnic.in. They can also send their grievances/queries through e-mail to cccpao@nic.in. The Grievance Cell also deals with grievances of pensioners received through letters, fax or personal visits. The grievances are settled / disposed-off in a time bound manner by a team of very experienced and dedicated persons deputed for this purpose.

RTI and Legal Cell: Legal & RTI Cell was created in Oct' 2012. Since its creation, Legal & RTI Cell is dealing exclusively with RTI matters such as RTI Applications, first Appeals, Second Appeals filed before Information Commission and legal matters such as Legal Notices served by advocates from all over India, Notices of Appearance received from different benches of Central Administrative Tribunals, Consumer Forums, Public Grievance Commissions, National Human Rights Commission and High Court Benches from around the country.

National Informatics Centre (NIC): NIC plays an important role in implementation of computerization and improving Information Technology in CPAO. NIC performs the following duties:

- Design Interfaces for all the Stakeholders, like Banks, RBI, PAOs, Pr. AOs, pensioner for transfer of information to/from CPAO.
- Advise CPAO for infrastructure up gradation to improve efficiency of work.
- Business Process Reengineering
- System Analysis & Design
- Development
- Testing
- Training
- Maintenance of the Application and User Support
- Backup & Recovery
- Database Administration
- Servers Administration
- Data updation for website on NIC data centre, remotely from CPAO server on a daily basis. Website maintenance.
- Network Management, system start-up & shutdown