

**The Head of Organization of Controller General of Accounts
inaugurated Token Generation System on 29th Sep, 2022 at
Central Pension Accounting Office**

The Head of organization of CGA, Ms. Bharati Das inaugurated the Token Generation System of Facilitation Cell of Central Pension Accounting Office (CPAO) on 29th Sep, 2022. This Token Generation System will help in disposal of facilitation request/help request given by pensioners in order to solve any hurdles they are facing. It was first ever visit of Head of Organization to CPAO in last 20 years. With this system, the pensioner visiting the CPAO will be given a token. The token will provide the counter number and he/she will wait for his turn at the reception, and then proceed to help desk counter as per his/her turn.

The pension expert will help the pensioner in solving his/her request to logical end by addressing the queries and assisting to solve the problem. In case the problem is not solvable in short time, he will be assisted by taking up the matter with concerned authority i.e Banks, Ministries &/or PAOs and he/she will be informed about the action taken in due course in the successive week to close the token by the Facilitation Cell.

CPAO is committed to provide the best services to the pensioners.