

IT Infrastructure of CPAO

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

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

e-PPO : system is meant for sending digitally signed online fresh as well as revision authority to Banks which reduces the processing time and saves costs of paper and dispatch.

E-Revision utility : CPAO had developed a new e-Revision utility for the revision of 7th CPC pension cases. This utility has facility of receiving online revision authorities from PAOs to CPAO under the digital signatures of PAOs.

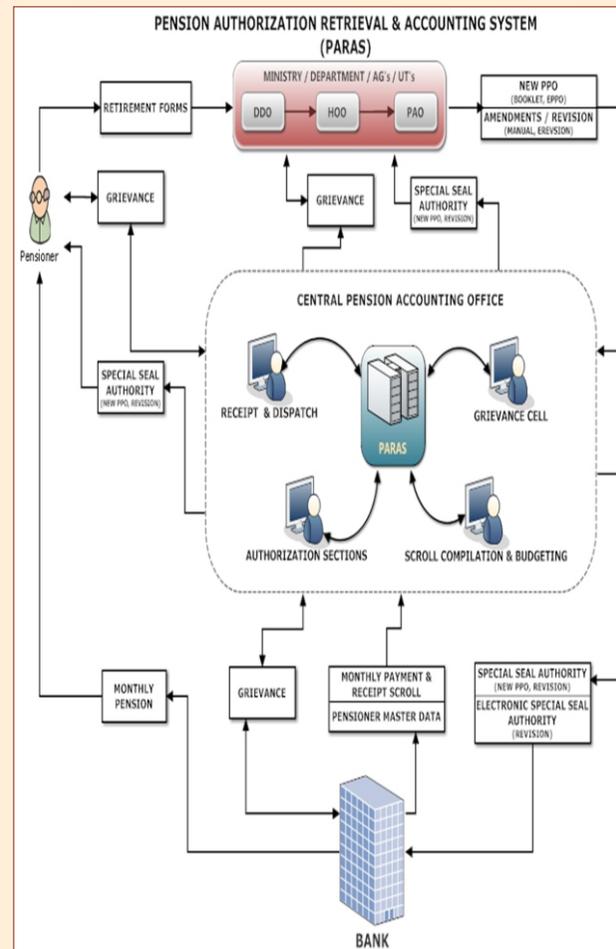
PGMIS (Pensioners Grievance Management Information System) helps in registration and tracking of grievances of pensioners.

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

Grievance Redressal Mechanism

CPAO has fully functional Grievance Redressal Mechanism which is managed by trained retired government officers. Pensioners can lodge their grievances through various modes viz. phone, fax, email, website and personal visits. The grievance Cell has ten lines Toll Free number 1800-11-7788. Pensioners can send their grievances through e-mail at cccpcpao@nic.in.

Process Flow



Central Pension Accounting Office
 Trikoot-II, Bhikaji Cama Place, New Delhi-110066
 Toll Free : 1800 11 77 88
 For NPS (AR) : 1800 11 7789
 Website : www.cpao.nic.in
 Twitter @ CPAO_Social
 Facebook @ cpaosocial
 YouTube @ CPAO ONLINE Delhi

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Central Pension Accounting Office (CPAO)

We Care

www.cpao.nic.in

The screenshot shows the homepage of the Central Pension Accounting Office (CPAO). It features a header with navigation links, a main banner with a photo of the Parliament building, and several service icons like Pensioners, Ministry/Department, Banks, NPS, and eRevision. Below the banner, there are search boxes for PPO status and grievance status, a 'What's New' section with news items, and a 'What's New' section with various services like Photo Gallery, Government Orders, Media Coverage, FAQ, RTI, and Tenders.



सत्यमेव जयते

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

Central Pension Accounting Office

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

Functions of CPAO

- Administering the 'Scheme for payment of Pension to Central Government Civil Pensioners by Authorized Banks'.
- Issuing 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 and Preparing Monthly and Annual Pension Accounts.
- Audit of CPPCs of Pension Disbursing Banks.
- Maintaining Data Bank of Central Civil Pensioners containing all details indicated in the PPOs and Revision Authorities.
- Handling the grievances of Central Civil Pensioners.
- Enabling payment of provisional pension to the Pensioners/Family Pensioners covered under National Pension System-Additional Relief Scheme (NPS-AR) (as an interim arrangement).
- Coordinating with Ministries/Departments/Ministry of Finance and DP&PW on all matters related to pension payments, accounting & budgeting.

Services to Stakeholders

Pensioners

- Pensioner Profile
- View/download facility of Pension Payment Orders/Revisions orders etc.
- Details of pension payments made by the banks
- Tracking of pension processing status and Status of Revision
- Registration and tracking of grievances
- SMS facility on pension processing and grievance status

Ministries/PAOs

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

Banks

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

Other Stakeholders

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

CPAO -Key Statistics

- Maintains database of about 14.18 lakh Central Civil Pensioners/Family Pensioners/Freedom Fighter Pensioners.
- Managing the Pension Budget of Rs. 49,565 Crore in the financial year 2019-20.
- Receives pension cases from more than 600 Pay and Accounts Offices (PAOs) across India.
- Deals with 24 Authorised Banks for Pensions through 39 CPPCs with pensioners spread over 68,000 pension disbursing branches.
- Processed about 41,639 fresh and 91,006 revision of pension cases in the calendar year 2019.
- Handled 56,763 pensioners' grievances In the financial year 2019-20 up to Jan, 2020.
- Processes inward claims for reimbursement received from 29 Accountant Generals offices.
- Deals with about 70 budget units.
- Conducted internal audit of 27 CPPCs in the year 2019-20 up to 31st Jan, 2020 and Total 332 audit paras settled which is highest so far in previous three year.
- Handled 1,010 RTI and 881 legal cases in the year 2019.
- Making direct payments to about 5,590 pensioners covered under NPS-AR Scheme directly in their bank accounts.