

The cover features a white background with two large, wavy, horizontal bands. The top band is orange and the bottom band is green. Both bands have a subtle, fine-lined texture. The text is centered within the white space.

# ACCOUNTS AT A GLANCE 2012-13

In the Service of the Nation by providing assistance  
to Central Civil Pensioners and Freedom Fighters

CENTRAL PENSION ACCOUNTING OFFICE  
MINISTRY OF FINANCE, DEPTT. OF EXPDT.  
NEW DELHI

## **PREFACE**

It gives me great pleasure to present our annual publication of Accounts at a Glance for the year 2012-13. The document gives a broad picture of the operations and performance of the Central Pension Accounting Office on the basis of Statement of Central Transactions, Finance Accounts, Appropriation Accounts as well as the database of pensioners.

All efforts have been made to make this document informative and useful by adopting a simple and user friendly narrative supported by tables and graphs wherever appropriate. Views and suggestions for improvement, in the contents of the next edition would be welcomed.

**(Suman Bala)**  
**Chief Controller (Pensions)**

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## CHAPTER-I

### INTRODUCTION

The Central Pension Accounting Office (CPAO) was set up as an administrative unit of the Ministry of Finance, Department of Expenditure and started functioning with effect from 1<sup>st</sup> January, 1990 under the Controller General of Accounts for payment of pensions to Central Government Civil Pensioners. Consequent upon the establishment of this office, the Comptroller and Auditor General of India was relieved of the work of payment and accounting of Central Government Civil Pensions and Pensions to Freedom Fighters from the Financial Year 1990-91.

2. This office is administering the 'Scheme for Payment of Pensions to Central Government Civil Pensioners through Authorized Banks' both Public Sector & some Private Sector Banks (**Annexure I**). Its functions inter-alia include:

- Issue of Special Seal Authority (SSAs) for pension payment to Authorized Banks.
- Preparation of Budget for the Pension Grant and Accounting thereof.
- Reconciliation with the performance review of Bank with respect to Pension Payments and Disbursement by Bank and conduct internal auditing of pension payment made by banks to ensure accuracy in pension disbursement to pensioners.

Coverage of the scheme is as under:-

2. (i) Unless otherwise specified or stated, coverage of the Scheme extends to all Civil Pensioners of Central Government retiring from Civil Ministries or Departments (except Railways, P & T and Defense), Union Territory Administrations without Legislatures (Chandigarh, Andaman and Nicobar Islands, Daman & Diu, Dadra and Nagar Haveli, Lakshadweep and Minicoy

Islands), and Government of the National Capital Territory of Delhi. Retired Judges of High Courts and Supreme Court are disbursed pension through CPAO whereas the pensionary benefits disbursed to High Court Judges is reimbursed by the respective State Government.

- (ii) All India Service Pensioners are covered under the scheme.
- (iii) This scheme also covers payment of pensions to former Members of Parliament and the payment of pension and other amenities to the former Presidents and Vice Presidents of India including payment of medical expenses, office expenses and travelling expenses towards medical check-up to the spouse of the former and deceased Presidents and Vice Presidents.
- (iv) The Freedom Fighters pension approved by Ministry of Home Affairs are also covered by the scheme.
- (v) Payment of ex-gratia pensions to the families of deceased CPF beneficiaries introduced by Central Government w.e.f. 01.01.1986 is also covered by this scheme.

3. Payment of pensions, including Family Pension, is automatic and no bill is required to be submitted. The amount of monthly pension, including relief on pension sanctioned by Government from time to time, is credited by the paying branch of authorized banks selected by the pensioner to his or her joint account with his/her spouse. Payment of pension in cash is not permitted.

4. Government of India has introduced a New Defined Contribution Pension Scheme replacing the existing systems of Defined Benefit Pension System vide Government of India, Ministry of Finance, Department of Economic Affairs Notification, dated 22/02/2003. The New Pension Scheme came into operation with effect from 01/01/2004 and is applicable to all new entrants to Central Government service, except to Armed Forces, joining Government service on or after 01/01/2004. As an interim arrangement, CPAO was made Custodian of maintenance of all records related to the fund of subscribers till an Authority-PFRDA, constituted by Government for framing all activities and take over New Pension Scheme, came into force. Even after PFRDA came into operation, co-ordination and other aspects of NPS is being handled by CPAO.

5. The decision of providing Provisional Pension under New Pension Scheme Additional Relief to the family members of deceased and disabled employees covered under New Pension Scheme has come into force w.e.f. 05/05/2009. The Provisional Pension is being electronically remitted by CPAO in respect of Central Civil Pension – New Pension Scheme subscribers each month by direct credit to the pension account of the beneficiary after the completion of the first time identification formalities by the pension account hold branch. During the year 2012-13, an expenditure of Rs. 11,48,22(Th) and Rs. 3,70,15(Th) has been incurred for disbursement of Ordinary pension to 1185 pensioners and Extra ordinary pension to 204 pensioners respectively.



6. The budget of the Central Pension Accounting Office for the Pension Grant, incorporating the Major Head 2071-Pension and other Retirement Benefits and Major Head 2235- Social Security and Welfare, stood at Rs. 503 crores in the year 1990-91. Over a period of 23 years the expenditure under the grant has gone up by approximately 39 times to Rs. 19596.75 crores in the financial year 2012-13. The composite grant is operated by all Civil Ministries, Defense (Civil), Departments of NCT Delhi, Union Territories without Legislatures and by CPAO.

While the former book terminal retirement benefits like Commutation Value, Gratuity, Leave Encashment etc. CPAO accounts for the monthly pension/family pensions and other payments disbursed by banks and reported to CPAO through scrolls.

7. The total staff in position as on 31-03-2013 was 124 as against a sanctioned strength of 174. The range and volume of work handled by this office in 2012-13 is apparent from the following:

- The final Grant in 2012-13 for Grant No.39- Pension Rs. 19564.00 crores.
- 29 Banks authorized to disburse pension from 67,038 Paying Branches & CPPC of all the banks.
- CPAO received PPOs from 610 PAOs and other offices all over India.
- Processed inward claims for reimbursement received from 29 A.Gs.
- Handled 44,684 new Pension cases during 2012-13.
- Received 1,92,814 Revision Cases during 2012-13.
- Received and registered 17446 Grievances during 2012-13.

8. The quantum of work detailed above is handled in an efficient and smooth manner through extensive use of information technology. A predominant range of functions starting from receipt of dak to final dispatch, alongwith the attendant stages of processing of pension papers have been computerized. The Software package "Pension Authorisation, Retrieval and Accounting System" (PARAS) has been developed by Central Pension Accounting Informatics Division of NIC in CPAO from August, 2007 onwards. The computerization has enhanced transparency and accountability of the processes and of CPAO.



## **CHAPTER-II**

### **CPAO-AN OVERVIEW**

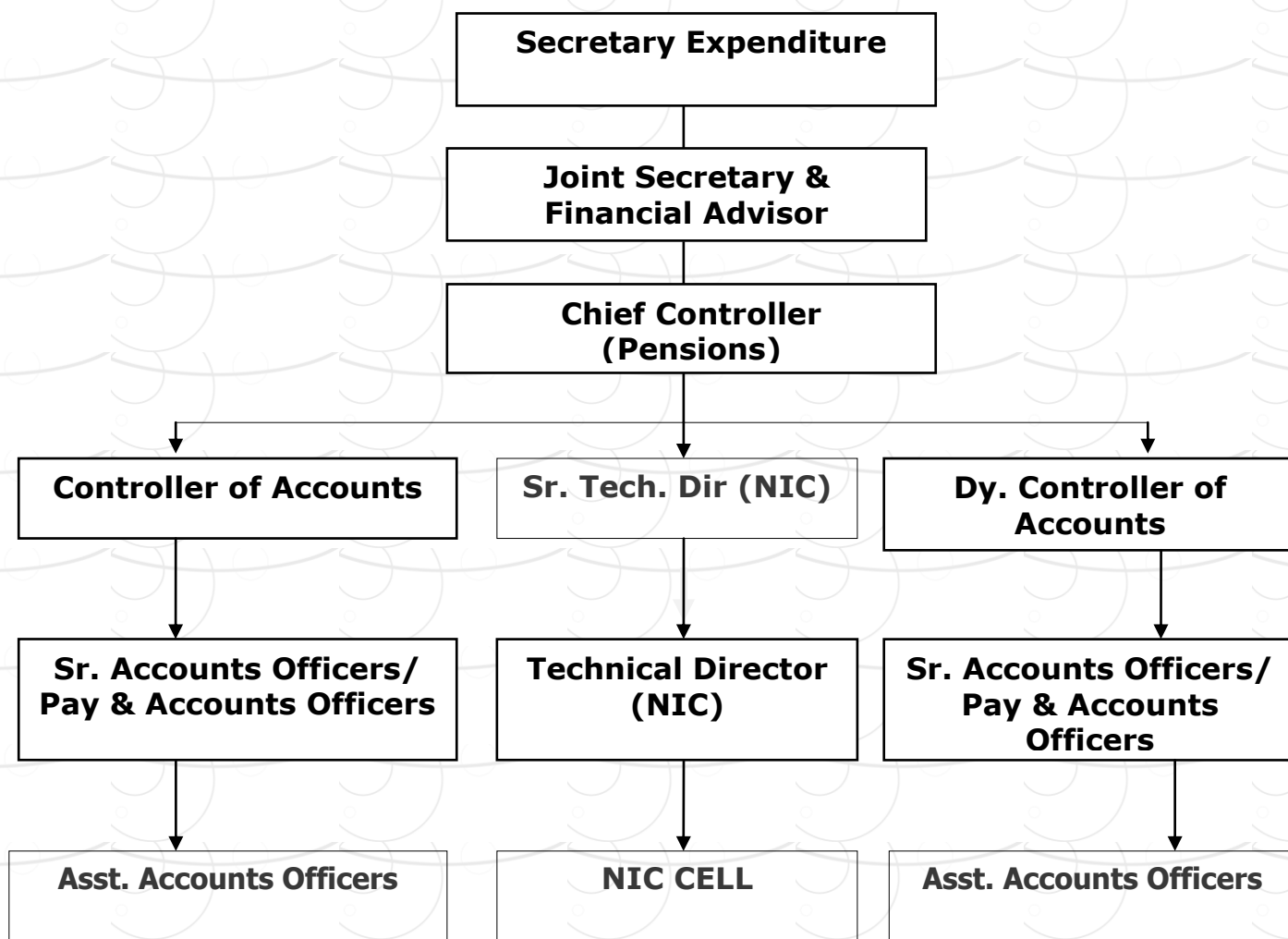
Secretary (Expenditure) is the Chief Accounting Authority of the Department of Expenditure in the Ministry of Finance. CPAO is an attached office of the Department of Expenditure in the Ministry of Finance. He discharges his functions with the assistance of Joint Secretary & Financial Adviser and the Chief Controller (Pensions). The Organizational Chart is given at page 9.

The Central Pension Accounting Office is headed by the Chief Controller (Pensions). Chief Controller (Pensions) performs his duties with the assistance of one Controller of Accounts, one Deputy Controller of Accounts, Senior Technical Director (NIC) and 23 Senior Accounts Officers/Pay & Accounts Officer amongst other staff.

At the close of the financial year Annual accounts viz. Statement of Central Transactions, Appropriation Accounts and Finance Accounts are prepared and submitted to the offices of Director General of Audit, Central Revenues and Controller General of Accounts, Ministry of Finance.

Accounting information and data are also provided to the Ministry of Finance, Department of Expenditure to facilitate effective budgetary and financial control of Grant No.39 - Pensions. Quarterly progressive expenditure figures under various subheads of the grant are furnished to Budget Section of the Ministry.

**I) A broad view of organization of Central Pension Accounting Office is reflected through the following chart:**



- **Authorisation I,II & III**
- **Technical**
- **Accounts**
- **Budget**
- **Data bank**
- **All India Service**
- **Compilation & RBD**
- **New Pension Scheme- Addl. Relief (NPS-AR)**
- **Internal Audit & Post Payment Check**
- **Pre-Check**
- **Admn. & Esstt.**
- **R&D and Old Record**
- **Grievance Redressal**

## **II) Brief description of duties of each unit.**

A brief description of duties of each unit being handled with the support of 124 Staff members in position as on 31-03-2013 is as under: -

- i. Authorization Sections:-** Deal with issue of Special Seal Authorities (SSAs) to 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 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 AsG, 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.

- ii. Technical Section:-** Technical Section is an important part of CPAO which not only provides technical expertise in requirement analysis but also assists in formulating and interpreting Rules & Regulation related to pensions. Allotment of PPO numbers and disposal of RTI Cases have also been dealt by this section.
- iii. Accounts Section:** Co-ordinates Monthly Accounts for Grant No.39 – Pensions., Prepares Appropriation Account, Finance Account, Statement of Central Transactions, Accounts at a Glance. Operates Grant No.55 (MHA) pertaining to Freedom Fighter Pensions. Settle Inward and Outward claims against 29 AGs in r/o pension paid to Civil Pensioners, Family Pensioners, Freedom Fighter pensioners, Burma Pensioners and High Court Judges. Deposits remittances received from different banks into Govt. A/c. Generates Scheme-wise Expenditure Statement and submits to NIC for upload on CPAO website. Submits various important reports relating to Accounts to C&AG and CGA office.
- iv. Budget Section:** Prepares Budget Estimates of the ensuing year and Revised Estimates of the current financial year. Prepares and maps DDG, incorporating figures of BE/RE and actual expenditure of the previous year. Maintains of all Govt. Servants due to retire within ensuing 24 to 30 months for budget formulation. Develops Budget Module in PARAS with WEB forms on CPAO website. 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. Reviews expenditure trend of pension payment disbursed by Banks. Scrutinizes E-Lekha reports weekly for effective control over budget.

- v. Data Bank Section:-** Updates the BSR code Directory based on informations 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 and allotment of New PPO No. received from PAO, Bank & Pensioners.
- vi. 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 1<sup>st</sup> 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 are borne.
- vii. Compilation & RBD Section:** - Compiles the monthly Account on the basis of scrolls received from different banks. Reconciles figures of Date-wise Monthly Statement with Scrolls. Prepares the PSB Suspense report on the basis of Monthly statement of compilation and DMA – I statement received from CAS, RBI, Nagpur. Exercise post check of scrolls.

- viii. NPS-AR Section:-** Processes payments of Family Pension cases received from different Ministries in respect of New Defined Contribution Pension Scheme. The Provisional Pension payment is directly disbursed by CPAO to the beneficiary by crediting his/her bank account. Direct disbursement of NPS-AR provisional pension to the pensioners accounts through RTGS/NEFT is being done through the Govt. e-payment portal since November 2011.
- ix. 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 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 Headwise Appropriation Accounts. Submits 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.
- x. Administration & Establishment Section:-** Deals with Administrative and Establishment matters of the Central Pension Accounting Office.
- xi. Internal Audit & Post Payment Check: -** Internal Audit section in CPAO conducts internal audit of pension transactions of the authorized banks.

**xii. 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. Dispatches the finalized cases.

**xiii. Grievance Redressal Cell:-**

A Grievance Cell has been formed to resolve the problems of pensioners. Ten Toll-free telephone lines (No.1800-11-77-88) have been introduced exclusively to attend to pension related queries. The pensioners can register their grievances/problems on the Website of CPAO through [www.cpao.nic.in](http://www.cpao.nic.in). The grievances are settled / disposed off in a time bound manner by a team of very experienced and dedicated persons deputed for this purpose.

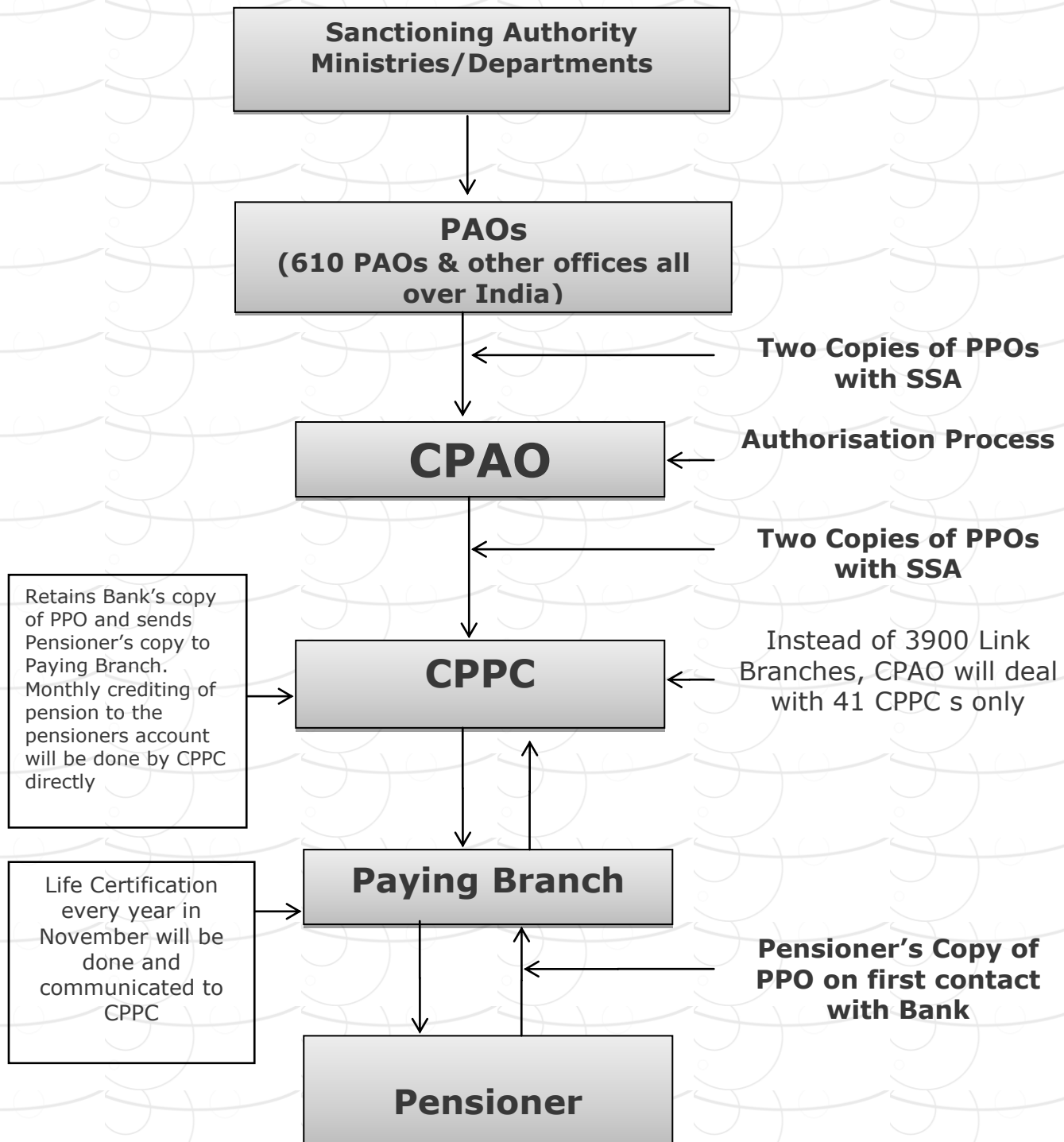


**National Informatics Centre (NIC):** NIC plays an important role in implementation of computerization and improving Information Technology in CPAO. NIC performs the following duties:

- Design Interfaces for all the Stakeholders, like Banks, RBI, PAOs, Pr.AOs, pensioner for transfer of information to/from CPAO.
- Advise CPAO for Infrastructure upgradation 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
- Linux Servers and Windows 2003 Servers Administration
- Data updation for website on NIC data center, remotely from CPAO server on a daily basis. Website maintenance.
- Network Management, system startup & shutdown

## New System of Authorisation of Pension Through Centralised Pension Processing Centres of the Banks

## Movement of Pension Payment Order (PPO)



## CHAPTER- III

### ITEMS OF WORK COMPUTERISED AT CPAO

To improve monitoring and transparency in work in Central Pension Accounting Office, all the pension processing activities have been computerized. Broad features of running and forthcoming I.T. projects may be viewed as under:

#### Website [cpao.nic.in](http://cpao.nic.in)

The Website [www.cpaon.nic.in](http://www.cpaon.nic.in) is hosted at NIC Headquarter, which is a single window for pensioners of Central Civil Service. Its main features are:

- ◆ The data is updated on a daily basis including latest status of PPOs of pensioners.
- ◆ The Website generates Web reports for PAOs/ Pr. AOs /CGA for monitoring 6<sup>th</sup> Pay Commission revision cases pertaining to their ministries.
- ◆ The Website generates Web reports for banks for pension cases dispatched to particular bank within a given time.
- ◆ Generates enquiry of any case processed by CPAO by giving PPO No.
- ◆ Gives all pension related orders issued by DPPW and CPAO
- ◆ Having Web based Pensioners Grievances module to lodge complaints/ grievances.

## **PARAS**

National Informatics Centre (NIC) in association with CPAO developed **PARAS (Pension Authorisation, Retrieval and Accounting System)**. Its main features are:

- PARAS Software has been developed for Authorization, Accounting and Post audit of Central Civil Pensioners.
- Business Process Reengineering of PEARL (older system in Oracle 7.0 unixware 1.1 on dumb terminals)
- Authorizes Central Civil, All India Services, ex-MPs, ex-President & ex-Vice President, Central Freedom Fighters & Delhi Govt. Pensioners for pension disbursed by more than 67038 branches of 26 Public Sector Banks & 3 Private Sector Banks
- Accounting of the pension disbursed by banks & reimbursed by Govt.
- Amendment (Revision, Commutation) of the Pensioners Cases
- Grievance Redressal
- Provisions for VIP, RTI & Court Cases
- Databank Creation of Pre-1990 pensioners (about 2 lakh pensioner data )
- AG Claims Management
- Tracking of the cases right from the receipt to dispatch
- Main Modules – ( Reception, Receipt & Dispatch, Authorization, SSA Printing, General Dak, Databank & database, AG Claims Mgt., MIS, RTI, Compilation, Enquiry)
- Enquiry of the pension case on website .cpao.nic.in/.cpao.gov.in
- Database of more than 8 Lakh Pensioners & about 10.61 Lakh amendments cases.

### **e-Revision**

National Informatics Centre (CGA) in association with CPAO has developed e-Revision to facilitate the Pay and Accounts Offices to finalize electronically the revision of pension cases of pre-2006 pensioners. This has helped PAOs in quick and accurate disposal of pre-2006 cases.

### **e-Payment**

e-Payment system has been implemented in the C.P.A.O. w.e.f. 31.10.2011 and is running successfully. All the payment regarding salary and contractors are being made through e-payment through the GEPG site. It is an easy mode to make payment for this office.

### **e-Scroll**

e-Scroll has been initiated to receive electronic scrolls from banks having pensioner-wise details of pension paid. Banks are sending Electronic Scrolls to CPAO and taking reimbursement from RBI. In case of discrepant items where there is a difference between pension paid and due, CPAO will advise RBI to reverse the payment made to bank. Benefits of this project are:-

- No data entry at CPAO for compilation of Accounts
- 100% post audit of pension paid by the banks

- Reduction in PSB Suspense amount.
- Verification of timely and accurate payment to Pensioners.
- Timely redressal of Pensioners' grievances.

### **CPPC**

In order to further improve the pension payment System, Banks have established Centralised Pension Processing Centers (CPPC), where the entire pensioner database of respective banks is kept, processing of pensions are done centrally and pension are credited in the respective Bank Branches. It will be repository of entire pensioner Database of respective banks.

The benefits are:

- CPAO will be able to identify/verify whether each pensioner has got the pension.
- Disbursement will be paid in time after accurate pension calculation.
- Commutation will be restored in time.
- Pensioners' grievances will be handled efficiently by Bank/ CPAO

### **e-PPO Project**

CPAO has initiated for Electronic Transmission of Electronic PPO from PAO to CPAO to banks. Its benefits are:-

- To reduce time and effort of Data Entry at CPAO and Banks.
- Reduce the time and money spent in postage from PAO to CPAO and to the Banks.
- Discontinuation of PPO Booklet and its replacement by one A4 size paper generated from e-PPO Website.

The project will be taken, after the implementation of e-scroll project.

## **NPS-AR Project**

CPAO is giving pensions to pensioners under New Pension Fund Additional relief system by directly crediting to their accounts. The software for entry and preparation of bill of such cases has been prepared and direct disbursement is done using e-payment gateway since Nov-2011.

### **Grievances**

Web based Pensioners Grievance module is implemented on cpao.nic.in, on which pensioner can give his complaint/ Grievance and monitor it.

### **CPAO Website**

Web Site [www.cpaon.nic.in](http://www.cpaon.nic.in) is hosted at NIC HQ, which is single window for pensioners of Central Civil Service. Its main features are:

- The data is updated on a daily basis including latest status of PPOs of pensioners.
- The Website generates Web reports for PAOs/ Pr. AOs/ CGA for monitoring 6 CPC revision cases pertaining to their ministries (G2G Interface)
- The Website generates Web reports for banks for pension cases dispatched to particular bank within a given time (G2B Interface)
- Generates enquiry of any case processed by CPAO by giving PPO No. (G2C Interface)
- Gives all pension related order issued by DPPW and CPAO.



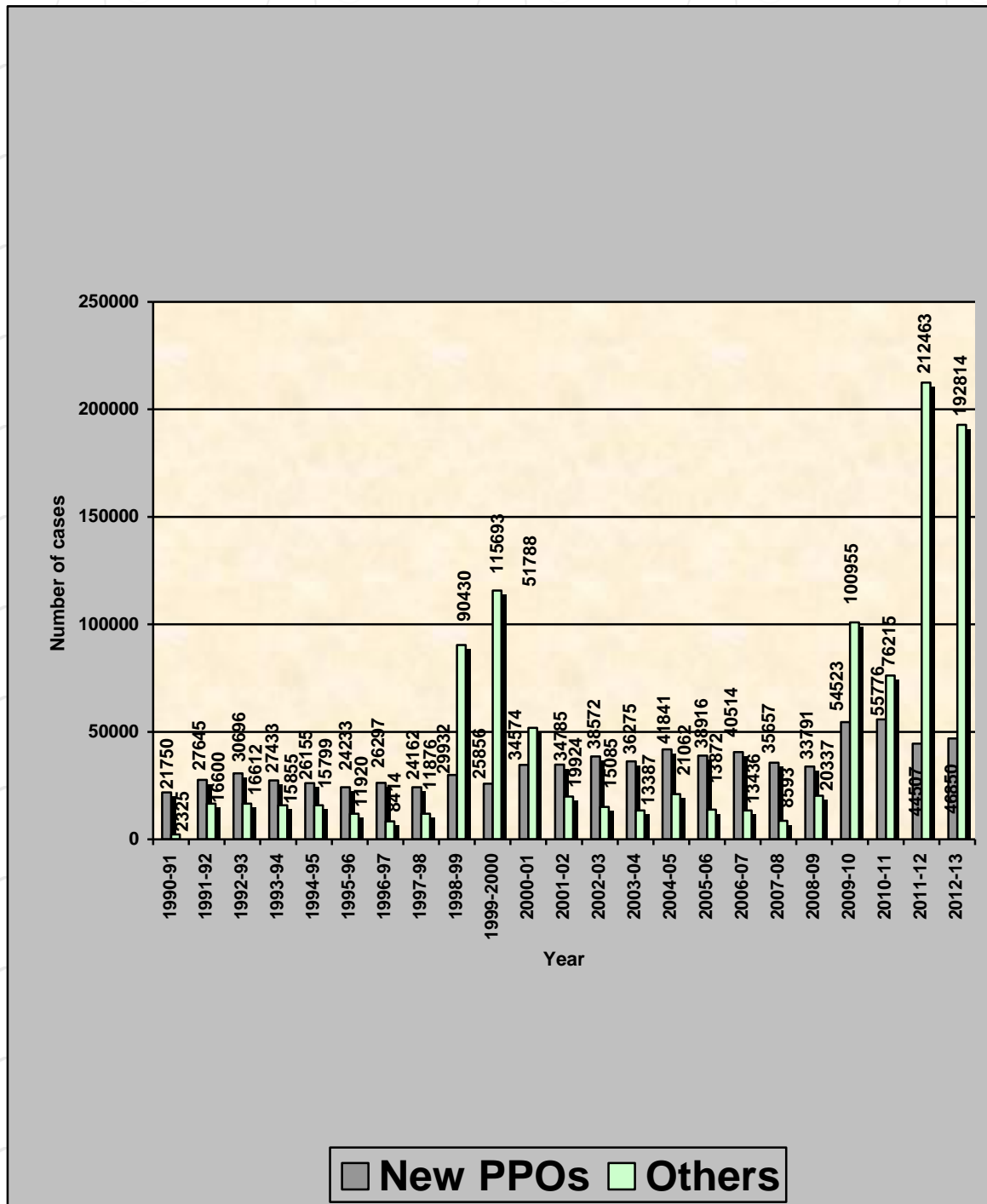
## CHAPTER –IV

### Physical Performance

#### PERFORMANCE OVER THE YEARS SINCE 1990

Year	NEW PPOs	OTHERS (REVISION TRANSFER, COMMUTATION, SWITCH OVER)
1990-91	21750	2325
1991-92	27645	16600
1992-93	30696	16612
1993-94	27433	15855
1994-95	26155	15799
1995-96	24233	11920
1996-97	26297	8414
1997-98	24162	8414
1998-99	29932	90430
1999-00	25856	115693
2000-01	34574	51788
2001-02	34785	19924
2002-03	38572	15085
2003-04	36275	13387
2004-05	41841	21062
2005-06	38916	13872
2006-07	40514	13436
2007-08	35657	8593
2008-09	33791	20337
2009-10	54523	100955
2010-11	55776	76215
2011-12	44507	212463
2012-13	46850	192814

# Performance over the years



## CHAPTER-V

### APPROPRIATION ACCOUNTS-Grant No. 39 Pension 2012-13

Appropriation Accounts indicate the expenditure in comparison with the amount of Voted grant and Charged appropriation as specified in the schedule.

During the financial year original provision was Rs. 19800 crores. The Head wise Appropriation Accounts for 2012-13 are as under: -

(Figures in crores)

Sl. No.	Major Head	Budget Estimates 2012-13	Suppl. Grant 2012-13	Final Grant 2012-13	Expenditure 2012-13	Excess (+) Saving (-) w.r.t. Final Grant
1.	2071- Pension and other Retirement benefits	19747.41	NIL	19511.41	19554.45	(+)43.04
	Charged	89.90	NIL	89.90	77.08	
	Voted	19657.51	NIL	19421.51	19477.37	
2.	2235 – Social Security and Welfare	52.59	NIL	52.59	42.28	(-)10.31
	Charged	0.10	NIL	0.10	0.10	
	Voted	52.49	NIL	52.49	42.18	
	<b>Total</b>	<b>19800.00</b>	<b>NIL</b>	<b>19564.00</b>	<b>19596.75</b>	<b>(+)32.75</b>
	<b>Charged</b>	<b>90.00</b>	<b>NIL</b>	<b>90.00</b>	<b>77.18</b>	
	<b>Voted</b>	<b>19710.00</b>	<b>NIL</b>	<b>19474.00</b>	<b>19519.57</b>	

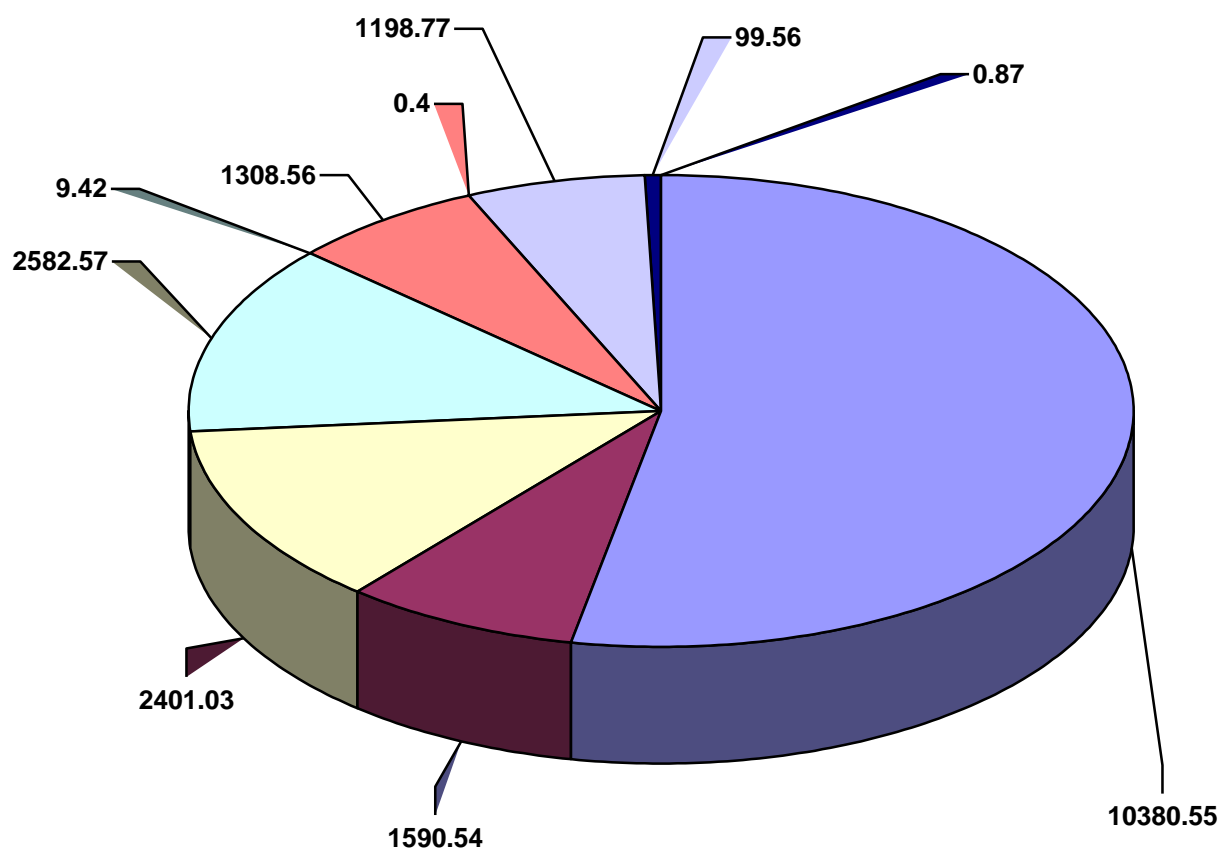
**PENSIONS & OTHER RETIREMENT BENEFITS**  
**(MAJOR HEAD – 2071)**

(Rs. in crores)

Sl. No.	Category	Final Grant 2012-13	Actual Expenditure 2012-13	Excess(+) Saving(-)	Percentage Increase(+) Decrease(-) over Final Grant in 2012-2013
1.	SUPERANNUATION Total Charged Voted	10342.51 15.95 10326.56	10380.55 15.69 10364.86	(+)38.03	(+)0.37 %
2.	COMMUTED VALUE OF PENSION Total Charged Voted	1695.20 13.20 1682.00	1590.54 8.08 1582.46	(-)104.66	(-)6.17 %
3.	GRATUITY Total Charged Voted	2328.50 16.50 2312.00	2401.03 12.20 2388.83	(+)72.53	(+) 3.11 %
4.	FAMILY PENSION Total Charged Voted	2593.80 8.80 2585.00	2582.57 7.31 2575.26	(+)11.23	(+) 0.43 %
5.	CONTRIBUTIONS TO PROVIDENT FUND Total Charged Voted	22.00 0.05 21.95	9.35 .00 9.35	(-)12.65	(-)57.18 %
6.	LEAVE ENCASHMENT Total Charged Voted	1309.00 9.00 1300.00	1308.57 7.89 1300.68	(-)0.43	(-) 0.03 %
7.	EX-GRATIA PAYMENTS ARISING OUT OF SPECIAL VRS Total Charged Voted	5.00 - 5.00	0.40 - 0.40	(-)4.60	(-)92.00 %
8.	CONTRIBUTION FOR DEFINED CONTRIBUTION PENSION SCHEME Total Charged Voted	1132.00 2.00 1130.00	1198.78 1.42 1197.36	(-)66.78	(-)5.89%
9.	MISC. PENSIONARY PAYMENTS Total Charged Voted	81.40 24.40 57.00	80.75 24.48 56.27	(-)0.65	(-)0.81 %
10.	OTHERS Total Charged Voted	2.00 - 2.00	1.92 - 1.92	(-)0.08	(-)4.00 %
	<b>TOTAL</b> Total Charged Voted	19511.41 89.90 19421.51	19554.46 77.08 19477.38	(-)43.05 (-)12.82 (-)55.87	(-)0.22 %

**PENSION & OTHER RETIREMENT BENEFITS  
MAJOR HEAD - 2071.  
PROPORTIONATE EXPENDITURE 2012-13**

(Rupees in crores)



■ Superannuation	■ Commuted V.
■ Gratuity	■ Family Pension
■ Cont. to P.F.	■ Leave Encashment
■ Ex-gratia payment	■ Cont. for DCPS
■ Misc. Pensionary Payment	■ Others

**SOCIAL SECURITY AND WELFARE**  
**(MAJOR HEAD – 2235)**

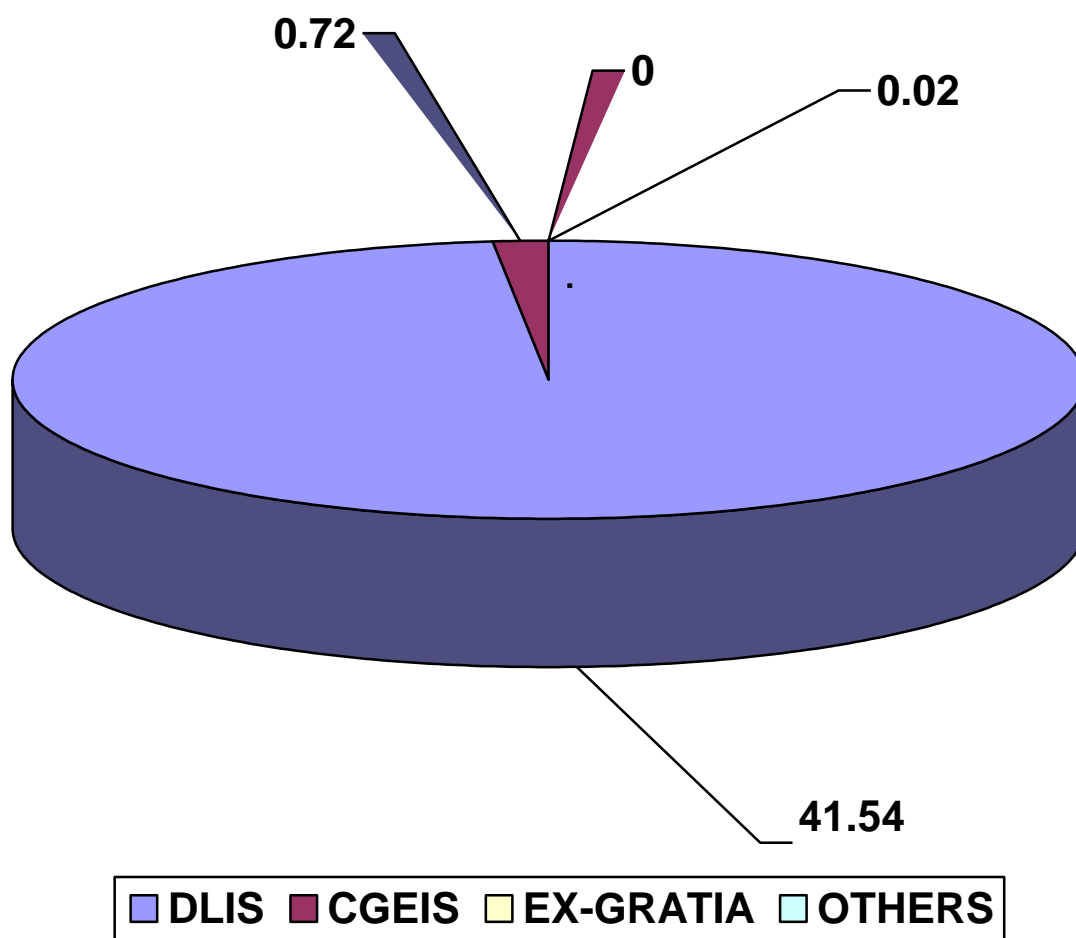
(Rs in crores)

SI. No.	Category	Final Grant 2012-13	Actual Expenditure 2012-13	Excess (+) Savings(-)	Percentage Increase+ Decrease- Over Final Grant in 2012-13
1.	DEPOSIT LINKED INSURANCE SCHEME	50.09	41.54	(-)8.55	(-)17.06 %
	Charged	0.09	.10		
	Voted	50.00	41.44		
2.	C.G.E.I.S.	1.00	0.72	(+)0.28	(+)28.00 %
	Charged	0.01	0.00		
	Voted	0.99	0.72		
3.	EX-GRATIA PAYMENT TO GOVERNMENT SERVANT DYING IN HARNESS	0.76	0.00	(-)0.76	(-)100 %
	Charged	-	-		
	Voted	0.76	0.00		
4.	OTHER	0.74	0.02	(-)0.72	097.29%
	Charged	-	-		
	Voted	0.74	0.02		
	TOTAL	52.59	42.29	(-)10.30	(-)19.79 %
	Charged	0.10	0.10	(-)0.00	
	Voted	52.49	42.19	(-)10.30	
	<b>PENSION GRANT TOTAL</b>				
	<b>MAJOR HEAD 2071+2235</b>	<b>19564.00</b>	<b>19596.74</b>	<b>(-)32.74</b>	<b>(-)0.16 %</b>
	<b>Charged</b>	90.00	77.18	(-)12.82	
	<b>Voted</b>	19474.00	19519.56	(-)45.56	

# SOCIAL SECURITY & WELFARE

## MAJOR HEAD 2235 *(Rupees in crores)*

Proportionate Expenditure





### **FINANCE ACCOUNTS – 2012-13**

The Finance Accounts represents the accounts of the receipts and outflow to/from the Consolidated Fund of India and the Public Accounts along-with financial results.

The Finance Accounts is prepared in two parts consisting summary statements in respect of Revenue and Capital (Consolidated Fund), Debt, Deposits, Suspense and Remittance transactions (Public Account) and Contingency Fund and detailed statements in respect of these transactions.

The basic material for the preparation of Finance Accounts is the Statement of Central Transactions. A summary statement of the Finance Accounts for 2012-13 is on next page.

**Statement No. - 13**  
**FINANCE ACCOUNT - UNION GOVERNMENT 2012-13**  
**STATEMENT OF RECEIPTS, DISBURSEMENTS & BALANCES UNDER HEADS OF ACCOUNTS**  
**RELATING TO DEBT DEPOSITS AND REMITTANCES AND CONTINGENCY FUND**

Major/Minor Head of Account	Opening Balance	Receipts	Disbursements	Closing Balance
1	2	3	4	5
<b>PART - I CONSOLIDATED FUND</b>				
Receipt Heads (Revenue Account)	-	5216 Cr.	-	-
Receipt Heads (Capital)	-	-	-	-
Expenditure (Revenue)	-	-	128810608 Dr.	-
Expenditure (Capital)	-	-	-	-
<b>T O T A L E – Public Debt</b>	-	-	-	-
F Loans & Advances				
7610 – 201 – HBA.	36 Dr.	117 Cr.	116 Cr-	35 Dr.
7610 – 202-01 – MCA.	23 Cr.	31 Cr.	-	54 Cr.
7610 – 203 – Advance for purchase of other Conveyance.	9Dr.	-	-	9Dr.
7610-204- Computer Advances	72 Dr.	108 Cr.	30 Dr.	6Cr.
7610 – 800 – Other Advances	1Cr.	-	-	1Cr.
G Inter-state settlement				
7810 Inter-state Settlement				
<b>T O T A L</b>	93Dr.	256 Cr.	146 Dr.	17 Dr.
<b>PART – II CONTINGENCY FUND</b>				
8000 Contingency Fund	-	-	-	-
<b>PART - III PUBLIC ACCOUNT</b>				
<b>(Rs. in thousand)</b>				
I Small Saving Provident Fund etc.				
8009 – 101 – GPF	67140 Cr.	37162 Cr.	13393 Dr.	90909 Cr.
8011 – 103 – CGEIS	141 Cr.	65 Cr.	105 Dr	101 Cr.
8011 – 101 – Postal Insurance & LAF	31Cr.	-	-	31 Cr.
J Reserve Fund				
K Deposits & Advances				
(a) 8342.00.117 Defined contribution Pension Scheme for Govt. Employee	-	-	-	-
(b) Deposits not bearing interest				
8443 Civil Deposits	237 Cr.	40 Cr.	75 Dr.	202 Cr
103 – Security Deposits				
(c) Advances				
8550 Civil Advances	18Dr.	-	-	18Dr.
103 – Other Departmental advances				

(Rs. in thousands)

Major/Minor Head of Account	Opening Balance	Receipts	Disbursements	Closing Balance
1	2	3	4	5
L Suspense & Miscellaneous				
8658 Suspense Account				
101 – PAO Suspense	1 Cr.	-	-	1 Cr.
108 – PSB Suspense	7896474 Cr.	(-)6400195 Cr.	(-) 86321 Dr.	1582600 Cr.
138 – Other Nominated (Private Sector Banks) Suspense	(-) 25467 Cr.	(-)38535 Cr.	(-) 81 Dr.	13149 Cr.
8670 – Cheque & Bills				
102 – PAO Cheques	565403 Cr.	1240786 Cr.	-	1806189 Cr.
8672 – Permanent Cash Imprest				
101 – Civil	5Dr.	-	-	5 Dr.
8675 – Reserve Bank Deposit				
101 – Central Civil	-	134678816 Cr.	886914 Dr.	-
TOTAL - L - Suspense & Miscellaneous	8436406 Cr.	129582100 Cr.	800512 Dr.	3426092 Cr.
TOTAL - Public Account	8503937 Cr.	129619367 Cr.	814085 Dr.	3517317 Cr.
GRAND TOTAL	8503844 Cr.	129624839 Cr.	129624839 Dr.	3517334 Cr.

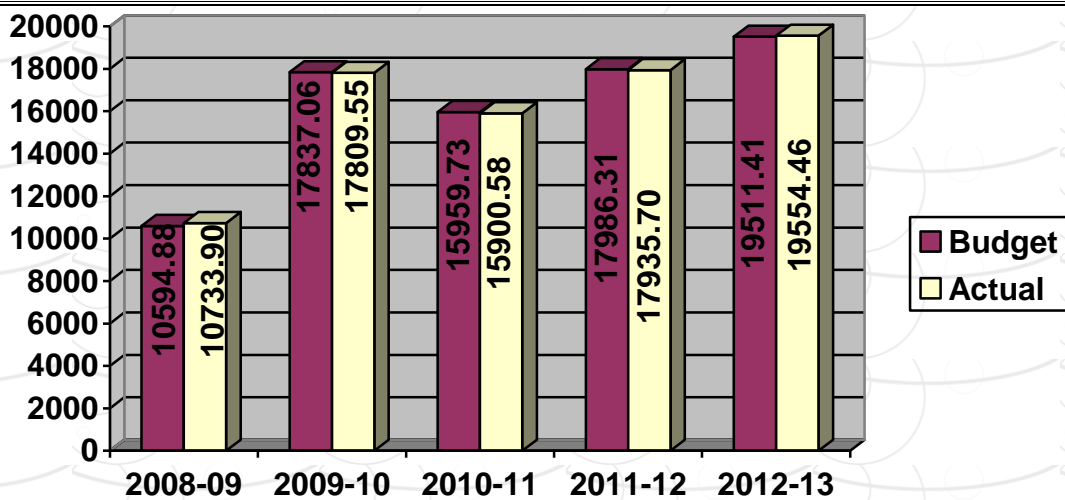
**NOTE**

- (i) Minus transaction in Major Head 8658 - 138 – Other Nominated (Private Sector Banks) under Receipts & Payment portion is due to non receipt of Scrolls from Reimbursing branches/Nodal branches.

**STATEMENT OF EXPENDITURE**  
**IN RESPECT OF PENSION GRANT 2008-2009 TO 2012-13**  
**MAJOR HEAD 2071-PENSION AND OTHER RETIREMENT BENEFITS**  
**(NON-PLAN)**

(Rs. in crores)

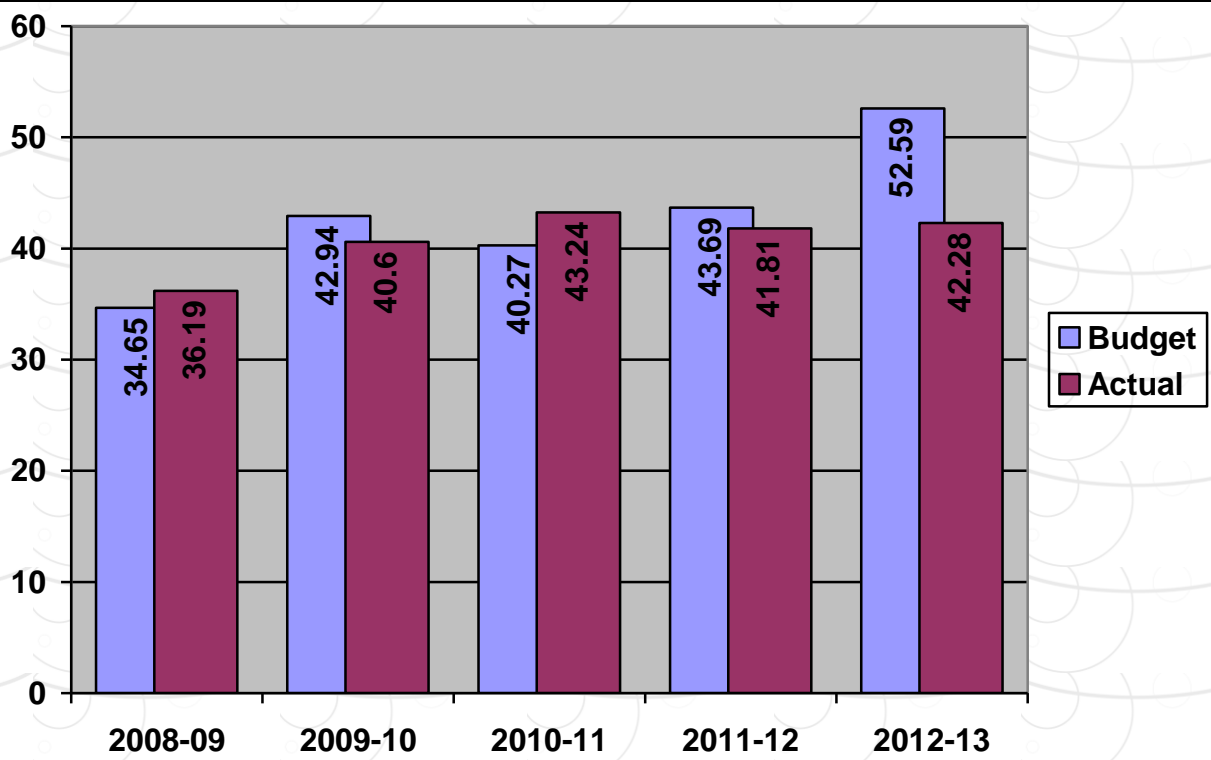
Sl. No	Category	2008-2009		2009-10		2010-11		2011-12		2012-13	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
1.	Superannuation	5584.05	5759.72	9134.31	9513.62	8453.91	8394.31	9555.99	9635.52	10342.51	10380.55
2.	Medical treatment	500.00	498.18	166.67	166.67	-	-	-	-	-	-
3.	Commuted value of Pension	1015.26	944.63	2240.80	2080.76	1699.85	1700.05	1678.20	1567.08	1695.20	1590.54
4.	Gratuity	1180.47	1240.02	2359.10	2196.59	2024.15	2025.78	2099.00	2138.26	2328.50	2401.03
5.	Family pension	1187.45	1239.88	2131.93	2062.29	1864.76	1857.54	2286.30	2369.01	2593.80	2582.57
6.	Contribution to Provident Fund	14.00	14.60	14.00	13.89	19.98	12.52	22.00	11.02	22.00	9.42
7.	Leave Encashment	688.73	644.86	1043.75	1030.72	1071.99	1093.49	1267.00	1189.67	1309.00	1308.57
8.	Cont. for Defined Pension Scheme	379.56	360.31	577.50	576.63	656.60	657.06	962.00	923.01	1132.00	1198.77
9.	Misc. Pensionary Payments	41.86	29.14	63.50	63.05	90.53	84.23	109.95	99.56	81.40	80.74
10.	Others	1.50	1.23	101.50	101.83	47.96	47.88	1.87	0.87	2.00	1.92
11.	Ex-Gratia Payments for Spl.VRS	2.00	1.33	4.00	3.50	30.00	27.72	4.00	1.70	5.00	0.40
<b>M.H. Total-2071</b>		<b>8589.45</b>	<b>8684.70</b>	<b>10594.88</b>	<b>10733.90</b>	<b>17837.06</b>	<b>17809.55</b>	<b>15959.73</b>	<b>15900.58</b>	<b>19511.41</b>	<b>19554.46</b>



### **MAJOR HEAD 2235-SOCIAL SECURITY AND WELFARE (NON-PLAN)**

**(Rs. in crores)**

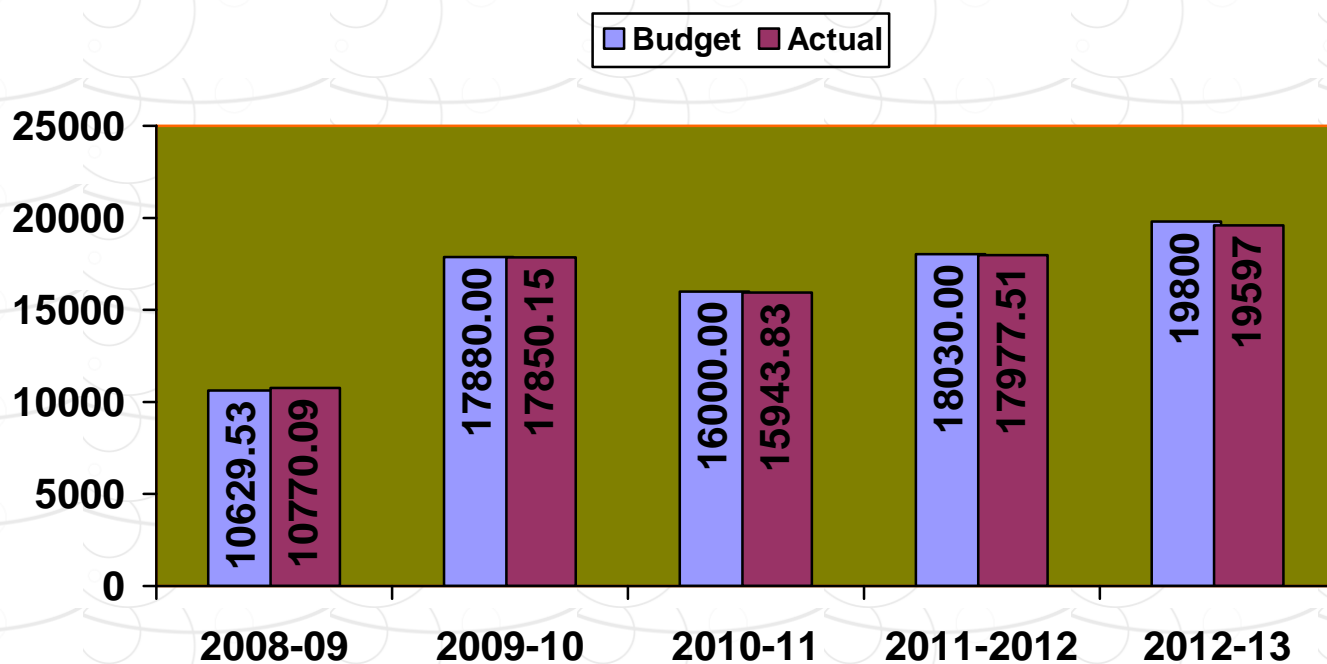
Sl. No	Category	2008-09		2009-10		2010-11		2011-12		2012-13	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
1.	Deposit Linked Insurance Scheme	33.05	34.93	41.05	38.93	38.14	41.35	41.36	39.90	50.09	41.54
2.	C.G.E.I.S.	0.91	0.37	0.91	0.73	0.91	0.86	1.00	1.01	1.00	0.72
3.	Ex-gratia payment to Government servant dying in harness	0.05	0.25	0.30	0.30	0.30	0.11	0.59	0.16	0.76	0.00
4.	Others	0.64	0.64	0.68	0.64	0.92	0.92	0.74	0.74	0.74	0.02
<b>M.H. Total-2235</b>		<b>34.65</b>	<b>36.19</b>	<b>42.94</b>	<b>40.60</b>	<b>40.27</b>	<b>43.24</b>	<b>43.69</b>	<b>41.81</b>	<b>52.59</b>	<b>42.28</b>



**STATEMENT OF EXPENDITURE**  
**IN RESPECT OF PENSION GRANT 2008-2009 TO 2012-2013**  
**MAJOR HEAD 2071-PENSION AND OTHER RETIREMENT BENEFITS**  
**AND 2235-SOCIAL SECURITY AND WELFARE (NON-PLAN)**

(Rs. in crores)

Sl. No	Category	2008-2009		2009-10		2010-11		2011-12		2012-13	
		Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual
	<b>PENSION GRANT TOTAL M.H. (2071+2235)</b>	<b>10629.53</b>	<b>10770.09</b>	<b>17880.00</b>	<b>17850.15</b>	<b>16000.00</b>	<b>15943.83</b>	<b>18030.00</b>	<b>17977.51</b>	<b>19800.00</b>	<b>19596.75</b>





## **EXPENDITURE INCURRED ON BEHALF OF OTHER MINISTRIES**

In addition to its own expenditure (Grant No.39), the Central Pension Accounting Office incurs expenditure on pensions of Freedom Fighters on behalf of Ministry of Home Affairs (Grant No.55) also. As per accounting procedure laid down by Ministry of Finance, this total expenditure is booked in the Statement of Central Transactions (SCT) of this Ministry. These amounts are intimated to the Ministry of Home Affairs who include them in their Appropriation Accounts. Similarly the expenditure relating to CPAO which is incurred by agent Ministries / Departments is included in CPAO's Grant No.39 – Pensions.

The details of expenditure incurred on Freedom Fighters Pensions on behalf of Ministry of Home Affairs during the last five years are shown below:

<b>Year</b>	<b>Amount in thousands (Rs.)</b>
2007-08	5,88,06,07
2008-09	6,85,76,35
2009-10	8,18,55,31
2010-11	7,02,23,68
2011-12	8,13,69,77
2012-13	7,65,64,40

## CHAPTER – VII

### STATE-WISE AND CATEGORY-WISE BREAK-UP OF NEW AUTHORISATIONS ISSUED DURING 2012-13

Sl. No	Name of State	Opening Balance as on 1.4.2012	M.Ps	Judges	Freedom Fighters Central	Others	Total for 2012-13	Total PPOs From 01.01.90 To *31.03.2013
1	Andaman & Nicobar	12143	-	-	-	-	-	12143
2	Andhra Pradesh	32516	9	12	62	1955	2038	34554
3	Arunachal Pradesh	2182	-	-	-	-	-	2182
4	Assam	19798	1	1	0	1857	1859	21657
5	Bihar	34859	5	2	2	1846	1855	36714
6	Chandigarh	18253	0	0	0	94	94	18347
7	Chhattisgarh	240	0	0	0	9	9	249
8	Daman & Diu	0	-	-	-	-	-	0
9	Delhi	145228	36	7	3	9993	10039	155267
10	Goa	1403	0	0	0	7	7	1410
11	Gujarat	18011	11	1	0	2384	2396	20407
12	Haryana	36992	5	0	0	4250	4255	41247
13	Himachal Pradesh	18306	0	0	2	63	65	18371
14	Jammu & Kashmir	9831	0	0	0	13	13	9844
15	Jharkhand	817	2	0	0	15	17	834
16	Karnataka	18357	13	3	10	3534	3560	21917
17	Kerala	38431	3	5	14	2177	2199	40630
18	Madhya Pradesh	25345	4	2	2	1233	1241	26586
19	Maharashtra	67994	15	11	20	5522	5568	73562
20	Manipur	4232	0	0	0	1	1	4233
21	Meghalaya	2589	0	0	0	1	1	2590
22	Mizoram	662	-	-	-	-	-	662
23	Nagaland	1137	-	-	-	-	-	1137
24	Nepal	7470	0	0	0	222	222	7692
25	Orissa	10360	2	2	0	979	983	11343
26	Pondicherry	1347	-	-	-	-	-	1347
27	Punjab	19775	1	0	0	793	794	20569
28	Rajasthan	26442	3	3	0	391	397	26839
29	Sikkim	584	-	-	-	-	-	584
30	Tamil Nadu	31955	4	3	4	2713	2724	34679
31	Tripura	3815	0	0	0	3	3	3818
32	Uttar Pradesh	80386	10	3	0	2201	2214	82600
33	Uttaranchal	379	0	0	0	22	22	401
34	West Bengal	64742	5	5	4	4260	4274	69016
<b>Total</b>		<b>756581</b>	<b>129</b>	<b>60</b>	<b>123</b>	<b>46538</b>	<b>46850</b>	<b>803431</b>

## CHAPTER – VIII

### MINISTRY AND DEPARTMENT-WISE PENSION CASES AND EXPENDITURE 2012-13

#### A. MINISTRY AND DEPARTMENT-WISE PENSION CASES DURING 2012-13

Sl. No.	Ministry/Department/UTs/AGs	No. of New SSAs Issued
1	Agriculture	507
2	Atomic Energy	1210
3	Admn. of Daman & Diu	61
4	C.B.E.C.	2857
5	C.B.D.T.	2040
6	Commerce & Textile	393
7	Tourism & Civil Aviation	66
8	Coal	24
9	Chemicals & Fertilizers	23
10	Corporate Affairs	85
11	Delhi Administration	4282
12	Defence (Civil)	80
13	Dy. Sec. Pers. & Admn. Ref. Dep	36
14	Director Pension (AIS)	3
15	Dir. Gen. of Audit , Defence Services	33
16	Development of North Eastern Region	2
17	External Affairs	276
18	Environment & Forest, Ocean Development	170
19	Earth Science	327
20	Election Commission Of India	5
21	Info. & Broad. / Prasar Bharti	70
22	Information and Technology	109
23	Consumer Affairs, Food & Public distribution	163
24	Finance (Revenue, Expenditure, Economic Affairs, Disinvestment)	489
25	Food Processing	7
26	Home Affairs	18982
27	Health & Family Welfare	957
28	Human Resources Development (Culture, Education, Youth affairs, Women and Child Development, Minority Affairs)	648
29	Information & Broadcasting	632
30	Industry	261
31	Labour, Employment & Company Affairs	267
32	Law & Justice & Company Affairs	138
33	Lok Sabha	135
34.	Planning and Programme Implementation & Statistics	299
35	President's Secretariat	30
36	Petroleum & Natural Gas	12
37	Personnel Public Grievances & Pension	828
38	New & Renewal Energy Sources	20

<b>Sl. No.</b>	<b>Ministry/Department</b>	<b>No. of New SSAs Issued</b>
39	Rural Development	31
40	Rajya Sabha	83
41	Steel	12
42	Mines	726
43	Science & Technology	580
44	Space	679
45	Supply	171
46	Surface Transport, Shipping	182
47	Telecommunication	68
48	Urban Development, Employment	1721
49	Water Resources	907
50	Power	80
51	Andaman & Nicobar	964
52	Daman & Diu	303
53	U.T. Chandigarh	842
54	Social Justice & Empowerment	47
55	Accountant General (A&E)	1588
56	Accountant General (H C Judges)	47
57	Accountant General (States)	60
58	Accountant General (AIS)	130
59	Accountant General (West Bengal)	1
60	Dadra & Nagar Haveli	75
61	UT Lakshadweep	202
62	Department of Land Resources	5
63	Drinking Water Supply	5
64	North Eastern Council	13
65	National Disaster Management AU	3
66	Prasar Bharti	798
<b>Grand Total</b>		<b>46850</b>

#### Notes

Central Pension Accounting Office issues SSAs on the basis of PPOs received from different Ministries/Departments and accounts for the pension paid through Banks and Treasuries.

## B. MINISTRY AND DEPARTMENT-WISE EXPENDITURE 2012-13

( Rs. in thousands )

SI NO.	Circle Code & Description Ministry/Departments	Total Charged	Total Voted	Total Charged+ Voted
1	AGRICULTURE	0	606597	606597
2	A.G. CALCUTTA	0	27508	27508
3	A.G. CHANDIGARH	0	1680989	1680989
5	AG(AUDIT) DELHI	55618	4254672	4310290
6	ANDAMAN NICOBAR ADMN.	0	1005765	1005765
7	ATOMIC ENERGY	0	2032262	2032262
8	CBDT (EXP.)	0	2796923	2796923
9	CBEC	0	4177865	4177865
10	CGDA ( CIVIL)	0	463741	463741
11	CGDA(DEFENCE)	238	14780116	14780354
12	CHEMICAL AND PETRO CHEMICAL	0	27070	27070
13	COMMERCE	0	482067	482067
14	COMPANY AFFAIRS	0	125299	125299
15	CPAO (SCT figure)	473854	120560300	121034154
16	CULTURE	0	457585	457585
17	DADRA AND NAGAR HAWELI	0	66080	66080
18	DEPARTMENT OF COAL	0	28645	28645
19	DEPARTMENT OF SPACE	0	1366883	1366883
20	DISINVESTMENT	0	7551	7551
21	EARTH SCIENCE	0	455098	455098
22	ELECTION COMMISSION	0	12241	12241
23	ENVIRONMENT. FORESTS & WILD LIFE	0	242244	242244
24	EXTERNAL AFFAIRS	0	2261039	2261039
25	FINANCE (EXP)	0	49909	49909
26	FERTILIZER	0	22061	22061
27	FINANCE (ECONOMIC AFFAIRS)	0	164714	164714
28	FINANCE(REVENUE)	0	298292	298292
29	FOOD (CONSUMER AFFAIRS)	0	299466	299466
30	FOOD PROCESSING	0	13684	13684
31	HEALTH & FAMILY WELFARE	0	1443465	1443465
32	HIGHER EDUCATION	0	116563	116563
33	HOME AFFAIRS	0	19855118	19855118
34	INDUSTRIAL DEVELOPMENT	0	335879	335879
35	INFORMATION & BROADCASTING	0	1854704	1854704
36	INFORMATION TECHNOLOGY	0	231437	231437

	Ministry/Departments	Total Charged	Total Voted	Total Charged+ Voted
37	LABOUR	0	374084	374084
38	LAKSHADWEEP ISLANDS	0	204193	204193
39	LAW AND JUSTICE	68127	158934	227061
40	LOK SABHA	0	158258	158258
	MINES	0	920617	920617
41	MINISTRY OF MINORITY AFFAIRS	0	18971	18971
42	MINISTRY OF NORTH EASTERN REGION	0	20362	20362
43	MINISTRY OF SHIPPING	0	161605	161605
44	NCT DELHI	53346	4301198	4354544
45	NEW AND RENEWABLE ENERGY	0	35338	35338
46	OVERSEAS INDIAN AFFAIRS	0	4828	4828
47	PANCHAYATI RAJ	0	2712	2712
48	PETROLEUM & NATURAL GESS	0	20115	20115
49	PLANNING COMMISSION	0	463269	463269
50	POSTAL DEPARTMENT	0	2091	2091
51	POWER	0	135902	135902
52	PPG & PENSIONS	94446	1257682	1352128
53	PRESIDENT SEC.	26192	0	26192
54	RAJYA SABHA	0	59344	59344
55	ROAD TRANSPORT	0	69003	69003
56	RURAL AREAS & EMPLOYMENT	0	63742	63742
57	SCHOOL EDUCATION AND LITERACY	0	17910	17910
58	SCIENCE & TECHNOLOGY	0	618112	618112
59	SOCIAL JUSTICE & EMPOWERMENT	0	45260	45260
60	STEEL	0	18743	18743
61	SUPPLY	0	199585	199585
62	TELECOMMUNICATION	0	174291	174291
63	TOURISM & CIVIL AVIATION	0	71577	71577
64	TRIBAL AFFAIRS	0	20168	20168
65	U T DAMAN & DIU	0	193445	193445
66	URBAN DEVELOPMENT	0	1719194	1719194
67	WATER RESOURCES	0	1012291	1012291
68	WOMEN AND CHILD DEVELOPMENT	0	50235	50235
69	YOUTH AFFAIRS	0	18750	18750
	<b>TOTAL</b>	<b>771821</b>	<b>195195641</b>	<b>195967462</b>

#### Notes

1. The expenditure figure relates to pension paid to all the surviving pensioners irrespective of their date of retirement.

## CHAPTER – IX

### Pensioner Class wise New PPO's Printed Between 01-01-1990 to 31-03-2013

S.NO.	Pensioner Class	Count
1.	Benefits to Ex/Deceased President	3
2.	Family Pension	111664
3.	Family Pension to Supreme Court Judge	1997
	Ida Family Pension	5
	IDA Pension	2944
	Prorata Pension (PSU Absorbee)	52
4.	Invalid Pension	7669
5.	Pension for Supreme Court Judge	26
6.	Pension to Ex MP's	3743
7.	Pension/ FP for High Court Judge	316
8.	Pension / FP to Freedom Fighters	15258
9.	Superannuation Pension	403536
10.	Voluntary Retirement	218777
11.	Others	39004
Grand Total		804994

## **Pioneering Service rendered by CPAO**

As an initiative for Citizen's Charter, CPAO has constituted a Grievance Cell to redress the grievances of pensioner. Apart from lodging a complaint/ grievance through letter and E-mail, 10 Toll-free telephone lines have been introduced (No. 1800-11-77-88) to cater exclusively to pensioners. Pensioners can also lodge their complaints/ grievances on "Grievance Module" provided on website of CPAO i.e. [www.cpao.nic.in](http://www.cpao.nic.in) by quoting their PPO Number. In case of pre 1990 case, they may quote their old PPO No., Ministry and date of retirement.

CPAO has regularly been receiving letters/ E-mails from pensioners conveying thanks for taking prompt action. Complaints/ grievances received are analyzed to identify the grievance prone areas and all necessary efforts are made to align the standard of offered services with recipient expectations. The staff dealing with complaints/ grievances is well informed and capable of addressing the queries of pensioners. If required, pensioners can meet officers in CPAO between 4-5 P.M. on Monday, Wednesday and Friday.

On 1<sup>st</sup> of March 2012, on the occasion of Civil Accounts Day, CPAO was awarded with **CGA Best Practices Award** for the successful functioning of the Grievances Redressal Mechanism. This award was given based on the following criteria:-



1. Innovation
2. Citizen centric or client centric
3. Replicability
4. Sustainability.

The Grievance Redressal Mechanism became operational from 14<sup>th</sup> September, 2011 and has been running successfully. Interface with software and Toll Free Call Centre with enhanced lines has been received very well.

## CHAPTER – X

# 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 including fund accounts, loans and advances.

CPAO is primarily responsible to conduct Internal Audit of payment of pensions made by Banks. The payment to pensioners involve a huge amount of money and any delayed or inaccurate disbursement of pension or inadequate quality of service to pensioners can adversely impact the pension delivery mechanism, putting the pensioners to hardships and thus eroding the money value. The role of Internal Audit of Banks by CPAO becomes important to provide an assurance that all Government of India orders relating to payment of pensions are complied with expeditiously by the authorized Banks and the interest of the pensioners are protected. The Internal Audit makes critical assessment of efficiency and effectiveness of service delivery mechanism for pensioners to ensure value for money.

### Details of Units Audited in the financial year 2012-13

S.No.	Name of the Unit (Banks)	Period of Audit
1.	Vijaya Bank, CPPC, Bangalore	23.04.2012 to 27.04.2012
2.	Indian Bank, CPPC, Chennai	07.05.2012 to 12.05.2012
3.	SBI, CPPC, Chennai	07.05.2012 to 19.05.2012
4.	SBI, CPPC, Hyderabad	11.06.2012 to 16.06.2012
5.	SBBJ, CPPC, Jaipur	25.06.2012 to 30.06.2012
6.	Bank of Baroda, CPPC, Vadodara	02.07.2012 to 07.07.2012
7.	State Bank of Mysore, CPPC, Mangalore	09.07.2012 to 14.07.2012
8.	SBI, CPPC, Bhopal	16.07.2012 to 21.07.2012
9.	Indian Overseas Bank, CPPC, Chennai	16.07.2012 to 21.07.2012
10.	SBI, CPPC, Lucknow	19.11.2012 to 23.11.2012
11.	Allahabad Bank, CPPC, Lucknow	20.11.2012 to 23.11.2012

**(A) PUBLIC SECTOR BANKS**

<b>SI No.</b>	<b>Name of Banks</b>
1	Indian Bank
2	Indian Overseas Bank
3	Central Bank of India
4	Allahabad Bank
5	Oriental bank of Commerce
6	Punjab & Sindh Bank
7	IDBI Bank
8	State Bank of Patiala
9	Dena Bank
10	Syndicate Bank
11	State Bank of India
12	State Bank of Hyderabad
13	State Bank of Travancore
14	Bank of India
15	United Commercial Bank
16	Andhra Bank
17	Canara Bank
18	Union Bank of India
19	Corporation Bank
20	Vijaya Bank
21	State Bank of Mysore
22	State Bank of Bikaner & Jaipur
23	Bank of Baroda
24	Bank of Maharashtra
25	United Bank of India
26	Punjab National Bank

**(B) PRIVATE BANKS**

<b>SI.No</b>	<b>Name of Banks</b>
1.	HDFC Bank
2.	Axis Bank (UTI Bank)
3.	ICICI Bank

### WHOM TO CONTACT IN CPAO

Sl. No.	Section	Name of Official/Designation	Telephone
1.	Chief Controller (Pensions)	Smt. Suman Bala	26169406(O),26174864 (O) 26715108 (Fax)
2.	Controller of Accounts	Dr. Dilip Kumar	26169406 (O) 26167326 (Fax)
3.	Reception	–	26174438, 26174456, 26715109, 26715112
4.	Grievance Cell	Sr. AO	26174596, 26715110 1800117788 (Toll-Free)
5.	Accounts	ACA	26166844
6.	Administration & Estt.	Sr. AO	26177071
7.	Authorisation – I	PAO	26162078
8.	Authorisation – II	PAO	26162074
9.	Authorisation – III	PAO	26162075
10.	Technical & AIS	Sr.AO	26166758
11.	Internal Audit	Sr.AO	26714154
12.	RBD, Compilation	Sr.AO	26162083
13.	New Pension Scheme (AR)	PAO	26162691
14.	Budget	ACA	26174675
15.	Pre-Check	PAO	206 (Extn.)
16.	Data-Bank	Sr.AO	26714154
17.	Co-ordination (Legal Cell, RTI)	Sr.AO	26178990
18.	Special Cell	Consultant	24530026
19.	NIC – CPAO	Sr. Technical Director	26175099
20.	Toll Free	Grievance Cell/ Library Room	1800 11 77 88