

भारत सरकार  
वित्त मन्त्रालय, व्यय विभाग  
केन्द्रीय पेंशन लेख कार्यालय  
त्रिकूट-II भीकाजी कामा प्लेस  
नई दिल्ली-110066  
फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF EXPENDITURE  
CENTRAL PENSION ACCOUNTING OFFICE  
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CPAO/IT&Tech/Bank Performance/37 Vol III (A)/2023-24/71

23.05.2023

### Office Memorandum

**Subject:** First Credit of pension on the basis of e-PPO into the account of the pensioner/family pensioner followed by subsequent verification with physical PPOs

Attention is invited to CPAO's OM No. 13012(12)/3/2021-IT Technical/40 dated 12.07.2021 (copy enclosed) wherein all the Heads of the CPPCs of Authorised Banks were directed to ensure that the credit of the first pension into the account of pensioner/family pensioner is carried out immediately on the basis of e-PPO and e-SSA received from the CPAO. On the receipt of the physical booklet and related documents, the CPPCs would verify the details and if any difference are found between the e-PPO and manual PPO, the same should be intimated to CC(P), CPAO within a month for necessary corrective action.

It is observed that the banks are not following the CPAO's OM dated 12.07.2021 which is causing hardship to the pensioners/family pensioners. It is once again directed to diligently follow CPAO's instructions and credit the first pension on the receipt of the e-PPO.

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

  
(Satish Kumar Garg)  
(Sr. AO-IT & Technical)

Enclosed as above.

To,

1. All the Heads of CPPCs of Authorised Banks
2. All the GBUs/GBDs of Authorised Banks

Copy to

1. PS to CC(P)
2. PA to Dy. CA

F. No. O/o-13012(12)/3/2021-IT Technical/46  
Ministry of Finance  
Department of Expenditure  
Central Pension Accounting Office  
Trikoote-II, Bhikaji Kama Place  
New Delhi

Dated: 12/07/2021

Office Memorandum

Subject: First Credit of pension on the basis of e-PPO into the account of the pensioner/family pensioner followed by subsequent verification with physical PPOs –  
Regarding

It has been observed that the first credit of pension into the account of pensioner/family pensioner is delayed as the CPPCs of Banks await the receipt of the physical PPO for verification before starting the payment of benefits. The delay in crediting of pension to the pensioner's account due to this has been causing undue hardship to pensioners.

2. With a view to streamline the process to expedite the payment of first credit, all the Heads of the CPPCs of Authorised Banks are hereby directed to ensure that the credit of the first pension into the account of pensioner/family pensioner is carried out immediately on the basis of e-PPO and e-SSA received from the CPAO. The physical PPO booklet and related documents will continue to be sent to CPPCs until further orders. On receipt of the same, the CPPC of Banks will verify the details and if any differences are found between the e-PPO and manual PPO, the same should be intimated to CCP, CPAO within a month for necessary corrective action.

3. It may also be ensured that the e-Scroll for all payments of pension made is submitted the same day to CPAO while intimating RBI.

4. The order shall come into effect from the date of issue of this OM

This issues with the approval of the Controller General of Accounts.



Chief Controller (Pensions)

To

1. All the Heads of CPPCs of Authorised Banks
2. All the GBUs/GBDs of Authorised Banks

Copy to

1. Addl. CGA (HR&O)
2. Addl. CGA(PFMS)