

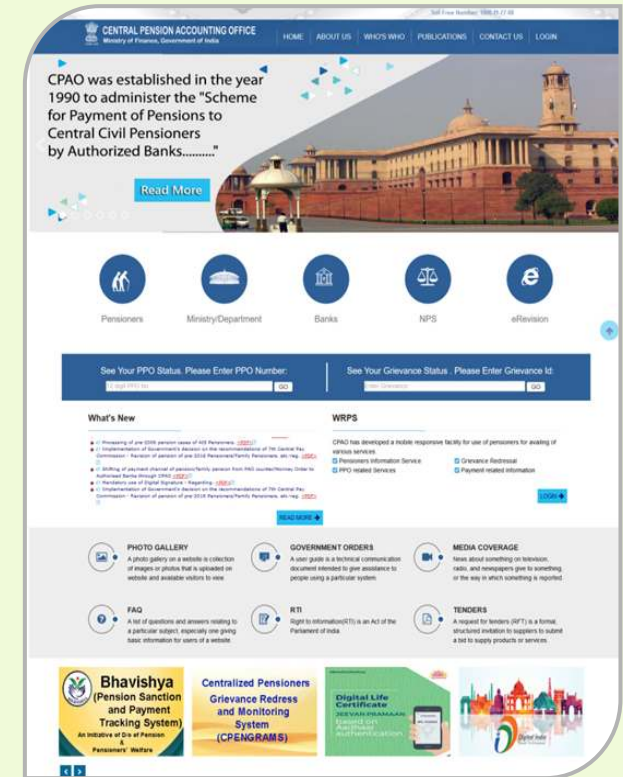
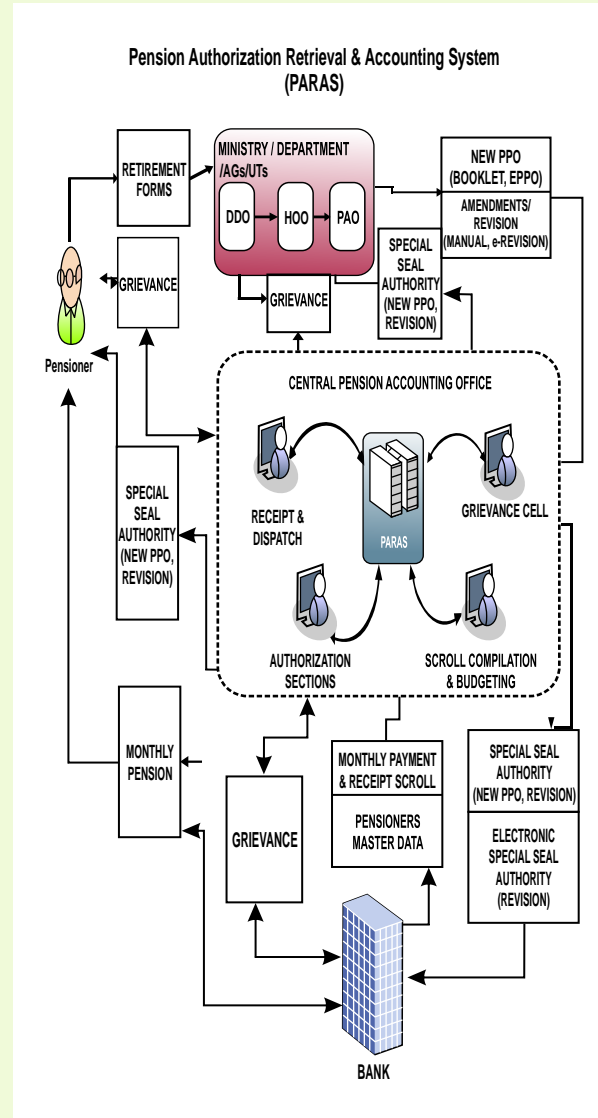
PARAS: The working of CPAO is fully computerized which is being done with the help of NIC developed state of the art application-PARAS (Pension Authorization Retrieval & Accounting System). All the fresh as well as revision pension cases are processed through PARAS in CPAO

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 the cost of paper and dispatch.

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 phone, fax, email, website and personal visits. The grievance Cell has ten lines Toll Free number 1800117788. Since its inception from 14th Sep 2011; it has settled 5,26,831 grievances till Nov, 2017.

December, 2017
 Central Pension Accounting Office
 Trikoot-II, Bhikaji Cama Place
 New Delhi-110066
 www.cpao.nic.in



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

About CPAO

The Central Pension Accounting Office (CPAO) is administratively under the Controller General of Accounts, Ministry of Finance, Department of Expenditure, 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 (both Public Sector and some Private Sector Banks)’
- ❖ Issuing of Special Seal Authorities (SSAs) authorizing payment of pension in fresh as well as revision of pension cases to the CPPCs (Central Pension Processing Centers) of pension disbursing banks
- ❖ Management of pension grant and its budgeting
- ❖ 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 (NPS) (as an interim arrangement)
- ❖ Coordinating with Ministries/Departments/Ministry of Finance and DP&PW on all matters related to pension payments, accounting & budgeting

Pensioners

- Pensioner Profile
- Status of Revision-view/download facility of Pension Payment Order/Revisions
- Details of pension payments
- Tracking of pension processing status
- Registration and tracking of grievances
- Disbursement of pension to NPS-AR pensioners directly to their bank accounts.

Ministries/PAOs

- Forwarding of PPO/SSA to the banks
- 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
- AGs claims settlement
- Link of CPAO with PFMS

- ❖ Maintains database of about 12.34 lakh Central Civil Pensioners/Family Pensioners/Freedom Fighter Pensioners
- ❖ In Financial Year 2017-18, managing the Pension Budget of ` 35,170/- Crore
- ❖ Receives pension cases from more than 600 offices across India
- ❖ Deals with 24 banks, 39 CPPCs with pensioners spread over 68,000 pension disbursing branches
- ❖ In 2016-17, it processed about 35,689 fresh and 1,47,299 revision of pension cases
- ❖ In 2016-17, it handled 79,249 pensioners’ grievances
- ❖ Processes inward claims for reimbursement received from 29 AGs
- ❖ Deals with about 70 budget units
- ❖ Conducted internal audit of 21 CPPCs in 2016-17 and Total 500 audit paras settled which is highest so far in previous three year.
- ❖ Handled 1,154 RTI and 954 legal cases in 2016-17
- ❖ During 2016-17, e-PPO Project was implemented in all banks for sending online Special Seal Authorities in fresh as well as revision cases
- ❖ Weekly Monitoring of seeding of Aadhaar by banks
- ❖ Making direct payments to about 4,125 NPS subscribers’ banks accounts
- ❖ Against approved time schedule of 21 days, new PPOs issued in average 15 days and revision in average 10 days in 2016-17
- ❖ List of 52,858 retiring employees have been uploaded on WRPS since its inception