No. I-95/4/2020-ITD-CGA (E 2554) 259

OFFICE MEMORANDUM

Subject: **Important instructions with regard to issues in Pension Module as well as DSC of ePPOs for PAOs.**

The undersigned is directed to refer to the subject above and state that all pension processing PAOs under your control must verify all the contents of e-PPO prior to DSC. It is also intimated that no DSC will be reverted through back end operation by NIC PFMS after 30th December, 2021. It is important to mention that DSC reversion requires back end operations and is being exercised as an extraordinary measure and for interim period till the functionality of return flow of CPAO to PFMS is rolled out. As of now, DSC reversion can be avoided if the ePPOs are verified prior to DSC at any level in the PAO office. The appropriate action to be taken by PAO in such cases is mentioned in Annexure I.

2. In continuation to this office OM No. MF.CGA/ITD-IMS/Pension/Misc./ 2019/107-146 dated 14.01.2020 (copy enclosed) on the subject cited above, the following instructions are hereby communicated:

a. There is no provision to **EDIT any data in the Pension Module except entry of PRAN Number at DH level.** Every rectification is to be done at source level i.e. at Bhavishya.

b. After allotment of PPO Number, PAO must press generate e-PPO button so that ePPO is visible to all three levels i.e. DH, AAO and PAO for verification. Images of **photo and signature of pensioner and family pensioner are visible only to PAO.**

c. DH, AAO and PAO must **verify** all the contents of e-PPO only after taking print out at PAO level before digitally signing. PAO must ensure that full e-PPO is **visible** i.e. with Photograph and signature of pensioner prior to DSC.

d. Payment of CVP through DDO/Bank is pre-filled field prior to allotment of PPO number and as such, there is no requirement for selection now.

e. Payment of Gratuity, CVP, Withheld Gratuity and Service Gratuity, if any, must be made on the sanctions which have been submitted and automatically forwarded to DDO through Pension Module by PAO. However, sanctions for Gratuity, CVP, Withheld Gratuity and Service Gratuity, if any, will not be automatically forwarded to DDO in case of

Pensioners who have opted to draw pension from Nepal. PAO users may take a print out of the same from Pension Module, ink-sign, stamp and forward the same to the DDO for preparation of bills through Sanction Module for payment.

f. There is a field available for change in the date of start of 'Reduced Pension Date' prior to allotment of PPO number in Pension Module at PAO Login. PAO may change the start of Reduced Pension Date if superannuation pension is a case processed after date of superannuation has already passed and pensioner has opted for commutation. Further, as DSC has been reverted on the request for change in start of reduced pension date, the PAO may change the date of start of reduced pension date prior to allotment of PPO number and thereafter, generate ePPO for verification at all three levels prior to DSC again.

g. Reference is also invited to Point number 7 of aforesaid OM wherein it was directed to *"verify all the contents of ePPO after taking print at any level with manual case before digitally signing by PAO"* and as per Point number 8 of above OM, it was also desired that *"If there is any problem due to technical issues, the same may be forwarded to pension helpdesk for rectification prior to DSC"*. Despite these above instructions, it has been observed that PAOs are not following the same scrupulously, resulting in return of cases by CPAO to PAO for rectification of errors causing undue delay in finalization of pension cases. Reasons for DSC reversion are also attached herewith (Annexure I) for ready reference.

5.   All Pr.CCAs/CCAs/CAs (with independent charge), O/o Pr.PAO, AG Audit and O/o Pr.PAO, D/o Space are requested to please arrange to circulate above instructions/suggestions to all concerned immediately.

6   This issue with the approval of competent authority.

(V. Muthu Kumar)
ACGA (GIFMIS)

To

- All Pr.CCAs/CCAs/CAs (with independent charge) with a request to kindly circulate these instructions to Pension processing PAOs under their control.
- Principal PAO, AG, Audit with a request to circulate these instructions to all the pension processing PAOs under your control.
- Principal PAO, Department of Space with a request to circulate these instructions to all the pension processing PAOs under your control.

Copy to:

1. The Chief Controller (Pensions), CPAO for information please.
2. The Sr.AO (GIFMIS – Shri KV Hamza) for uploading on website

Examples of reasons for DSC reversion

Sl. No.	Reasons	Action to be taken by PAO users
1	Non-verification of full details of Pensioner/family pensioner and spouse, nominee etc. i.e. name of pensioner/family pensioner mismatch with bank account, incorrect date of birth of employee/spouse, incorrect name of the family pensioner, incorrect date of joining in service of employee, non-availability of Nominee's separate bank details, non-availability of vigilance clearance of employee, wrong date of retirement, Pensioner is not the primary account holder of the bank account, Incorrect bank account number, Error in uploading of the single/joint photograph and signature of the pensioner or joint photo with family or son or daughter uploaded, Due to wrong fixation of pay, Due to the wrong booking of license fee, Non-withholding of DCRG in Bhavishya portal by HOO, Pension case passed without checking for penalty, non-availability of FMA	ePPO must be verified prior to DSC at all three levels
2	Non-availability of paid amount of arrears in e-PPO	Facility not available in Pension Module at present, so please process this case manually
3	Non-availability of provisional pension/ family pension paid in ePPO	
4	Non-availability of date of enhance and normal rate of family pension in e-PPO	System error, ePPO must be verified prior to DSC and any issue may be intimated to pension helpdesk for resolution
5	For correction in date of CVP and start of reduced pension in ePPO	ePPO must be verified prior to DSC and option to change the same is available prior to PPO allotment at PAO Login
6	Non-availability of photograph and signature of pensioner in ePPO	DSC done prior to loading of photographs and signature. Please wait for uploading of photograph and signature.
7	For change in the pension case as Old Pension Scheme from NPS	Data to be verified prior to processing pension case in Pension Module
8	Processing of family pension case where child/children are eligible for family pension and enhanced family pension is to be granted for 10 years whereas child/children age reaches 25 years prior to completion of 10 years of enhanced family pension rates	Facility not available in Pension Module at present, so please process this case manually
9	Non-availability of child/children of first wife and only second wife name available in family pension case in ePPO	
10	Non-availability of co-authorization for disabled child in ePPO	

MF.CGA/ITD-IMS/Pension/Misc./2019/ 107 - 46

~~Government of India~~
Ministry of Finance
Department of Expenditure
Controller General of Accounts
IT Division

Mahalekha Niyantrak Bhawan,
GPO Complex, INA, New Delhi–110023
Dated: 14th January, 2020

Office Memorandum

Subject: Important instructions with regard to issues in Pension Module as well as DSC of PPOs for PAOs

Regarding the Pension Module functional on PFMS Portal, it has been observed that most of problems are arising due to non-verification of ePPOs prior to DSC. CGA office has arranged training programmes for all PAOs. Some PAOs however are still facing different types of issues.

In this regard, PAOs must follow instructions as under while handling cases in Pension Module: -

1) Prior to forwarding a request to CGA office for non-availability of Pension case in PAO, status of the case may be verified from the MIS Dashboard or Pension Search Cases both options i.e. PFMS as well as Bhavishya available at the all the levels i.e. DH, AAO and PAO in Pension module on PFMS.

2) Pension cases originally processed through Pension Module will only be available for revision.

3) Revision of pension cases done through COMPACT has to be processed through COMPACT till further instructions.

4) There is no provision to **Edit** any information in Pension Module and every rectification is to be done at source level i.e. at Bhavishya.

5) Calculation sheet in PFMS must be tallied with Bhavishya figures including DA rates at DH level first. If the DA rate of Bhavishya is different than PFMS rates, DH has option to opt for DA rates as per Bhavishya rates. If DH has opted for the same, the DA rate of PFMS will also be the same and calculation of the DA rates must be

checked. If there is an error, the same may be reported to pension-pfms@gov.in along with screenshot of error. If there is any mismatch between PFMS and Bhavishya Calculation sheet, the same should not be passed at any level.

6) After allotment of PPO Number, PAO must press generate ePPO button, so that, ePPO with photograph and signature is visible to all three levels i.e. DH, AAO and PAO for verification.

7) **Verify** all the contents of ePPO after taking print at any level i.e. DH, AAO or PAO with manual case **before** digitally signing by PAO.

8) If there is any problem due to technical issues, the same may be forwarded to pension-pfms@gov.in for rectification **prior** to DSC.

9) If there is an error in ePPO prior to DSC and which has to be rectified, PAO may return the case to PAO Login from Pension Utilities and return the case to HoO through 'Manage Pension' option for rectification.

10) Payment of CVP through DDO/Bank is an optional field and it must be opted case to case basis at the time of allotment of PPO Number.

11) After DSC of ePPO, PAO must press Submit button for forwarding of Sanction of Gratuity, Service Gratuity, Withheld Gratuity and CVP (if any), so that, the same may be visible to DDO for preparation of bill.

12) After DSC, PDF of ePPO must be forwarded to CPAO with PPO booklet and other documents.

13) Payment of Gratuity, CVP, Withheld Gratuity and Service Gratuity must be made on the sanction which has been submitted and automatically forwarded to DDO through Pension Module by PAO.

14) If the payment of Gratuity, CVP, Withheld Gratuity and Service Gratuity has been paid through Sanction Module of PFMS instead of Pension Module then existing sanction pending at PFMS must be cancelled after due verification of payment from DDO. In these cases, reports related to payment in Pension Module will remain incomplete forever.

15) If DSC has been reverted on the request of PAO for change of payment option of CVP, the PAO may check the case in Utilities – Commutation details and change the payment option. Thereafter, they may generate ePPO for verification at all three levels prior to DSC of pension case again.

46432/2020/ITD-IICCBA revision payments are at present payable by Bank. The PAO has to ink sign and forward the same to CPAO. Authority for the same is available in CAM Reports – Pension – Pension Authority Details – Revision – View Report.

17) CPAO has stopped allotment of PPO Number through their website for fresh Pension cases where Pension Module has been activated on PFMS portal. For other type of pension cases, PAOs may approach CPAO.

18) Provision to process NPS family pension/invalid pension is now available in Pension Module.

(Anupam Raj)
Asstt. Controller General of Accounts

To

All Pr. CCAs/CCAs/CAs (with independent charge) with a request to kindly circulate these instructions to Pension processing PAOs under their control

Copy to:

1. The Chief Controller (Pensions), CPAO, New Delhi for information.
2. PPS to CGA
3. PPS to Additional CGA (SG)
4. PPS to Additional CGA (HR&O)
5. PPS to Additional CGA (AR&PR)
6. All Joint CGAs
7. The Sr. AO (ITD-Shri KV Hamza) for uploading on website.