#### No. 1-95/4/2020-1TD-CGA (E 994) /273-313 Government of India Ministry of Finance Department of Expenditure Controller General of Accounts PFMS Division (GIFMIS)

Mahalekha Niyantrak Bhawan GPO Complex, INA, New Delhi Dated: 6.09.2023

#### OFFICE MEMORANDUM

#### Subject: Important instructions with regard to new development in Pension Module for PAOs in PFMS Portal – Online Return process of pension cases from CPAO to PAO

The undersigned is directed to refer to the subject cited above and to inform that the process flow for the online return of pension cases from CPAO to PAO through the Pension module at PFMS has been developed and deployed.

2. Presently, pension case forwarded by Head of Office (HOO) through Bhavishya land in PFMS Pension Module at DH level for checking in "Pension >>Manage Pensioner" menu. After passing the pension cases at all levels i.e., DH, AAO and PAO, PAO allots PPO number and digitally sign the e-PPO. Thereafter, PAO verifies digitally signed ePPO and submits it to CPAO online. PAO has to send physical PPO booklet with attachment and PDF of ePPO to CPAO for further processing at CPAO.

3. In the existing scenario, after verification of case at CPAO, CPAO issues e-SSA and forward the same to Bank for payment. In case of any mistake found in e-PPO or physical PPO, CPAO returns pension case back to PAO through offline mode and deletes the pension in their system. PAO has to take corrective action at their end if errors are in PPO Booklet and forward the case back to CPAO and also re-upload e-PPO to CPAO in their Login. If any mistake is found in e-PPO, then the case needs to be returned to HoO i.e. Bhavishya and for this purpose DSC needs to be reverted back. Presently, DSC is being reverted at CGA office and for this purpose, a request is required to be forwarded by PAO to CGA office. This process is done offline mode and takes time.

4. To obviate problems and reduce the time period, this office and CPAO have jointly developed an online revert process flow of pension cases from CPAO to PAO and DSC reversion of Pension cases, if required, at PAO office itself. As and when, CPAO returns the pension case back to PAO, the same will now be available in PAO Login in Pension Menu at **Pension =>e-PPO=>e-PPO returned by CPAO.** PAO has to check the reason for return of Pension case and if errors are in physical PPO booklet or errors are in e-PPO or complete case is wrong, PAO has to take action accordingly, i.e., where errors are only in physical booklets, PAO may re-upload e-PPO after rectifying errors in physical booklet and forward the case to CPAO.

5. If errors are in e-PPO or complete case is wrong, PAO has to take action in initiating DSC reversion available at **Pension =>e-PPO=>e-PPO returned by CPAO**.

After initiation by PAO, case will land at DH login for processing of DSC reversion with all validation. DH will check the case and forward the same to AAO, AAO will verify the case and forward the same to PAO. PAO will revert the DSC and case will be available at PAO login in **Pension =>Utilities=>Return case to PAO Login**. After taking action in this menu, PAO will again pass the case from Manage Pension case in pension module and take necessary action for re-DSC or returning case back to HoO for rectification of errors.

#### 6. Important Instructions before processing of DSC reversion:

- (i) Initiation of re-upload or DSC reversion is to be initiated only after receipt of physical booklets from CPAO and pensioner.
- (ii) Revision cases available at any level in DH, AAO or PAO must be reverted back to HoO prior to DSC reversion of pension case.
- (iii) Sanctions/bills pending at any level i.e., DDO, DH, AAO or PAO level must be permanently canceled prior to DSC reversion.
- (iv) Payment of sanctions i.e., Gratuity, Commutation, Withheld Gratuity, if done through sanction module, must be entered at DH level with complete details i.e., Bill Number, Bill Date, Voucher Number and Voucher Date.
- (v) Recovery of paid amount, if any, must be entered at DH level with complete details i.e., Challan Number, Challan Date, Scroll Number and Scroll Date. Total amount must be recovered and partial recovered amount will not allow DSC reversion at PAO login.

7. The User Manual for the aforementioned development is attached for information and strict adherence, please.

8. This issue with the approval of Competent Authority

Encl: As above

(Anupam Raj) Dy. Controller of Accounts (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.
- 3. Principal PAO, Department of Space with a request to circulate these instructions to all the pension processing PAOs under your control.
- 4. Principal PAO, Govt of NCT of Delhi with a request to circulate these instructions to all the pension processing PAOs under your control.

Copy to:

1. Sr.AO (GIFMIS) for uploading on website.

# **Pension Module**

# **User Manual**

# for

# "Return Flow of Pension Case

# from CPAO"

### Contents

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### Quick Action Menu

Sr No.	Name of Screen	Menu	Login	Action
1	Return pf Pension Case from CPAO at PAO Login	Menu >> Pension>>ePPO>>PPO (pension case) return by CPAO	ΡΑΟ	Initiation and forward of pension case to DH
2	Process at DHLogin	Menu >> Pension>>ePPO>>PPO (pension case) return by CPAO	DH	Review, data entry and forward the case to AAO with/without remarks
3	Process at AAO Login	Menu >> Pension>>ePPO>>PPO (pension case) return by CPAO	AAO	Review and forward of case to PAO with/ without remarks
4	Process at PAO Login	Menu >> Pension>>ePPO>>PPO (pension cases) return by CPAO	ΡΑΟ	Review and pass/reject the case

### Introduction

Pension case is processed in Pension Module of PFMS portal and forwarded the case to CPAO for processing and onward submission to Bank for payment. However, at the time of processing pension case at CPAO, errors are found in pension case either in physical booklet or ePPO or technical errors, CPAO returns the case back to PAO office along with physical documents. PAO has to take necessary action in rectifying errors in physical booklet and reverting back to CPAO. PAO has to also re-upload ePPO to CPAO website at PAO Login.

If the errors are found in ePPO, DSC needs to be reverted back and after DSC reversion, the case is to be reprocessed at PAO Login or returned back to HoO. Presently, DSC reversion is being done at CGA office. Now, new functionality of online return of pension case from CPAO to PAO has been devised and the same is as under: -

# Return of Pension Case from CPAO at PAO Login:

As and when CPAO returns the case back to PAO, they will find PPO number of pension cases in their Login

BharatKosh D			
Budget D	status/ type, disk on the consepor	rary of sanctions according to status and type. To find out what a particular status means, take your mouse over the status name. To find the details of sanctions in a iding status.	
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HSM URIRY D			
National Pension System			
User Manuals			
tsa D		Agency Bank Account Validation Status	
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Masters D			
Pension D	Manage Pensioner		
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Failed Transaction	Sanction D		
Sanctions D	e-190 D	Browser Neutral DSC D	
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NER Corrections		DSC ePP0 List	
Transfer Entry		ePPO Verify & Submit to CPAO	
Review Senctions		ePPO DSC Revent	
Bank Reconciliation		ePPO Reupload To CPAO	
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Employee Info. System			
Reports			
Masters D			
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• Login>>Menu>>Pension>>ePPO>>ePPO returned by CPAO

• PAO has to	select the PPO	No. from ePPO	returned by CPAO
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#### • View details of Pensioner and click on View ePPO

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CAM Reports			Pensioner/Family Pensioner Details										
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teview Sanctions	Þ						No Records Available						
Bank Reconciliation	Þ						View ePPO						
Ionthiv Accounts Processin	a D	-											

https://training.pfms.gov.in/DigitalSignature/EnrollDigitalSignatureHSM.aspx

- View ePPO details of pensioner and select the checkbox as per return reason remarks i.e. if errors are in physical booklet or ePPO is not visible/damaged at CPAO, the PAO has to select following:
  - It is certified that e-PPO need to be re-uploaded, PAO will be able to reupload the ePPO.
     Process flow of re-upload of ePPO is already available at this office OM dated 06.06.2023.

	Payment Details										
rension D	Bill Type	Gross Amount	Net Amount	Recovery Amount	Bill Status	Sanction No	Sanction Date	Bill No	Bill Date	Voucher No	Voucher Date
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sters					Transie and	d To DH Rounload or DH					

- If PAO Selects the button:
  - It is certified that the DSC reversion on above e-PPO is to be reverted, DSC reversion process will be initiated by PAO and PAO will be able to add remarks in the column and forward the case to DH for processing

Masters	Ð						Payment Details						
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#### • Thereafter, PAO will get the following message once pension case is forwarded to DH

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Home			CPAO Return Cases		
Scholarship Har	nagement D		PPO No : School		
BharatKosh	D		Reset		
Budget	Ð				
CAH Reports			Accept/Reject DSC Revent Process		
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User Manuals			Roset		
eSanctions	D				
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Pension	D				
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Failed Transacti	ion D				
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# Process at DH Login

#### • Login>>Menu>>ePPO>>ePPO returned by CPAO

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	LOKESH KASANA	
Home		
BheratKosh D	An Error has occured in this page.Please contact administrator	
Budget D		
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Pension D Create Pensioner		
Users D Manage Pensioner		
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Bank Reconciliation	D	
Employee Info. System Utilities D DSC ePPO List		
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#### • Select the pensioner from the dropdown list

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• View details of user and click on View ePPO

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#### • View ePPO and select the checkbox and move further

lational Pension System					Pensi	oner/Family Pensioner Deta	ils				
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nie D						No Records Available					
gister/ Track Issue						Hide cPPO					
				It is certifi	ed that the D	SC reversion on above e-PPO	i is to be rever	ted			

- DH will enter the details of the payment if paid through PD/Sanction Module.
- DH will select Yes or NO if it has to enter recovery details
  - Yes, if yes following screen will be available to the DH, DH will select what type of payments are recovered from pensioner. Thereafter, DH will add details of each recovery vide Challan Number, date of Challan Number, Scroll Number and Scroll Date and amount.

	Gratuity	🛃 withhold	Commutation		
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Withheld Challon Nor #	Withhald Challon Dato: *	Withheld Scroll No: •	Withhald Scroll Date: *	withheld Amount Recovered:	For Other Withheld Challan Details:
Physic	sl PPO booklet (Disburser	Portion) is available at i	AO office O two O N	•	
PAD Initiated Remarks (AP) PAD Rejected Remarks (	noved				

• If DH Selects No, DH will move further.

	Hide ePPO
	It is certified that the DSC reversion on above e-PPO is to be reverted Bill Details
	Payment made by PAO through Sanction module 💦 Yes 🛞 Ro
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	Forward To AND
	About Us   Site Map   Drivacy Policy   Contact Us   @2009 Public Financial Management System, Al Rights Reserved,

- DH will have to select
  - Physical PPO booklet (Disburser Portion) is available at PAO office
  - If selected Yes, DH will add remarks and forward the case to AAO.

	Hide cPPO
	It is certified that the DSC reversion on above e-PPO is to be reverted Bill Details Payment made by PAO through Senction module Oryce:  No
	Recovered Challen Details
	Recovery made by PAO O yes Bio Physical PPO booklet (Disburser Portion) is available at PAO office C yes O No
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P	AO Initiated Remarks :Approved AO Rejected Remarks :
	Forward TO AAD
	About Us   Site Mep   Privacy Policy   Contact Us   @2009 Public Financial Management System, All Wolrks Reserved.

o If selected No, DH will not be able to proceed further

Hide ePPO
It is certified that the DSC reversion on above e-PPO is to be reverted
Bill Details
Payment made by PAO through Sanction module Yes () No
Recovered Challan Details
Recovery made by PAO O yes 🖲 No
Physical PPO booklet (Disburser Portion) is available at PAO office O Yes 🖲 No
Remarks/*
PAO Initiated Remarks (Approved PAO Rejected Remarks :

• As and when DH click on forward to AAO, the following confirmation POP up will appear.

training.pfms.gov.in says

Do you want to process the DSC Revert (Without Financial Change)?



• Thereafter, the following message will be displayed to DH.

2	Public Fi	nancial Management System-PFMS	Wekomer, LOKESH KAS User Type: DealingHan Finarical Year: 2023-20	SANA Jd 024	[LOKESHK] Logaut Change Password Login History
RharatKosh Re	norts		e-PPO DSC Revert	10:41:14 AM	English ¥
Home					
Scholarship Ma	inagement 👌	r	PPO - 2/66/1800382 is forwarded to AAO Accept/Reject DSC Revert Process		
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Budget	Þ				
CAM Reports			Reset		
Finance Accourt	nts				
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Pension	Þ				
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Failed Transact	tion 🔅				
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Transfer Entry	Þ				
Bank Reconcili	ation 👂				
Employee Info	System				

# Process at AAO Login

#### • Login>>Menu>>Pension>>ePPO>>ePPO returned by CPAO

← → C ■ training.ptms.goi © Ensil Web Client SL, ● UAT ●	vin/Default.ager PNS			€ £ \$ <b>1 1</b>
Public F 0/a Controlle	inancial Managemen ar General of Accounts, Ministry	of Finance	Welcome: HANTA SUBNANI User Type: AssistantAccountsOfficer Financial Year: 2023-2024	(mamitas) Logou Chunge Paciswire Login History 12:16:31 PM English ✓
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Home			An Error has occured in this page.Please contact administrator	
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Finance Accounts				
National Pension System				
User Manuals			Agency Bank Account Validation Status	
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Masters				
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Pension	Manage Pensioner			
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Failed Transaction	Sanction		2	
Sanctions D	a-PPO	Browser Neutral DSC		
Transfer Entry	utilities D	JAVA Based		
Bank Reconciliation		DSC ePPO List		
Monthly Accounts Processing $\mathbb{D}$		ePPO returned by CPA0		
Employee Info. System				
https://training.ofm.cov/in/Pention/Pention/	PACE or Recent and a			

#### • AAO User will select Pensioner PPO Number from dropdown

← → C ■ training.pfms.gov/iv/Fersion/Fersion/FAODs:Revert.aspx           ● fmail/Web.Cent Size         ● IAT         ● SPMI		Q 🖉 🖈 🖬 🛣
Public Financial Management System-PFMS B/a Cantraller General of Accounts, Ministry of Finance	Valcome: <b>HANTIA SUBHANI</b> User Type: <b>AssistantAcountsOfficer</b> Financial Year: 2023-2024	Curinge Rassent Curinge Rassent 12:24:18 PM English V
Adhackeports	e-PPO DSC Revert	
BharatKosh Reports	Accept/Reject DSC Revert Process	
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Budget D	S5195200063- (Satyakumar Dixit)	
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Finance Accounts		
National Pension System		
User Manuals		
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Masters		
My Account D		
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Transfer Entry D		
Bank Reconciliation		
Monthly Accounts Processing		
Employee Info. System		Get to Settings to achieve Workheek
Reports		

 AAO User will view details of the pensioner and click on View ePPO, select the checkbox to move further

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				27 59714					
				Brock manufacture and the					
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pe Gross Amount	Net Amount	Recovery Amount	Bill Status	Sanction No	Sanction Date	Bill No	Bill Date	Voucher No	Voucher Date
y 1438800	1438800	o	Paid	PERIG/2019/027667/227678/1	30/11/2018	CP00000809	30/11/2018	V6950	30/11/2018
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• Once ePPOdetails are reviewedAAO will add the remarks and forward the case to PAO

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• As and when AAO clicks on forward to PAO, the following confirmation POP up will appear.

training.pfms.gov.in says

Do you want to process the DSC Revert (Without Financial Change)?



# Process at PAO Login

#### • Login>>Menu>>Pension>>ePPO>>ePPO returned by CPAO

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• PAO User will select Pensioner PPO Number from dropdown

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• PAO User Click on View ePPO. PAO User has to view pensioner details, payment details and recovery details, if any and Accept/Reject DSC Revert Process.

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• Click on Change Financial Change, if DSC Revert is required With/Without financial Change

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- Click on Accept/Reject DSC Revert/Return to DH/Return to PAO Initiation
- If PAO Returns to DH Pension case will be sent again to the DH for edits.
- If PAO Returns to PAO Initiation case will be sent at initiation and PAO will decide as per the case to initiate the DSc revert of the Case for 3 level passing
- If PAO clicks on Accept DSC Revert following action will be taken

#### • PAO will be able to find the user at following section

Browser Neutral DSC>>Alloc. Gen. of ePPO(win)

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• PAO can click on Regenerate ePPO and it will be submitted further

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#### Utilities>>Return Case at PAO Login

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• Select from the dropdown and click on the name.

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• PAO can select the action required.

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