भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेखा कार्यालय
त्रिकूट-II भीकाजी कामा प्लेस,
नई दिल्ली-110066
फोन : 26174596, 26174456, 26174438
टोल फ्री नं० 1800117788

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
PHONE : 26174596, 26174456, 26174438
TOLL FREE NO. : 1800117788

No.CPAO/Banking Coord/Pension Disbursement/2024-25/145-208   Dated: 20th September, 2024

Office-Memorandum

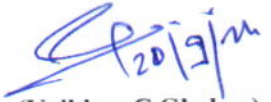**Subject: Disbursement of Pension/Family Pension-reg.**

Attention is invited to the provisions contained in Para No. 11.1.(vi) of 'Scheme for Payment of Pensions to Central Government Civil Pensioners by Authorized Banks' (Fifth Edition, July 2021) according to which *CPPCs of Authorized Banks are to credit the monthly pension/family pension in the account of pensioner/family pensioner by the last working day of the month* to which they relate except for the month of March for which it should be credited on the first working day of the succeeding month i.e. April.

From time to time, this office has been receiving grievances, from pensioners as well as family pensioners about delay in credit of monthly pension/family pension into their accounts. Delay in credit of monthly pension/family pension causes avoidable financial hardship and anxiety to the old age pensioners/family pensioners.

The delay in credit of pension/family pension has been viewed very seriously. The CPPCs are hereby instructed to ensure that the monthly pension/family pension is credited in the pensioner's/family pensioner's account every month as per prescribed timelines. Any delay, in credit of pension/family pension beyond prescribed timelines, will be viewed very seriously and necessary action, as deemed fit, will be taken.

In order to monitor timely disbursement of pension/family pension, all the CPPCs are instructed to **furnish a report regarding credit of monthly pension/family pension electronically invariably by the forenoon of the last working day of the month**. The report can be submitted by logging to e-PPO site i.e. https://eppo.nic.in. The steps are explained in the 'Annexure' attached.

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

(Vaibhav C Ghalme)
Controller of Accounts
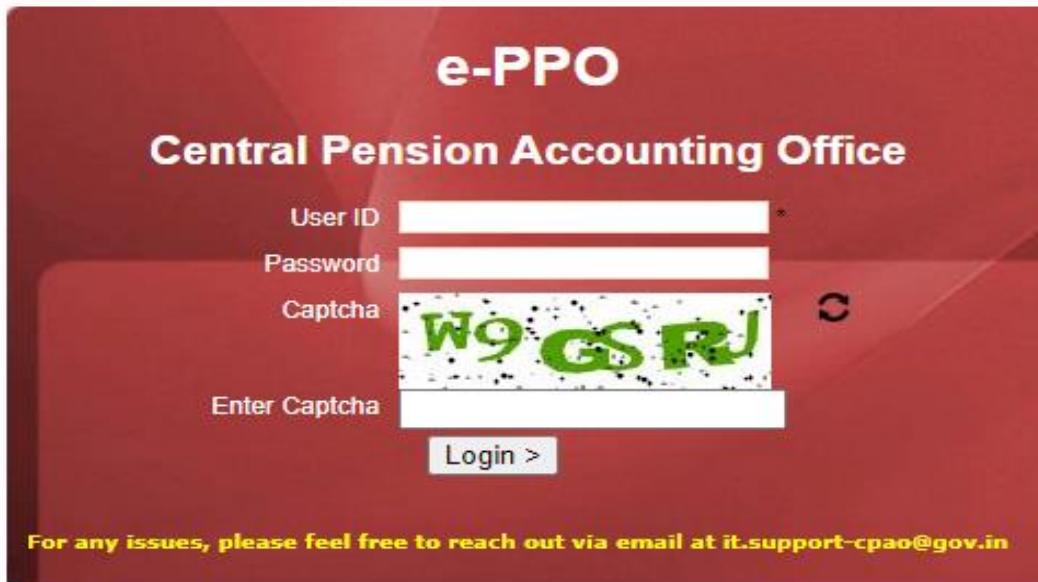
Enclosure: as above.

To

1.   Head of all CPPCs of Authorized Banks
2.   Government Business Department of all Authorized Banks

Copy to:

1.   PS to Addl. CGA (A&FR)
2.   PS to CC (P)
3.   Sr.TD, NIC, CPAO with request to upload this O.M. on CPAO website.

1. Please log in using your user ID and password at the following URL: https://eppo.nic.in/.

e-PPO

Central Pension Accounting Office

User ID	
Password	
Captcha	W9 GSRJ
Enter Captcha	

Login >

For any issues, please feel free to reach out via email at it.support-cpao@gov.in

Designed by:NIC, Content by: CPAO, Ministry of Finance, Government of India
Best View At : 1366 x 768 | Browser : Mozilla Firefox

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2. Please click on the "**eScroll**" button, which is highlighted in blue color.

ePPO
Electronic Pension Processing Operations
Welcome CPAOBANK - CPAOBANK   Log Out

e | Scroll   e | PPO

सत्यमेव जयते
Government of India

3. Navigate to the "**Pension Credited**" Section

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4. Please complete all form fields as outlined in the following steps.
   I. Reporting Month in YYYYMM format for eg 202404
   II. Pension/Family Pension Credited in all cases ? : select yes or no
   III. Enter Date of Credit   :   in YYYYMMDD format eg : 20240901
   IV. Enter Number of cases where pension/family pension due but not credited by last working day of the month : In numeric
   V. Upload excel file by click on choose file, than click on upload button.

5. To upload your cases, you may download the sample Excel format by selecting the "**Click here to download sample Excel format**" link.
6. Once the upload is complete, an alert message will be displayed upon form submission.

Excel Format

	A	B	C	D	E	F	G	H	I
1	S.No	CPPC_Code	Name of CPPC	Year_Month	Name of pensioner/family pensioner	PPO Number	Account Number	Reason for non-credit of pension/family pension	Remarks
2									
3									
4									
5									
6									
7									
8									
9									