



Govt. of India
Ministry of Finance

By mail

O/o the Pr. Chief Controller of Accounts
Central Board of Indirect Taxes and Customs
(Expenditure Coordination Section)
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No.Pr.CCA/CBIC/Expdr-Coord./Cir-Instructions/Vol-III/2023-24/ 212

Dated: 02/01/24

CIRCULAR

Subject: Online Return Process of pension cases from CPAO to Pay and Accounts Office.

Kindly find enclosed herewith Office Memorandum no. CPAO/IT& TECH/e-PPO/6 Vol -X(A) /2023-24/129 dated 20.10.2023 issued by IT & Tech Division, CPAO, New Delhi.

All Zonal Heads of CBIC are hereby requested to direct all the PAOs under their control to go through the above-mentioned Office Memorandum and to strictly follow the user manual attached therewith and to process the cases as mentioned in the OM for successful implementation of return flow of e-PPO so as to avoid delay in process of pension cases.

This issues with the approval of the Competent Authority.

Encl: as above


(Subhash Chander)
Sr. Accounts Officer

Copy to:

1. The Dy. CA O/o CA (WZ), CBIC, Mumbai.
2. The ACA O/o DCA(EZ), CBIC, Kolkata.
3. The Dy. CA O/o DCA(SZ), CBIC, Chennai.
4. The Dy. CA, (NZ), O/o Pr.CCA, CBIC.
5. All PAOs of NZ, CBIC
6. Sr. AO (ITD) is requested to upload on the ARPIT Portal.



CPAO/IT&TECH/e-PPO/6 Vol-X(A)/2023-24/129

Dated: 20.10.2023

Office Memorandum

Subject: Online Return Process of pension cases from CPAO to Pay and Accounts Office.

In the prevailing scenario ePPOs received in CPAO are available in pdf form in EPPS utility at PAO login in CPAO. These E-PPOs are processed with reference to physical booklet and other checks. If there is any error in the ePPO or physical booklet, it returns back to PAO through offline mode, which automatically deletes in transit, resulting in hardship to Pay & Accounts Office to take corrective action and further resubmit the case to CPAO along with e-PPO.

Considering above, to obviate this problem and speedy settlement of pension cases, O/o CGA & CPAO have jointly developed an online revert flow process of pension cases from CPAO to PAO. In this regard an OM circulated by O/o CGA vide No. 1-95/4/2020-ITD-CGA (E994)/273-313 dated 15.09.2023 (available on CGA website). According to the OM, if a pension case with e-PPO is returned by CPAO will now be available in PAO Login in the Pension Menu of PFMS.

Online return flow of pension cases (ePPO) from CPAO to PAO has been deployed successfully in CPAO (EPPS) and will be started w.e.f. 20.10.2023. Utility for the same is available at PAO level in CPAO. The following procedure may be followed by all authorisation sections in CPAO for online return flow:

1. A Return button which is available at present in EPPS in disabled mode will be enabled for returning of e-PPOs to PAOs. The return reasons have been standardized in consultation with the office of CGA to be operative in CPAO. As and when the return button will be clicked, the standardized list of return reasons will be opened.
2. PAO who is dealing with the case has to select the specific return reason (one or more) from the list after proper scrutiny of the case in one go.

All authorization sections, CPAO are instructed to strictly follow this User manual (attached) and process the cases as mentioned above for successful implementation of return flow of e-PPO and avoid delay in processing of pension cases..

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

20/10/2023
Sr. Accounts Officer (IT & TECH)

To,

1. All Pr. CCAs/CCAs/CAs/AGs and Administrators of UTs with the request to kindly circulate this to all pension processing PAOs under their control.

2. Section Incharge (A-I), CPAO
3. Section Incharge (A-II), CPAO
4. Section Incharge (A-III), CPAO

Copy to:

PS to Addl. CGA
PS to CC (P), CPAO
PA to CA, CPAO
Sr. TD (NIC), CPAO
PA to DCA, CPAO

Pl. circulate to
all PAOs
SS
23/XI

CCA

24.11.23

DCA (pm)

24.11.23
Sr. AO (CDN)

CCA
1/12

356/DCA(pm)
24/11/23

317/CDN
12/12/23
MS Pooja