No. 1-95/1/2020-ITD-CGA (2)/C-3158/111-150
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: 27.05.2024

OFFICE MEMORANDUM

Subject: Roll out of the functionality developed in Pension module of PFMS to enable digital processing of arrears of pension/family pension and Fixed Medical Allowance in Pension module of PFMS.

The undersigned is directed to refer to the subject cited above and state that the functionality for digital processing of cases for payment of arrears of pension / Family pension and fixed medical allowance pertaining to 7th Pay Commission has been developed and deployed. Currently, these cases are being processed manually. Such cases arise when PAOs receive pension / family pension cases after a delay of more than one year due to some reasons and apart from pension disbursement, the arrears of pension and fixed medical allowance are required to be paid.

2. The functionality will enable the generation of separate Authorities for Arrears of Pension and FMA which will be pushed electronically to DDO by PAO in Pension module of PFMS for preparation of bills. The same shall be paid by PAO as per current process of bill payment in sanction module of PFMS. Description of the above payments will also be reflected in the digitally signed e-PPO.

3. A user manual containing the detailed process flow is enclosed for guidance of the users. Training sessions in batches are being scheduled shortly for all users. The communication in this regard shall be issued soon.

4. All Pr. CCAs/CCAs/CAs and heads of other accounting units dealing with Civil Pension are requested to circulate this OM and User manual to all Pension processing PAOs under their control.

This issues with the approval of Competent Authority.

Hemant
27/05/2024
(HEMANT GUPTA)
ACGA (GIFMIS)

To:

1. All Pr. CCAs /CCAs /CAs with independent charge.
2. Principal PAO, AG, Audit.
3. Principal PAO, Department of Space.
4. Principal PAO, Govt of NCT of Delhi.
5. Sr. AO (GIFMIS) for uploading on CGA's website.

Copy to:

1. PS to Additional CGA (PFMS)
2. PS to Additional CGA (A & FR)
3. CC (Pensions)

Pension Module

User Manual

For

"Arrears of Pension & Fixed Medical Allowance"

Contents

Introduction	**3**
Scope	**3**
Fixed Medical Allowance	4
PAO User	**4**
Arrear processing at DH User	Error! Bookmark not defined.
Arrear processing at AAO User	**8**
Arrear approval by PAO	**10**
Arrear Sanctions Generation by PAO User	**13**

Introduction

PAO offices are receiving pension/family pension cases on a later date i.e. after end of service of an employee due to one or another reason. Where delay is more than one year, arrears of pension along with fixed medical allowance if any are required to be paid by PAO office.

Scope

Presently pension cases are being processed manually as a facility to handle payment of arrears of pension and fixed medical allowance, if any, is not available in Pension Module of PFMS and allotment of PPO number is done through CPAO physically.

Now, the facility to handle such types of pension cases has been provided in Pension Module of PFMS. Process flow to handle payment of arrears of pension/family pension and fixed medical allowance, if any **as per 7th Pay Commission** through PAO office is as follows: -

Pension case received at DH Login, DH, and AAO will process the case as usual and forward it to the next higher level. PAO user will process the case and at the time of passing the case, PAO user will have to decide whether arrears of pension and fixed medical allowance if any, are to be paid by PAO office or through CPAO, if the case is less than one year old and if the case is more than one year old, PAO user has to forward the case back to DH user for verification of amount of arrears of pension. For this purpose, PAO user will initiate through **Manage Pensioner>Select Pensioner.** PAO user has to verify the Pensioner details and select the applicability of arrears of pension if case is less than one year old/auto-selection will be available where case is more than one year old. After selection/auto selection, a new dialogue box will open and PAO user has to put the end date of grant of arrears of pension through PAO office. The dates will be available for only two months i.e., previous month's end date or the current month's end date. As and when PAO user selects end date, the case will land at DH login at **Pension =>Utilities=>Arrears details** for the processing of arrears of pension case with all validation. DH will verify the calculation and forward the same to AAO; AAO will verify the same and forward the same to PAO.

PFMS-Pension will allow the DH user to add and update the details of the FMA under Commutation and Fixed Medical Allowance section. Commutation and Fixed Medical Allowance details will be auto-filled in the Bhavishya case. In Manual cases, Commutation and Fixed Medical Allowance details need to be filled in by DH user and forwarded to AAO along with other details section through the case forwarding screen. AAO will process the case as usual and forward it to the next higher level. PAO will pass the case from **Pension>>Manage Pensioner** in pension module as usual. After passing pension case at PAO login, allotment of PPO number, and e-PPO verification at DH, AAO, and PAO level; PAO user will digitally sign e-PPO and submit case to CPAO after verification. After submission to CPAO, authorities of Gratuity, Commutation, Withheld Gratuity (subject to applicability), authority for arrears of pension and authority of Fixed Medical Allowance if any will be available under CAM report.

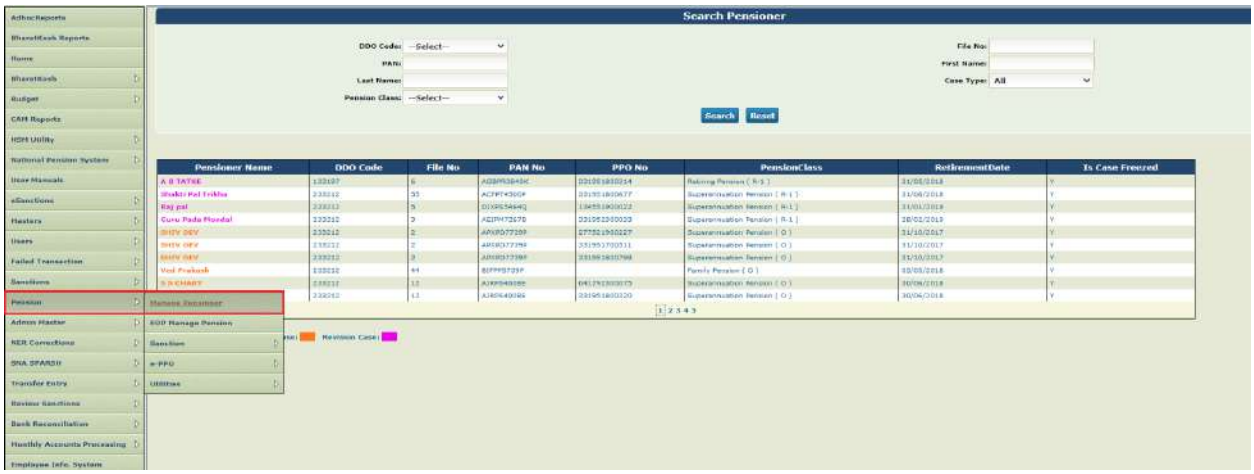
PAO user will have to submit these authorities to DDO user for preparation of bills for payment under **Pension =>Sanction=>Pension sanction generation at PAO login.**

Arrears of Pension

PAO User

PAO User initiates Arrear of pension cases from PFMS-Pension module. The user will follow below link to verify Arrear case. User will get below screen after selecting of mentioned menu.

- PAO user will login to PFMS application >Select Pension from the menu>Select Manage Pensioner
- To select the Pensioner case, User has to select Pensioner name, it will show as hyperlink.
- User can also search the pensioner by DDO code, File no, PAN, First name, Case Type, Pension Class.

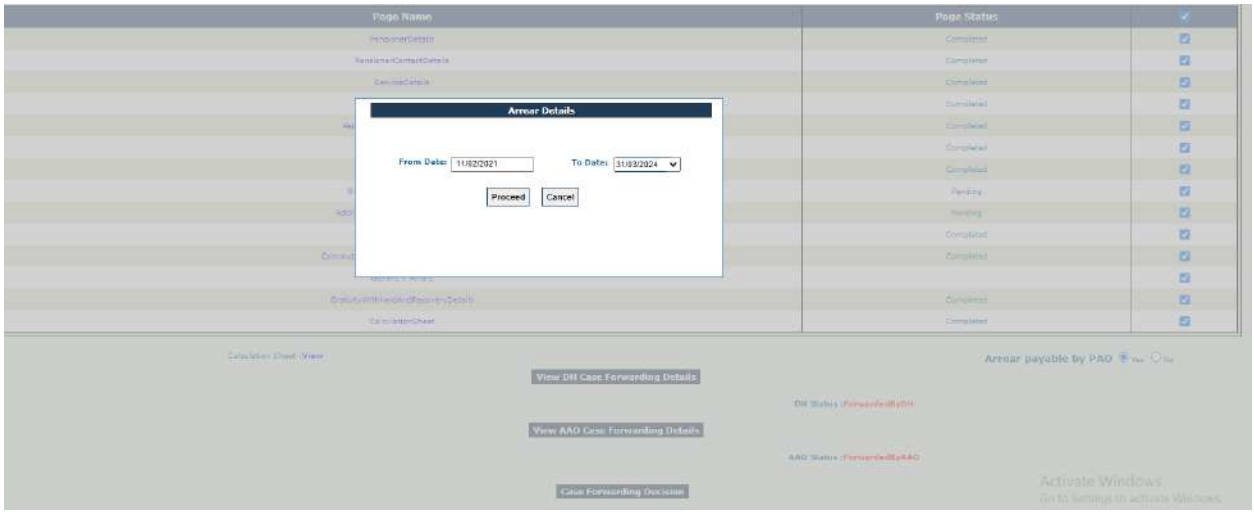


- After selection of Pensioner below screen will be available. The user has to verify all Pensioner particulars then, a new option of Arrear payable by PAO will be enabled to process delayed pension cases.

Note-

- If Arrear case is more than one year, it is mandatory to select as Yes.
- If Arrear case is less than one year, PAO User can proceed without paying Arrear to Pensioner or with arrear of pension through Bank as mentioned in e-PPO.

- If PAO User selects Arrear option as **Yes**, below popup details will appear asking for Arrear from date (Start date) & To date(End date). After selection of dates, System will display a confirmation pop-up as "**Arrear is added, Case landed to DH**". Pension Arrear case will be created and moved to DH User for further processing.

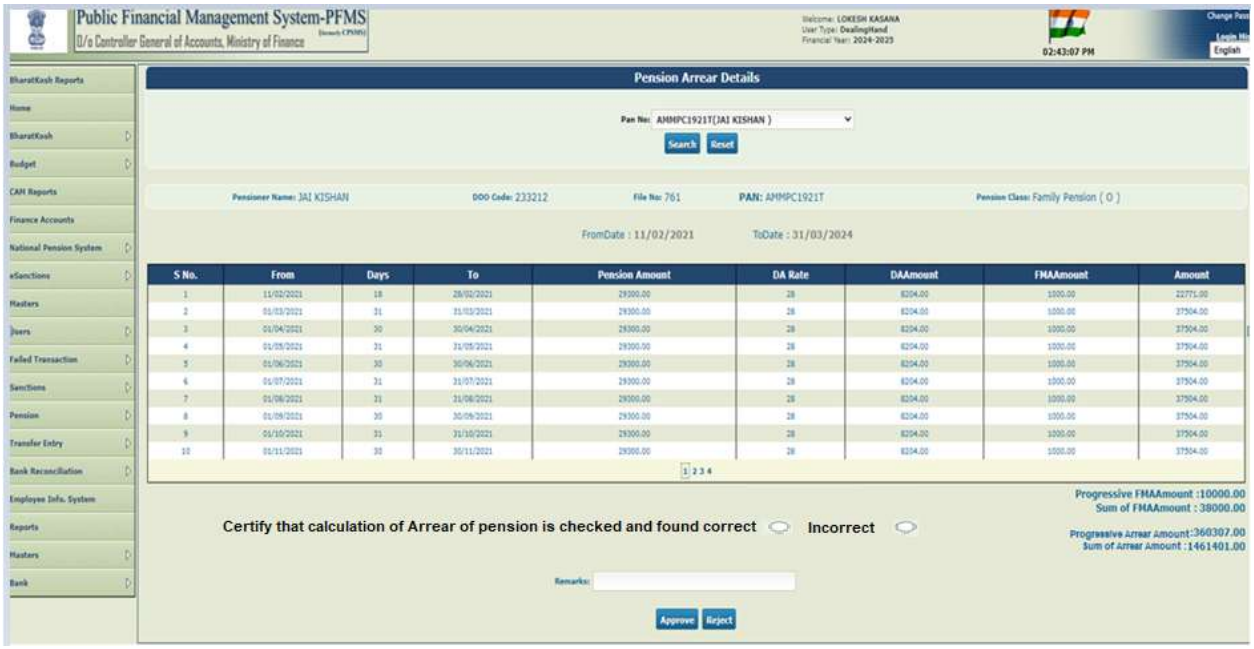


After Initiation through PAO, the Case has been forwarded to the DH-level

- The case will appear at DH User level. Users can view case details as per below menu selection.

Pension>Utilities>Pension Arrear

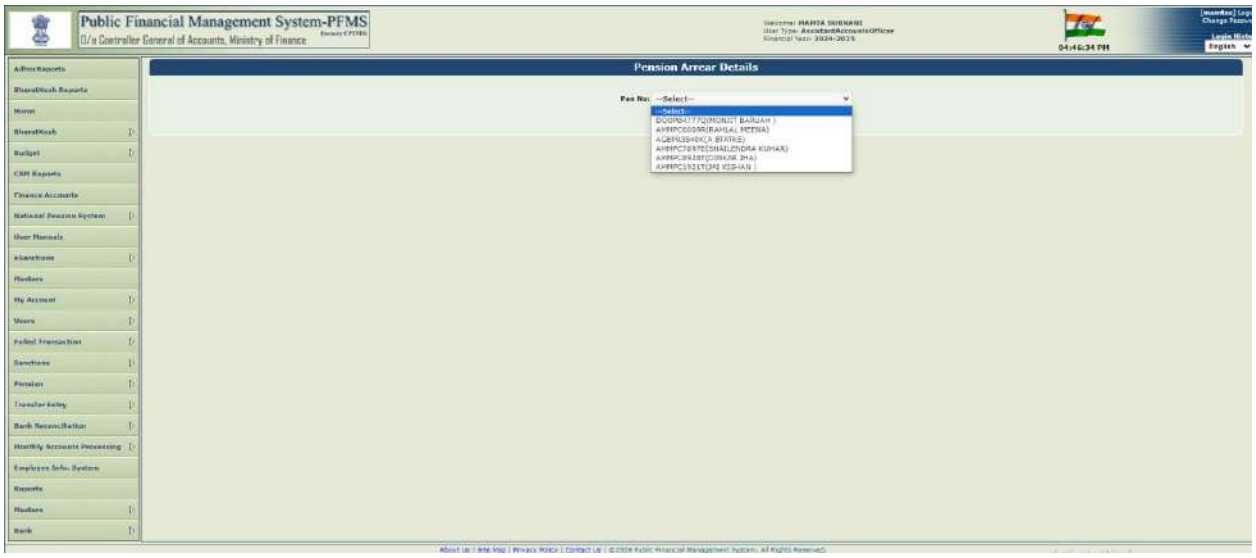
- Select PAN No.
- DH User check amount of arrears of pension and FMA (forwarded from Head of Office through Bhavishya to PAO at PFMS.)
- **User needs to certify that whether calculation of Arrear of Pension is checked and found correct or incorrect by selecting the checkbox.**



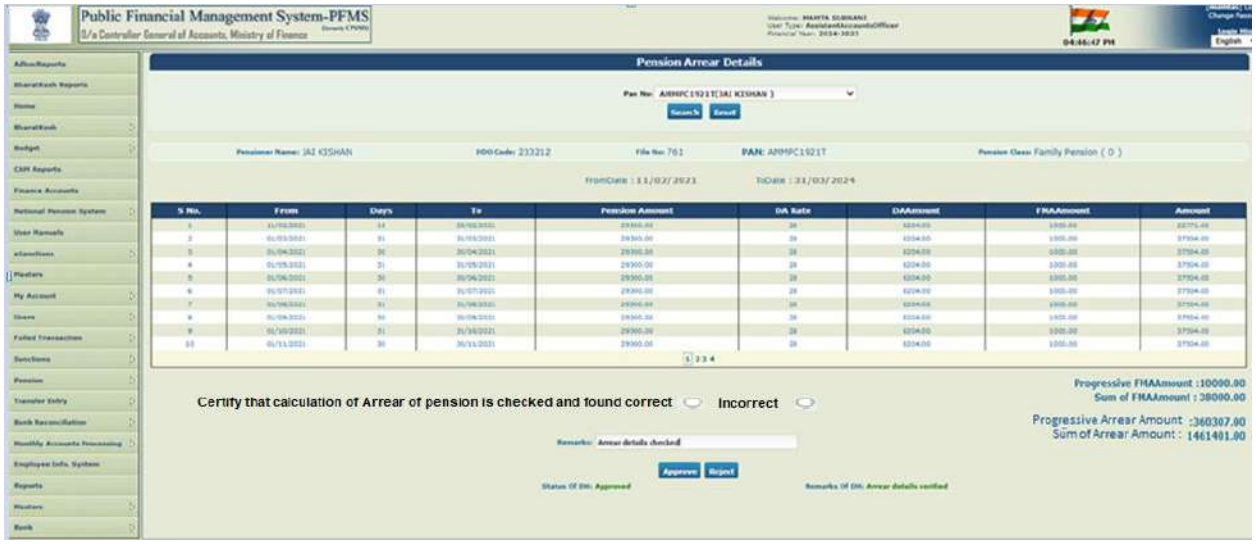
Arrear processing at AAO User

- After submission of Arrear case by DH User.

- User will select the case from dropdown. Case details will display on screen for further processing.



- AAO User will verify the calculation and update the remark in Remarks column.
- User would have two options – Approve & Reject.
- User can click and proceed by choosing either option approve or Reject. In both the selection, Case will be forwarded to PAO User for their review and further processing.
- User can view the remarks updated by DH User on screen.
- **User needs to certify that whether calculation of Arrear of Pension is checked and found correct or incorrect by selecting the checkbox.**

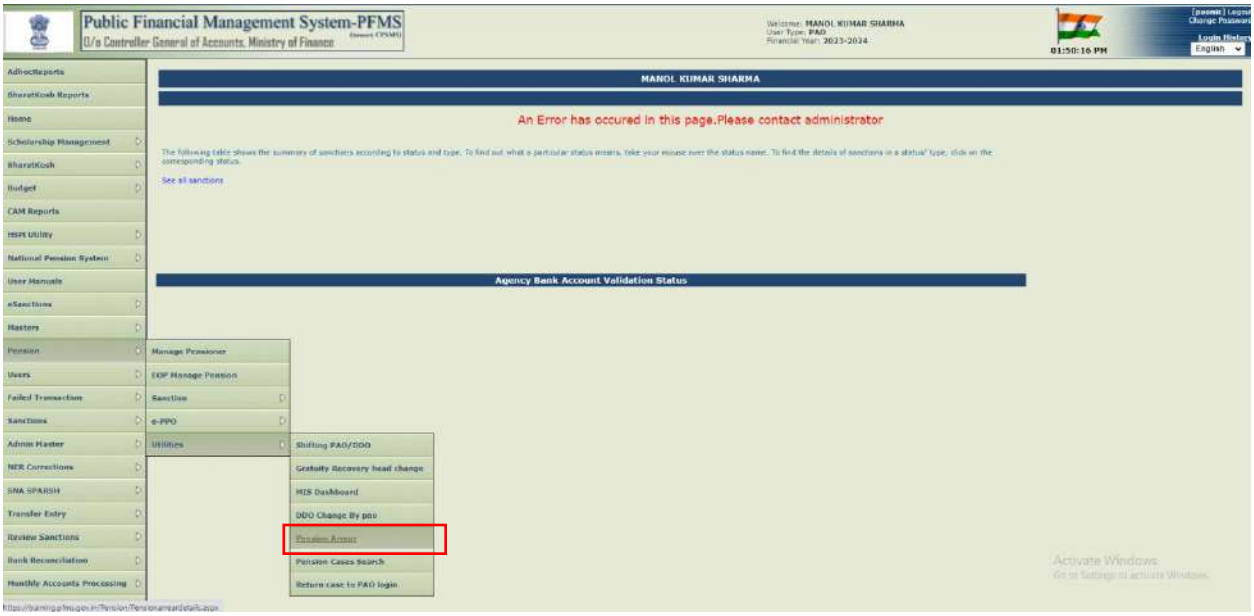


- Once case is submitted to PAO User, AAO User will get popup message as "**Case forwarded to PAO**".

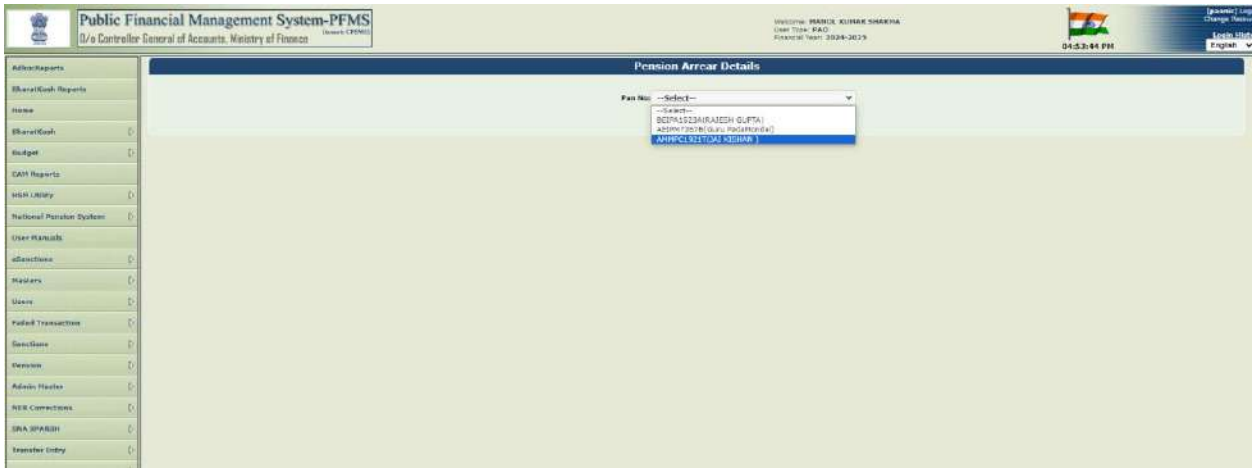
Arrear approval by PAO

Once case submitted to PAO User, below screen will be available for PAO User.

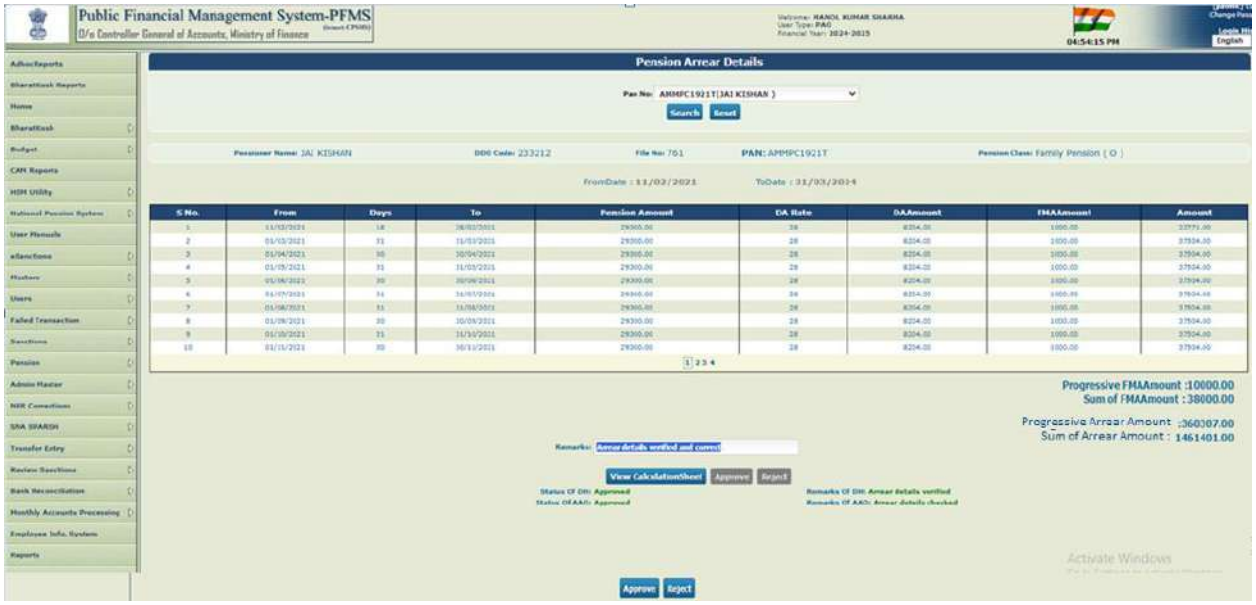
- User needs to login using this path-Pension> Utilities>Pension Arrear.

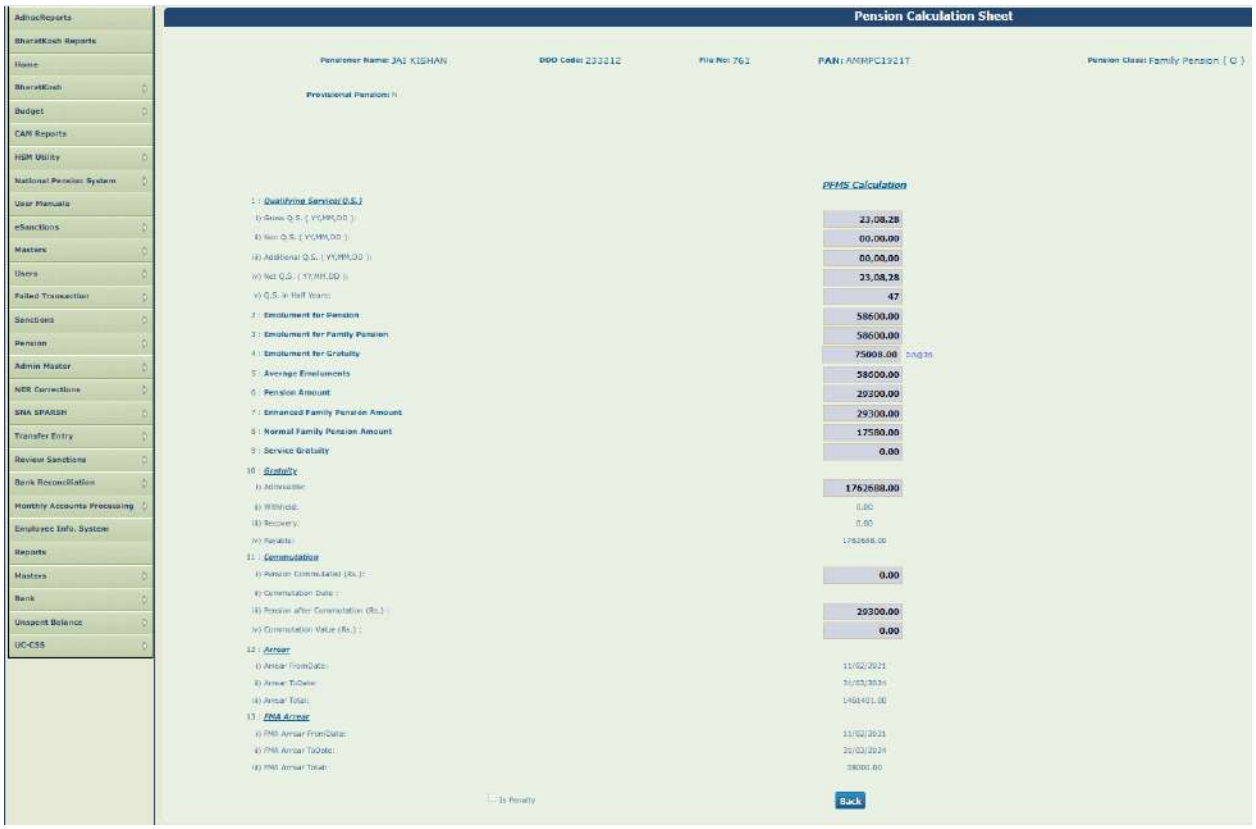


- User will select the PAN number from dropdown & details will be available on screen.



- PAO User will verify the calculation and update the remark in Remarks column. User would have three options as below.
  - View Calculation sheet
  - Approve
  - Reject
- User can view the calculation sheet by selecting button **View Calculation sheet.** Below screen will appear.

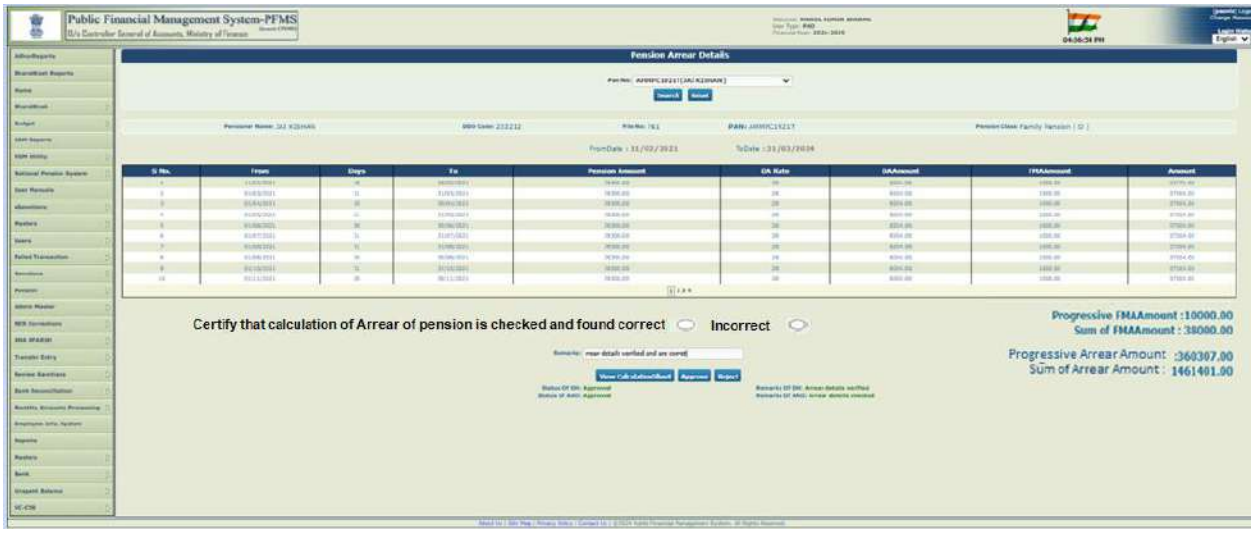




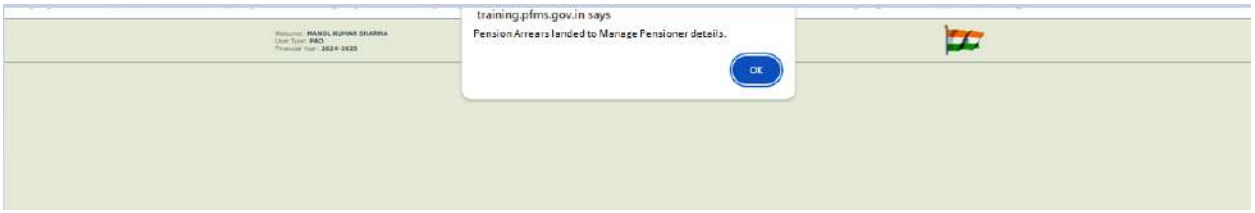
- User can select and proceed by selecting either option approve or Reject.
- PAO user needs to view the calculation sheet otherwise Approve and Reject button will be disabled.
- PAO user will add remarks for the arrear pension case once checked the case and status and remarks by DH and AAO.

- **User needs to certify that whether calculation of Arrear of Pension is checked and found correct or incorrect by selecting the checkbox.**

  Note- User need to only review the PFMS calculation for Arrear of Pension and FMA. There is no need to match the Bhavishya calculation with PFMS calculation for arrear of Pension and FMA.



- If PAO user approves case then it can be viewed in Pension Sanction Generation. Successful message will popup “Arrear case landed to manage pensioner details”.



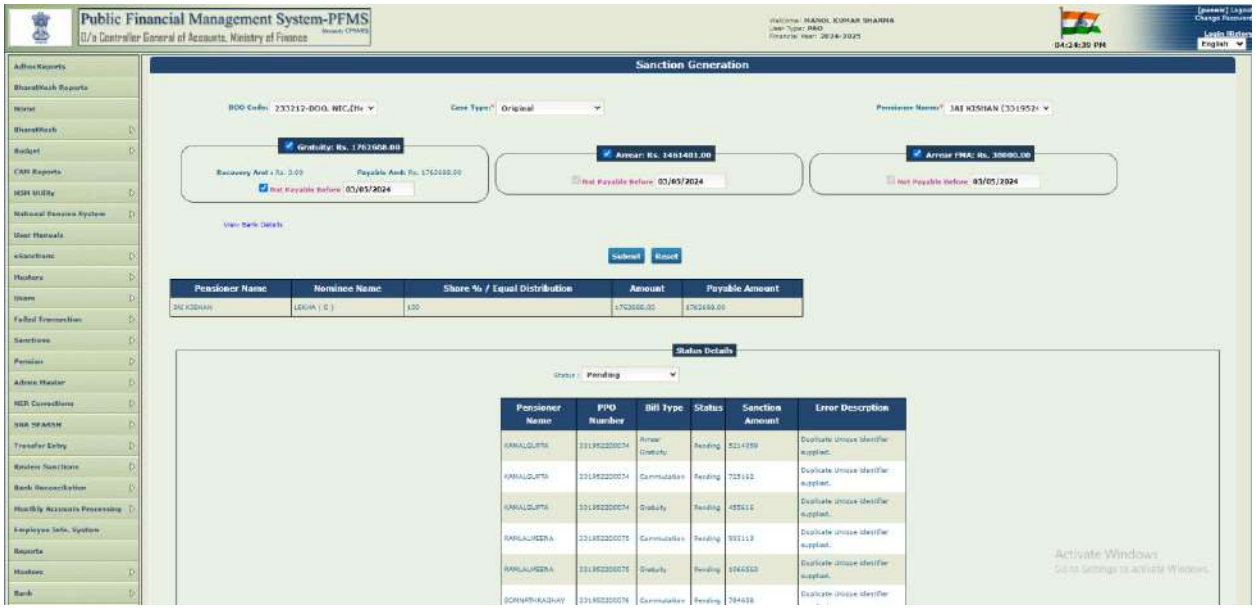
Arrear Sanctions Generation by PAO User

After completion of Arrear processing, if it gets approved at all three levels, Sanction will be granted accordingly. To proceed with the Sanction below is the path at PAO User.

- User need to login using this path Pension>Sanction >Pension Sanction Generation

- Below screen will appear at PAO level. User will select all the below mandatory field
  - DDO Code from dropdown
  - Case type from dropdown
  - Pensioner name from dropdown
- Then click on Submit button.

- Total Arrear amount will be displayed which will be payable to Pensioner. User need to select the checkbox & select "Submit" button to proceed with the sanction.
- Payment history can be viewed by selecting Status.



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