



CPAO/IT&Tech/e-PPO/6 Vol-X(A)/e-7028/2024-25 /23

Dated: 13.05.2024

OFFICE MEMORANDUM

Subject:- *Standard Operating Procedure to be followed by PAOs for returning ePPO without having physical PPO booklets*

After implementation of the return flow system from CPAO to PAO w.e.f. 20.10.2023, CPAO is receiving requests on a regular basis from PAOs to return e-PPOs (online). CPAO is facing problems in returning these cases due to non-submission of physical PPO booklets by the PAOs. In the absence of physical PPO booklets, pension cases can't be diarized to take necessary action.

2. To overcome this issue, CPAO has developed a new Return flow system to cater to the requirement. *Standard Operating Procedure to be followed by the PAOs for getting back ePPO from CPAO without submitting physical PPO booklets* is as under :-

• **Action of the part of PAO**

- 1) On detection of erroneous submission of e-PPO, PAO will take the approval of competent authority i.e. CCA/CA/Dy. CA before submitting the request to CPAO in prescribed proforma. **(Annexure-A)**
- 2) After taking the approval of competent authority, PAO will send the scanned copy of prescribed proforma duly signed by the competent authority on official email ID of Sr.AO, R&D, CPAO (email id- aaocpao1990@gmail.com) to get back e-PPO submitted erroneously to CPAO.
- 3) CPAO will intimate the PAO via e-mail after taking required action.

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

Encl: Annexure-A

(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,

1. All Pr.CCAs/CCAs/CAs/AGs and Administrators of UTs with the request to issue intimation to all the PAOs under their control for necessary compliance.

Copy to

1. PS to CC(P), CPAO
2. PA to CA, CPAO
3. PA to Dy. CA, CPAO
4. Sr. AO (R&D), CPAO
5. Sr. TD, NIC (CPAO)

GOVERNMENT OF INDIA
CENTRAL PENSION ACCOUNTING OFFICE
DEPT. OF EXPENDITURE, MINISTRY OF FINANCE

E-PPO return form from CPAO to PAO

(e-PPO return form duly signed by PAO and Approved by CCA/CA/DCA of concerned PAO should be submitted to CPAO for online return of e-PPO where Manual PPO not yet sent to CPAO.)

1. PAO Code *:-
2. PAO Name *:-
3. PPO No *:-
4. Pensioner's PAN Number* :-
5. e-PPO Sent Date* :-
6. PAO Contact No*:-
7. PAO Official Email ID*:-
8. Reason of Return* :-

Information submitted above is verified and found correct. (All fields are mandatory)

Signature of Competent
Authority of Department
with Date and Seal
(CCA/Pr. CCA)

Signature of PAO
of Department with
Date and Seal