

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: 20<sup>th</sup> 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 Ghale)  
Controller of Accounts

Enclosure: as above.

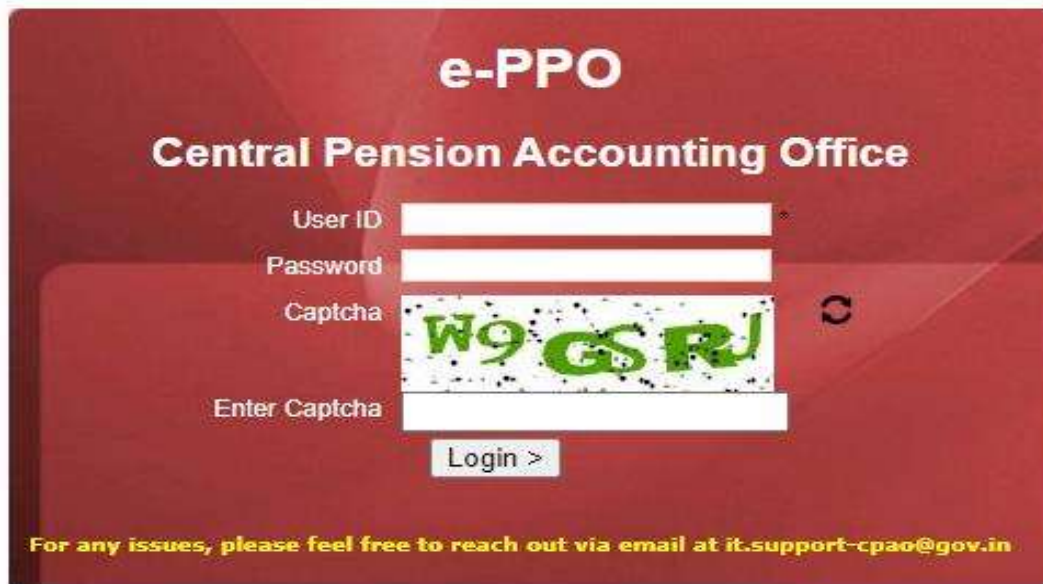
To

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 

Enter Captcha

Login >

For any issues, please feel free to reach out via email at [it.support-cpao@gov.in](mailto:it.support-cpao@gov.in)

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Best View At : 1366 x 768 | Browser : Mozilla Firefox

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



e Scroll



सत्यमेव जयते

Government of India

e PPO

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

Scroll Info	Help & Manual	Reports	Absorbee List	Pre-2006 Unrevised	Pension Credited
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#### Disbursement of Pension/Family Pension

Reporting Month (YYYYMM) \*  \*

Pension/Family Pension Credited in all cases ?  Yes  No

Date of credit \*

Number of cases where pension/family pension due but not credited by last working day of the month \*

Upload Cases where pension/family pension due but not credited (in Excel file) \* [Click Here to download sample excel format](#)  No file chosen

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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									