



CPAO/IT&Tech/Single Window Service/2016-17/38

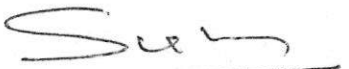
17<sup>th</sup> May, 2016

**Office Memorandum**

**Subject:- Development of Single Window Service for Central Civil Pensioners.**

CPAO is in final stage of developing a single window service for Central Civil Pensioners providing them access to pension process status and all the required information about their Pension & revision details, also providing for Grievance Registration facility and its status to pensioners. This service also intends to track each pension case from the initial stage of preparation of list of all government servants who are due to retire within next twelve to fifteen months on quarterly basis and its submission to concerned Pay & Accounts Officer to the stage of first credit of Pension by the bank.

2. In this context, Rule 56 of CCS (Pension) Rules, 1972 provides that:-
  - (i) Every Head of Department shall have a list prepared every three months, that is, on the 1<sup>st</sup> January, 1<sup>st</sup> April, 1<sup>st</sup> July, 1<sup>st</sup> October each year, of all Government servants who are due to retire within the next twelve to fifteen months of that date.
  - (ii) A copy of every such list shall be supplied to the Accounts Officer concerned not later than 31<sup>st</sup> January, 30<sup>th</sup> April, 31<sup>st</sup> July or 31<sup>st</sup> October, as the case may be, of that year.
3. Joint Secretary (Admn) of all the Ministries/Departments (copies endorsed to Pr. CCAs/ CCAs/CAs) have already been requested to provide the above lists to their concerned Accounts Officer vide CPAO's OM No. CPAO/Tech/Jeevan Pramaan/2015-16/515-662 dated 10.07.2015 followed by OM No. CPAO/Tech/Jeevan Pramaan/2015-16/1770 dated 07.03.2016.
4. All the PAOs must have these lists with them by now. Accordingly, all Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs are requested to ensure that the lists of all such government servants as on 1<sup>st</sup> April, 2016 are provided to CPAO latest by 3<sup>rd</sup> June, 2016 positively through PAO login provided on the CPAO's website [www.cpaonnic.in](http://www.cpaonnic.in) in the annexed format.
5. The facility of generating PPO Nos. through the list itself is also being developed by CPAO.


  
(Subhash Chandra)  
Controller of Accounts

To,

(1) All Pr. CCAs/CCAs/CAs/AGs/Administrator of UTs

**Copy to:-**

- 1) PPS to CGA, O/o the CGA, 7<sup>th</sup> Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
- 2) PS to Addl. CGA (GPG), O/o the CGA, 7<sup>th</sup> Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.
- 3) Joint Secretaries (Admn.) of all Ministries/Departments to ensure that the lists of retiring govt. servants are invariably prepared and sent to PAO concerned in accordance with Rule 56 of CCS (Pension) Rules.
- 4) PS to Chief Controller (Pensions), CPAO, New Delhi.

  
Controller of Accounts

