

भारत सरकार  
वित्त मन्त्रालय, व्यय विभाग  
केन्द्रीय पेंशन लेख कार्यालय  
त्रिकूट-II भीकाजी कामा प्लेस  
नई दिल्ली-110066

फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF EXPENDITURE  
CENTRAL PENSION ACCOUNTING OFFICE  
TRIKOOT-II, BHIKAJI CAMA PLACE,  
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CPAO/IT & Tech/Simplification/11( Vol-IV)/2016-17/49

12.06.2017

### Office Memorandum

**Subject:- Problems being faced by the pensioners/ family pensioners regarding credit of pension amount into their Bank Accounts.**

Attention is invited to CPAO's OM No. CPAO/Tech/Bank Performance/2015-16/60 dated-14.06.2016 for better pensioner services by banks and minimize grievances/complaints from pensioners related to pension payments. In spite of issuing frequent instructions, number of representations are received from pensioners/family pensioners experiencing difficulties relating to delays and incorrect amount of pension being credited in their bank accounts. The pensioners have also complained about the recovery of excess amount from their bank accounts.

All measures should be taken for efficient pension delivery to avoid such grievances and Heads of CPPCs and Heads of Govt. Business Divisions are again requested to provide monthly pension slips alongwith break up to pensioners/ family pensioners and invariably at the time of commencement of pension and thereafter whenever there is change in quantum of pension.

This issues with the approval of the competent authority.

*Krishna Sharma*

(Krishna Sharma)  
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To,

- 1) Heads of CPPCs of Banks
- 2) Heads of Government Business Division of Banks