IMPORTANT

Government of India
Ministry of Water Resources, RD & GR
Pay & Accounts Office
Central Water Commission
New Delhi.

No. WR/PAO/CWC/PEN/2019-20/ 932-33

Dated   01/07/2019

To,

All Executive Engineers/DDOs
Central Water Commission,
M/o Water Resources, RD & GR.

Sub: Process for generation of authorities for Gratuity and Commuted Value of Pension and submission of bills to PAO on PFMS.

Sir,

The Controller General of Accounts (CGA) has created the Pension Module in PFMS to streamline the processing of pension cases and integrated it with Bhavishya Portal w.e.f. from 30th November, 2018. Now pension cases processed by Heads of Offices in Bhavishya and submitted to PAO are available to PAO in PFMS for further processing.

As per procedure, after the receiving the pension case, PAO passes it, generates the PPO number and digitally signs the PPO. Thereafter, PAO can push the authorities/sanctions for Gratuity and Commuted Value of Pension (CVP) which will be available to DDO for preparation of bills and submission to PAO for payment. There is no need for sanctions to be created at PD level.

However, it is being observed that instead of generating bills against sanctions for gratuity and CVP generated by PAO and made available at DDO level, some of the Executive Engineers of CWC, are generating their own sanctions at PD level, generating bills against them and then submitting these bills to PAO for payment. As a result, PAO is forced to return these bills, resulting into delay in payment of retirement benefits to retiring employees.

Heads of Offices/DDO are supposed to create sanctions at PD level only for Leave Encashment and CGEGIS. Bills for all retirements benefits are to be, mandatorily, submitted to PAO for payment.

Controller General of Accounts has also issued FAQs for PAO and DDO users which are also available on PFMS website (copy enclosed).

All Executive Engineers of CWC are requested to generate bills for Gratuity and CVP only against Authorities/Sanctions generated by PAO and made available at DDO level in PFMS. They are also requested to submit bills in respect of all retirement benefits for payment only to PAO through PFMS.

Yours faithfully

Encl: As above.

(Upender Malhotra)
Sr. Accounts Officer (Pension)

Copy to: -
1. Secretary, CWC, MoWR, New Delhi for information and with the request to direct all Executive Engineers to ensure compliance of above instructions issued by CGA in this regard.
2. Deputy Director (SMD), CWC, MoWR for display on CWC's website.

Frequently Asked Question on Pension Module on PFMS Portal

URL/Website Address   https://pfms.nic.in

Helpdesk email id   pension-pfms@gov.in

FAQs for PAO Users

1. Can all PAO access the Pension Module on PFMS for processing Pension cases?

   No, only those PAOs who are authorized for working in pension Module can have access to the pension related forms.

2. How and whom to approach for request for start of working in Pension Module on PFMS?

   A request mail indicating Controller and PAO code may be sent at pension-pfms@gov.in

3. Pension case is submitted by HOO but not available in Pension Module on PFMs for processing.

   A request mail indicating DDO Code, Name of Pensioner, PAN may be sent at pension-pfms@gov.in and the case should not be entered manually to avoid duplicity of data.

4. How to initiate a pension case received from Bhavishya?

   The steps are as follows:

   ➢ Pension Cases received through Bhavishya can be initiated through the option "Pension >Manage Pensioner" at DH level.
   ➢ DH can forward the case to AAO with status either Pass or Return with reasons.
   ➢ AAO can further forward the case to PAO with status either Pass or Return with reasons through the option "Pension >Manage Pensioner"
   ➢ PAO can either return or pass it. if returned – the case will be pushed back to Bhavishya at HOO for rectification/removal of discrepancy through the option "Pension >Manage Pensioner"
   ➢ If Passed by PAO, PAO can get the PPO number for the case through the option "Pension>PPO Allotment"
   ➢ Digital Signature of the PPO by PAO through the option "Pension > PPO Allotment"
   ➢ Print out of Authorities are available in CAM Reports
   ➢ PAO can push the authorities to be paid through DDO through the option "Pension > Pension Sanction Generation"
   ➢ This data will be available to DDO for preparation of Bills
   ➢ On submission of Bill by DDO, it will be available in Sanction > Receive like other bills

5. Can a pension case be entered manually?
   Provision to enter the Pension case manually is available but HOO should be encouraged to send the case through Bhavishya only.

6. How can a pension case be entered manually if not received through Bhavishya?

   Pension case can also be entered manually, if not received through Bhavishya, through the option "Pension >Create Pensioner" at DH level. File number will be generated by the system at the time of saving of data in this form.

   After generation of file number, Dealing Hand in PAO has to further process the case through the option "Pension >Manage Pensioner"

7. What are the specification of Photo, Joint Photo, and signature are required for uploading in manual cases?

   Photo, Joint Photo can be of 70KB (Max)(JPEG) and signature can be of 70 KB (Max) (in JPEG)

8. What is the size of documents like medical certificate, death certificate, disability certificate, Recovery of excess payment etc. for uploading in manual cases?

   PDF Documents of 500 KB (Max) can be uploaded in Pension Module on PFMS for each type of certificates.

9. There are some discrepancies in the data of pension case received from Bhavishya. How can the same be rectified?

   None of the users in PAO can make any modification in the pension case received through Bhavishya. Such cases can only be returned back to HOO. In response to which, HOO can rectify or remove the discrepancy in Bhavishya and resend the case to PFMS.

10. AAO/PAO finds discrepancies in the data of pension case entered manually by Dealing Hand. Who can rectify the same?

    If the mistake is due to data entry, AAO/PAO can return the case. Returned case will be available at DH level for modification. Only DH can rectify the data entry error and re-forward the case to next higher Level.

11. How can a pension case be searched?

    Various parameters like File no, PAN, first name, Last name and DDO are available to search pension case in the form Manage Pensioner at all levels.

12. Pension cases can be entered manually or received from Bhavishya, how can these two be differentiated in the system?

Manually entered cases will appear in blue colour and cases received through Bhavishya will appear in orange colour.

13. How the calculation discrepancy of Bhavishya and PFMS be handled?

PAO has no option but to return such cases back to Bhavishya with the observations.

Generation of PPO Number and its Digital Signature-

14. How can any of the users of Pension in PAO, know that a PPO is digitally signed or not?

All digitally signed ePPO are available at option Pension>DSC EPPO List to all the users of PAO.

15. Until now, PAO users have to login to the CPAO website and keyed in basic information of the retiree/family pensioner to get the PPO number for that case. Is the same methodology for generation of PPO number continue?

No. Now PAO users need not login to the CPAO website to get the PPO number.

16. Who can generate PPO number?

PAO user can generate the PPO Number through the option Pension > PPO Allotment.

17. When the case is available for generation of PPO number?

After Passing of the case by PAO.

18. Who can digitally sign the PPO?

Only PAO user whose DSC is enrolled and approved for digitally signing of pension authorities/ ePPO, can digitally sign it.

19. Pre-requisite for digital signature of PPO

PPO number is generated for the case
Digital Signature of PAO is enrolled/approved for digital signing the pension documents.
Internet Explorer (IE) version 9.0 and above should be installed on PC on which digital signature is to be done.

FAQs for DDO Users

27. Can the authorities for gratuity, commutation or release of withheld gratuity be available on-line at DDO login for generation of Bills?

    Yes. After digitally signing the e-PPO, PAO user can submit the sanctions through the option "Sanction Generation Form" at PAO level. These will be available to DDO for creation of Bills.

28. How can any recovery like over payment of salary, recovery towards any log-term advances or recovery informed by Directorate of Estate be made effective from Gratuity Bill?

    Any recovery can either be informed by HOO at the time of submission of pension case or these can also be added at the time of submission of Bill by the DDO to PAO.

29. DDO inadvertently press return to PD button for Pension Authorities/Sanctions (Submitted by PAO). How to get back the same?

    DDO has to contact its PAO for Re-push of such Authorities /Sanctions.

30. Can DDO add recoveries from Gratuity Bill or remove the recoveries informed earlier at the time of Submission of Bill to PAO?

    DDO can delete/add recovery from Gratuity Bill before forwarding it to PAO for pass and payment.

31. PAO users receive multiple types of Bills from DDO. Can the Pension Bills generated against the authorities submitted on-line by PAO be differentiated from the other types of Bills?

    Yes, the system generated sanction number against these bills starts from PEN....

32. Can the sanctions against pension cases which are processed through Pension module on PFMS be initiated at PD Level?

    No. Authorities issued/submitted by PAO will be treated as sanction in the system. PD level is not required for such Bills.

33. Reports – Which reports are available for Pension?

    Following Reports are available at Option CAM Reports > Pension:
    (i)   Calculation Sheet
    (ii)   Authority of pension
    (iii)   Authority of commutation of pension
    (iv)   Authority of Gratuity
    (v)   Authority of Withheld gratuity

20. PAO is unable to digitally sign (DSC) the PPO.

Please refer answer above.

Pension Authorities/Sanction Submission

21. Where can user get the report regarding Pension Authorities like authority for Gratuity, Commutation, etc.?

Any of the users in PAO can get the report through Pension in CAM Reports

22. What action is to be taken by PAO after digitally signing of the ePPO?

PAO user has to push the data to DDO through the option Pension > Pension Sanction Generation

23. Whether Leave Encashment bills can be passed through Pension Module of PFMS just like in COMPACT?

No.

24. DDO inadvertently press return to PD button for Pension Authorities/Sanctions (Submitted by PAO). How to get back the same?

PAO can Re-push such Authorities /Sanctions through the option Pension > Repush > Failed/Returned

Return of Pension Case by PAO-

25. Procedure for return of pension cases received through Bhavishya?

Pension cases returned by PAO, will be available at HOO login in Bhavishya Portal along with returning reasons. HOO can resubmit the case after rectification of observations of PAO in Bhavishya. Once, resubmitted by HOO through Bhavishya the case will be available in "Manage pensioner" at DH level.

26. Procedure for return of pension cases entered manually?

Pension case returned by PAO will be available at DH. DH can manually return the case to HOO along with observations. Returned pension case are available in Manage Pensioner at DH level for further processing. DH user can reprocess the case once the case is resubmitted by HOO after rectification of observations.

Abbreviations:

HOO	Head of Office
DH	Dealing Hand in PAO
AAO	Assistant Accounts Officer
PAO	Pay & Accounts Office/ Pay & Accounts Officer
DDO	Drawing and Disbursing Officer
PD	Program Division
PPO	Pension Payment Order
CPAO	Central Pension Accounting Office

(Updated as on 30th November 2018)