

Ministry of Finance
Controller General of Accounts
Department of Expenditure
Mahalekha Niyantrak Bhawan
E-Block, GPO Complex, INA, New Delhi-110023

Dated: 24 06.2025

OFFICE MEMORANDUM

Subject: Delay in finalization of pension cases.

Reference is invited to this Office Memorandum of even number dated 08.12.2024 on the above-mentioned subject, wherein all the offices were requested to strictly follow the codal provisions while processing/finalizing pension cases.

2. In this regard, office of CGA/CPAO have been closely monitoring delays in processing/finalizing pension cases and efforts were also made to identify and clear the bottlenecks in processing as well as disbursement of pension. The general causes for delay have been found as under:

- i. Wrong fixation of pay on promotions, NFU, MACP etc.
- ii. Non-adherence of para 2.16.3 of CAM, 2024 regarding audit of pay fixation orders within 3 months of issuance of orders and in case the employee due to retire within next 4 years, audit in such cases to be done on priority.
- iii. Non-verification of service records as per prescribed timelines mentioned in CCS (Pension) Rules, 2021
- iv. Delay in furnishing of vigilance clearance certificate for processing of pension cases.
- v. Peculiarities in different departments specifically CAPFs in MHA, Jal Shakti, UD and some other departments spread out in remote areas leading to delay in processing of pension cases.
- vi. Inadequate knowledge of rules on part of the prospective retirees leading to delay in filing of their pension papers in time.

3. In view of the above, all the Head of Offices must ensure maintaining the timelines right from initiation of pension cases till its finalization and disbursement. Moreover, Head of offices/PAOs must ensure correctness in pay fixation followed by mandatory audit in terms of DOPT's OM dated 03.10.2022.

4. Compliance of the above should be ensured for smooth and timely processing of pension cases and ease of pensioners.

This issues with the approval of the Competent Authority.

(Narender Singh)

Dy. Controller General of Accounts

To
All Pr.CCAs/CCAs/CAs (IC) of Ministries/Departments

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