

DEPARTMENT OF EXPENDITURE  
O/O CONTROLLER GENERAL OF ACCOUNTS  
CENTRAL PENSION ACCOUNTING OFFICE  
TRIKOOT-II, BHIKAJI CAMA PLACE  
NEW DELHI - 110066

CPAO/IT & Tech/Master Data/14 Vol (III-A)/7607/2021-22/193

Date: 15.02.2022

OFFICE MEMORANDUM

**Sub: Updation of Master data and submission of changed information in Format-F for e-scrolls - Reg.**

Attention is invited to this office OM No. CPAO/IT&Tech/Master Data/14 (Vol-II)/2018-19/52 dated 22.06.2018 (copy enclosed), on the subject cited above, issued to all banks to update their Master Data quarterly as per the revised format available on CPAO's website.

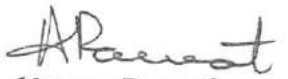
2. It has been observed that Banks are not updating their master data regularly and not providing the changed information in Format-F along with the payment scrolls. This has the potential to lead to data mismatch between Banks and CPAO which can in turn lead to underpayment/overpayment of pension and other financial/non-financial errors.

3. In view of the above, Heads of CPPCs/GBDs of all Authorized banks are requested to update Master Data of pensioners quarterly for review and better management of the data. They are also requested to furnish the changed information in Format-F including date of Life Certificate along with each and every payment/receipt scroll in future so that any subsequent changes required in master data may be incorporated by CPAO itself.

4. To facilitate the banks, the guidelines for electronic transmission of accounting data under the CPPC system by authorized banks along-with changed/updated Format-F have been provided on CPAO's website [www.cpaonnic.in](http://www.cpaonnic.in) (Link: "For Banks → Guidelines for Banks → Guidelines for Master data").

5. This issues with the approval of Chief Controller (Pensions).

Encl: - As above

  
(Anang Rawat)  
(Dy. Controller of Accounts)

To,

- 1) Heads of CPPCs of All Authorized Banks (as per list)
- 2) Heads of Government Business Divisions of All Authorized Banks (as per list)

**Copy for information to:-**

1. PS to CC(P), CPAO, New Delhi
2. PA to CA, CPAO, New Delhi
3. PA to Dy. CA, CPAO, New Delhi
4. (NIC), CPAO, New Delhi
5. Sr. AO (Coordination), CPAO, New Delhi
6. Sr. AO (IAW), CPAO, New Delhi

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

फोन : 26174596, 26174456, 26174438



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GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF EXPENDITURE  
CENTRAL PENSION ACCOUNTING OFFICE  
TRIKOOT-II, BHIKAJI CAMA PLACE,  
NEW DELHI-110066  
PHONES : 26174596, 26174456, 26174438

CPAO/Tech/Master data/2015-16/298

25.05.2015

### Office Memorandum

#### Subject:- Reconciliation of Master Data

The reconciliation of master data of CPPC of any bank with the database of Central Pension Accounting Office has always been an important issue which has been highlighted from time to time. Even at the time of establishing CPPCs of the banks, it was cleared at para 6.5.3 of CPPC Guidelines that the smooth implementation of the CPPC and the reimbursement thereof depends upon a perfect match of data of both bank and CPAO.

Taking into consideration the importance of updation of master data by all the banks, necessity of providing updated master data in the latest format at least once in the month was highlighted in the OM No. CPAO/Tech/Masterdata/2013-14/288 dated-24.03.2014 issued to all Executive Directors of the authorized banks (copy enclosed).

In the Standing Committee meeting, almost all the banks mentioned that they are submitting the updated master data to CPAO regularly. But the "Bank-wise Master-data Processing" report provided by NIC Cell of CPAO is not very much encouraging. It reveals that during the current calendar year i.e. 2015 only three banks have submitted their updated master data so far. Moreover, it has been observed that either the data submitted by CPPCs have errors or not in proper / latest format resulting in non-processing of the data.

Therefore, it has been decided that the banks must send their updated master data once in a year by 31<sup>st</sup> January in the revised format only (23<sup>rd</sup> December, 2014 version) (copy enclosed). The same is also available on CPAO's website [www.cpaonnic.in](http://www.cpaonnic.in) at the link "For Banks" -> Guidelines for Banks->Guidelines for Master Data.

Report on "change of status of pension" must also be sent regularly in an electronic Format "F" (copy enclosed) along with each and every Pension Payment Scroll in Format 'A'.

The Executive Directors of all authorized banks are hereby once again requested to instruct their GMs/DGMs supervising the CPPCs to be particular in sending the masterdata as per schedule stipulated above.

भारत सरकार  
वित्त मन्त्रालय, व्यय विभाग  
केन्द्रीय पेंशन लेख कार्यालय  
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GOVERNMENT OF INDIA  
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NEW DELHI-110066  
PHONES : 26174596, 26174456, 26174438

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CPAO/IT & Tech/Master data/14 (Vol-III)/2018-19/ 52

22.06.2018

### Office Memorandum

**Subject: Updation of Master data and submission of changed information in Format-F for E- scrolls.**

Attention is invited to this Office OM No. CPAO/IT&Tech/Master data/2015-16/298 dated-25.05.2015 (copy enclosed) issued to all banks to update their master data once in a year by 31<sup>st</sup> January in the revised format of master data available at CPAO website [www.cpaon.nic.in](http://www.cpaon.nic.in) at the link "Banks → Guidelines for Banks → Guidelines for Master data" followed by the report on "change of status of pension" in an electronic format-F along with regular monthly paid scrolls.


In spite of above instructions, Banks are not updating their master data regularly and not giving the changed information in Format-F along with payment scrolls (latest report of Master data Reconciliation bank wise is attached). This leads to data mismatch between Banks and CPAO which leads to underpayment/overpayment of pension and other financial / non-financial errors.

In view of above and as per the decision taken by competent authority, Heads of CPPCs/ GBDs of all Authorised banks are requested to update PDF Master Data of pensioners "quarterly" instead of "annually" for review and better management of Master Data. They are also requested to furnish the changed information in Format-F (version 2.8 also including Life Certificate date) alongwith each and every payment / receipt scrolls in future so that any subsequent change, required in master data, may be incorporated by CPAO itself.

To facilitate the banks, the guidelines for electronic transmission of accounting data under the CPPC system by authorised banks alongwith changed/ updated Format-F have been provided on CPAO's website [www.cpaon.nic.in](http://www.cpaon.nic.in).

This issues with the approval of Chief Controller (Pensions).

Encl:- As above

  
(Md. Shahid Kamal Ansari)  
(Asstt. Controller of Accounts) c/c

To,

- 1) All the Heads of CPPCs of Authorized Banks (As per List)
- 2) All the Heads of Govt. Business Departments of Authorized Banks (As per List)

Copy for information to:-

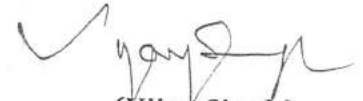
- 1) Sr.PS to CGA, O/o the CGA, Mahalakshmi Nyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 2) PS to Chief Controller(Pension),CPAO, New Delhi
- 3) Sr.TD(NIC), CPAO, New Delhi
- 4) Sr.AO (Coordination), CPAO
- 5) Sr. AO (IAW), CPAO, New Delhi.

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The updated master data in the prescribed format from all banks must reach to CPAO at E-mail address i.e. [cpao.masterdata@gmail.com](mailto:cpao.masterdata@gmail.com) with an endorsement to [cpao.coordination@gmail.com](mailto:cpao.coordination@gmail.com).

The updated master data in prescribed format for the year 2015 must reach to CPAO by 15<sup>th</sup> June, 2015.

This issues with the approval of competent authority.



(Vijay Singh)

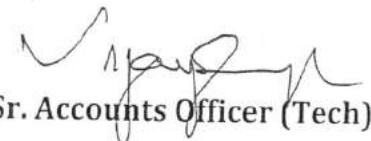
Sr. Accounts Officer (Tech)

dc

To,  
The Executive Directors of all authorized banks (As per list)

Copy to:

1 Heads of all the CPPCs of Authorized Banks (As per List)



Sr. Accounts Officer (Tech)

dc

MASTER DATA REPORT FROM 01-JAN-2015 TO 25-JUN-2018				
S. No	CPPC_Code	Bank_name	CPPC_NAME	LAST_UPLOAD_DATE
1	0004464	STATE BANK OF INDIA	CPPC-NAVI MUMBAI	22-Jun-2018
2	0004465	STATE BANK OF INDIA	CPPC-AHMEDABAD	14-Jun-2018
3	0004466	STATE BANK OF INDIA	CPPC-BANGALORE	22-Jun-2018
4	0004467	STATE BANK OF INDIA	CPPC-Govindpura	11-Apr-2018
5	0004468	STATE BANK OF INDIA	CPPC-RHUBANESWAR	22-Jun-2018
6	0004469	STATE BANK OF INDIA	CPPC-PANCHKULA	11-Apr-2018
7	0004470	STATE BANK OF INDIA	CPPC-CHENNAI	09-May-2018
8	0004471	STATE BANK OF INDIA	CPPC-GUWAHATI	12-Jun-2018
9	0004472	STATE BANK OF INDIA	CPPC-HYDERABAD	23-Jan-2018
10	0004473	STATE BANK OF INDIA	CPPC-KOLKATA	11-Jun-2018
11	0004475	STATE BANK OF INDIA	CPPC-DELHI	22-Jun-2018
12	0004476	STATE BANK OF INDIA	CPPC-PATNA	10-Jun-2018
13	0021519	STATE BANK OF INDIA	CPPC-HYDERABAD	22-Jun-2018
14	0029178	STATE BANK OF INDIA	CPPC-JAIPUR	19-Jun-2018
15	0120689	STATE BANK OF MYSORE	CPPC-MANGALORE	09-Jun-2016
16	0130772	STATE BANK OF PATIALA	CPPC-Patiala	12-Feb-2016
17	0170878	STATE BANK OF BIKANER & JAIPUR	CPPC-JAIPUR	21-Aug-2015
18	0203244	BANK OF BARODA	CPPC-NEW DELHI	08-Jun-2018
19	0212424	ALLAHABAD BANK	CPPC-HAZRATGANJ	30-Jan-2018
20	0231471	BANK OF MAHARASHTRA	CPPC-PUNE	06-Nov-2015
21	0283760	CENTRAL BANK OF INDIA	CPPC-MUMBAI	11-Mar-2016
22	0306386	PUNJAB NATIONAL BANK	CPPC-NEW DELHI	01-Feb-2016
23	0322345	UNITED COMMERCIAL BANK	CPPC-NAGPUR	21-Aug-2015
24	0332440	SYNDICATE BANK	CPPC-MANIPAL, TQ: UDUPI	17-Feb-2016
25	0341400	ANDHRA BANK	CPPC-HYDERABAD	03-Mar-2018
26	0351119	CORPORATION BANK	CPPC-Mangalore	30-Jan-2018
27	0361500	ORIENTAL BANK OF COMMERCE	CPPC-GURGAON	09-Feb-2016
28	0370985	PUNJAB & SINDH BANK	CPPC-NEW DELHI	07-Mar-2018
29	0510645	HDFC BANK	CPPC-NOIDA	15-Jun-2018
30	6910695	IDBI BANK	CPPC-MUMBAI	05-Dec-2015