

## User Manual for SAMPANN 2.0 (Module – 2)

### Enhancements made under Module – 2 of SAMPANN 2.0:

#### 1. Automatic Calculation of Arrears and Supplementary Bills.

Pension disbursement frequently requires retrospective corrections due to delays in submission of mandatory documents, revisions in Dearness Relief (DR) rates, pay revisions, family pension conversions, late submission of LC and other conditions defined under CCS (Pension) Rules, 2021. These adjustments are being calculated and done manually till now, which is tedious process and often results in delays and errors.

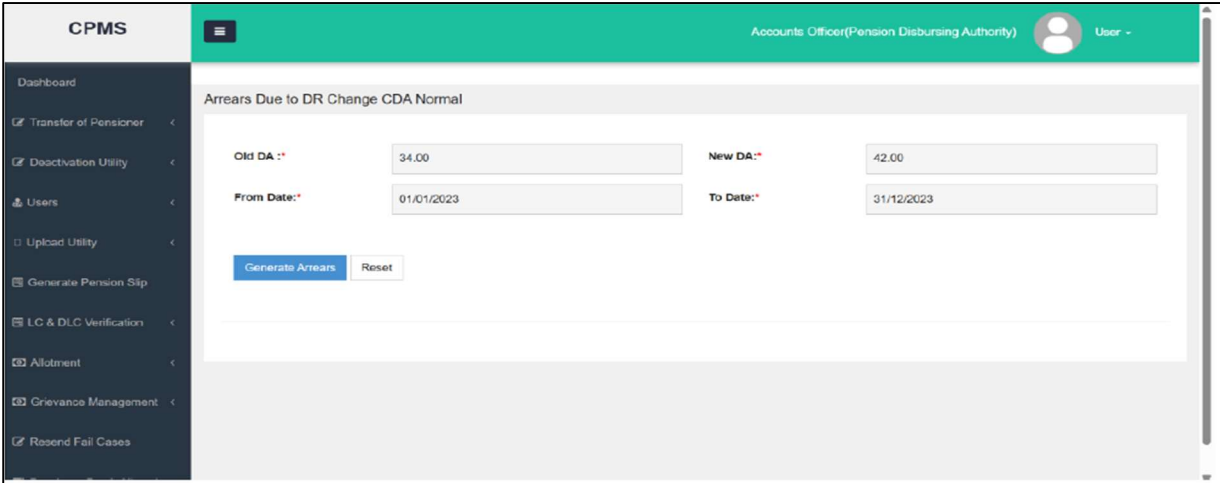
This module automates the end-to-end arrear calculation process, ensuring accuracy, transparency, and efficiency. When a triggering event occurs (such as late submission of a Life Certificate, announcement of revised DR rates, or conversion of normal pension to family pension), the system automatically computes the difference between the “Due Amount” and the “Drawn Amount.”

- If the arrear is positive, it is payable to the pensioner.
- If the arrear is negative, the amount is recoverable and automatically redirected to the Recovery Schedule module for recovery scheduling and instalment calculation.
- If no difference exists, the pension continues as usual.

##### 1.1 Process flow for Automatic calculation of arrears under different scenarios:

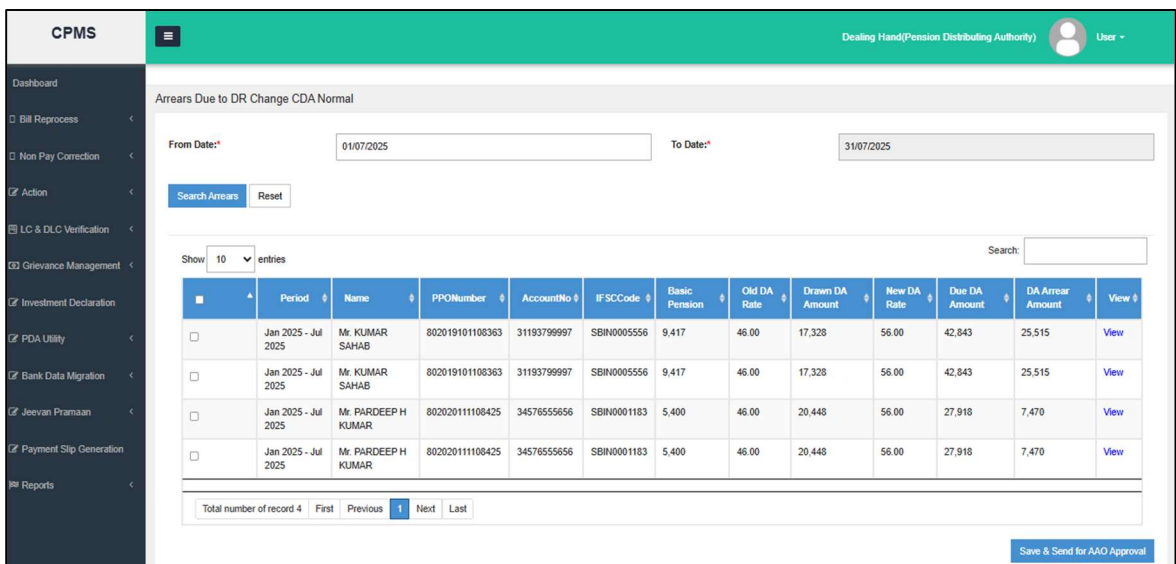
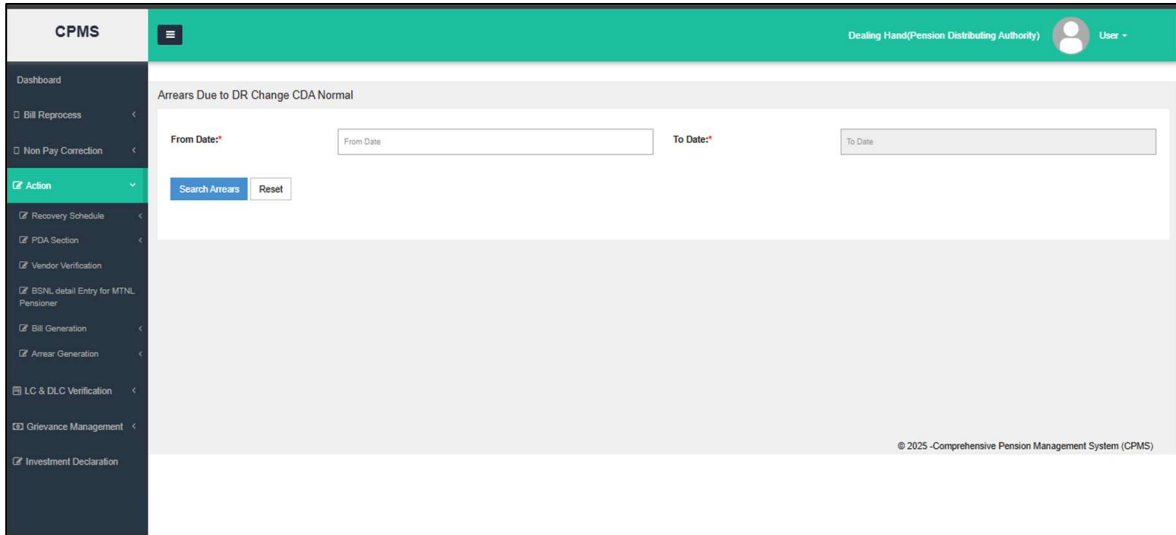
###### 1.1.1 Due to DR Changes

- Login as AO (PDA)
- Go to Sidebar → PDA Section → Trigger DA Arrear Generation → DR Change (CDA Normal/CDA Family/IDA Normal/IDA Family)
- The Old DA Rate and New DA Rate will be displayed automatically (non-editable fields) on the page.



The screenshot displays the CPMS web application interface. The top navigation bar is green and contains the text 'Accounts Officer(Pension Disbursing Authority)' and a user profile icon labeled 'User'. A dark sidebar on the left lists various menu items: Dashboard, Transfer of Pensioner, Deactivation Utility, Users, Upload Utility, Generate Pension Slip, LC & DLC Verification, Allotment, Grievance Management, and Resend Fall Cases. The main content area is titled 'Arrears Due to DR Change CDA Normal' and contains a form with the following fields: 'Old DA: \*' with a value of 34.00, 'New DA: \*' with a value of 42.00, 'From Date: \*' with a value of 01/01/2023, and 'To Date: \*' with a value of 31/12/2023. Below these fields are two buttons: 'Generate Arrears' (in blue) and 'Reset' (in grey).

- Click on the Generate Arrears button.
- After Arrear Generation by AO, the case should move to the PDA DH level.
- Login as PDA DH.
- Go to Sidebar → Action → Arrear Generation → Retrospective DR Change → DR Change (CDA Normal/CDA Family/IDA Normal/IDA Family).
- Click on the Search Arrears button. All the eligible cases within the given criteria where the DR Arrear is to be paid will appear on the screen.



- If required, Pensioner-wise Due/Drawn Statement can be seen by clicking onto the view button against the particular pensioner's name.

CPMS

DR Arrear Details

PPO Number: 802019101108363  
Pensioner Name: Mr. KUMAR SATHAB

Month Name	Month Year	Basic Pension For Month	Additional Pension Amount	Drawn DR Rate	Due DR Rate	Drawn DR Amount	Due DR Amount	DA Arrear Amount
January	2025	12,944	0	0%	56%	0	7,249	7,249
January	2025	12,944	0	0%	56%	0	7,249	7,249
February	2025	12,944	0	0%	56%	0	7,249	7,249
February	2025	12,944	0	0%	56%	0	7,249	7,249
March	2025	12,944	0	0%	56%	0	7,249	7,249
March	2025	12,944	0	0%	56%	0	7,249	7,249
April	2025	9,417	0	46%	56%	4,332	5,274	942
April	2025	9,417	0	46%	56%	4,332	5,274	942
May	2025	9,417	0	46%	56%	4,332	5,274	942
May	2025	9,417	0	46%	56%	4,332	5,274	942
June	2025	9,417	0	46%	56%	4,332	5,274	942
June	2025	9,417	0	46%	56%	4,332	5,274	942
July	2025	9,417	0	46%	56%	4,332	5,274	942
July	2025	9,417	0	46%	56%	4,332	5,274	942
Total Arrear Amount:								51,030

Save & Send for AAO Approval

- Select Case and click on save and send for AAO approval button.
- Login as PDA AAO.
- Go to Sidebar → Approval → Arrears Generation Approval → Retrospective DR Change Approval → DR Change (CDA Normal/CDA Family/IDA Normal/IDA Family) Approval.
- AAO PDA and view the calculation sheet by clicking on to the view button against the pensioner's name.
- Select the case. Click on the Approve button. In case of any discrepancy, the case can be returned to the DH.

CPMS

Assistant Account Officer(Pension Disbursing Autho) User

Arrears Due to CDA Normal List DR [Change](#)

Show 50 entries

#	Pensioner Name	PPO Number	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	View Calculation
<input type="checkbox"/>	Mr. TAMAL KUMAR SINGH	802017081108185	PUNB0000200	1	Superannuation	Retrospective DR change	57668	01/01/2025	31/07/2025	View
<input type="checkbox"/>	Mr. PROV SXTYFOUR THREE	802020011108337	SBIN0004902	23567854121	Superannuation	Retrospective DR change	8543	01/01/2025	31/07/2025	View

Showing 1 to 2 of 2 entries

Approve Return Clear

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- Login as PDA AO
- Go to Sidebar → Approval → Arrears Generation Approval → Retrospective DR Change Approval → DR Change Approval

- AAO PDA and view the calculation sheet by clicking on to the view button against the pensioner's name.
- Select the cases, Click on the Approve button. The Sanction will be DSCed by AO PDA and will move to PFMS for further payment.
- In case of any discrepancy, the case can be returned to the DH.

The screenshot shows the CPMS interface for 'Arrears Due to IDA Normal DR Change'. The status is 'MIS' and the dropdown is set to 'Sent For Arrear'. The table displays two entries:

■	Pensioner Name	PPO Number	Vendor Code	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	Error Description	View Calculation
<input type="checkbox"/>	Mr. RAJ KUMAR	802018071200084	DOT00000036	PUNB0051400	0514000400274881	Superannuation	Retrospective DR change	976	01/01/2025	31/07/2025		View
<input type="checkbox"/>	Mr. AKRAM B TWENTYTHREE	801988091278013	DOT00036770	SBIN0001183	69854557858	Superannuation	Retrospective DR change	106032	01/01/2025	31/07/2025		View

Buttons: Approve, Return

- In case of recovery i.e if Due amount is less than Drawn amount, send for recovery will be activated. Then, send the case for recovery.

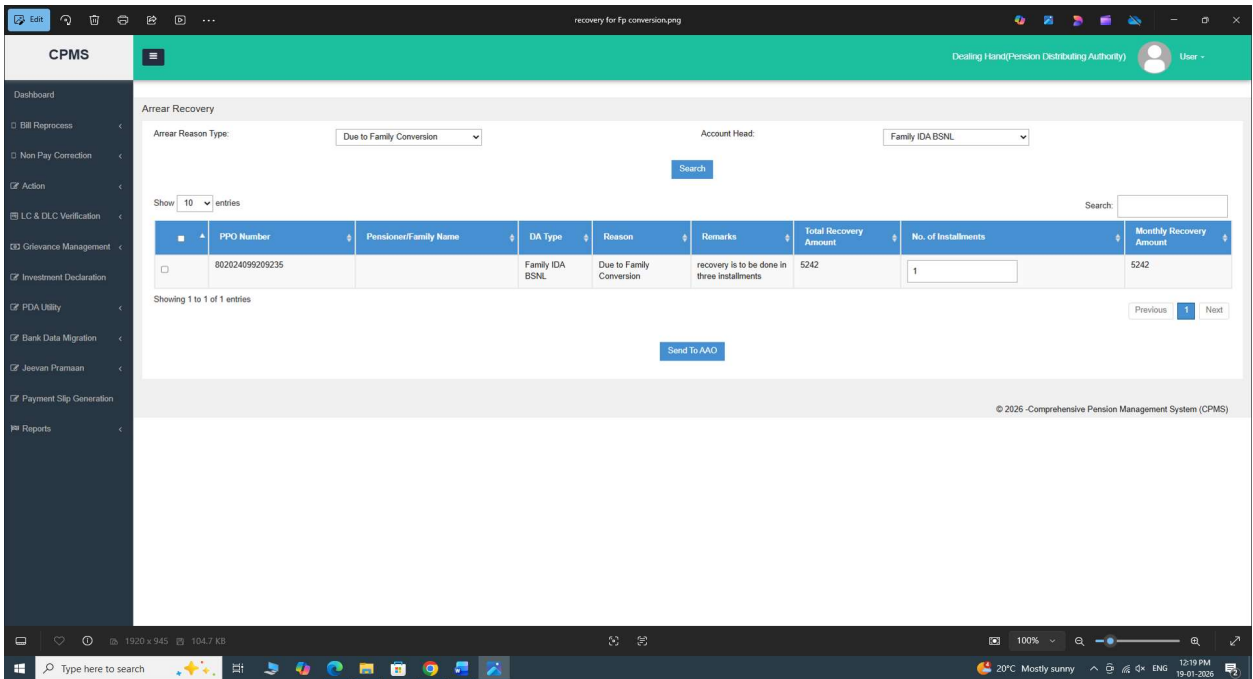
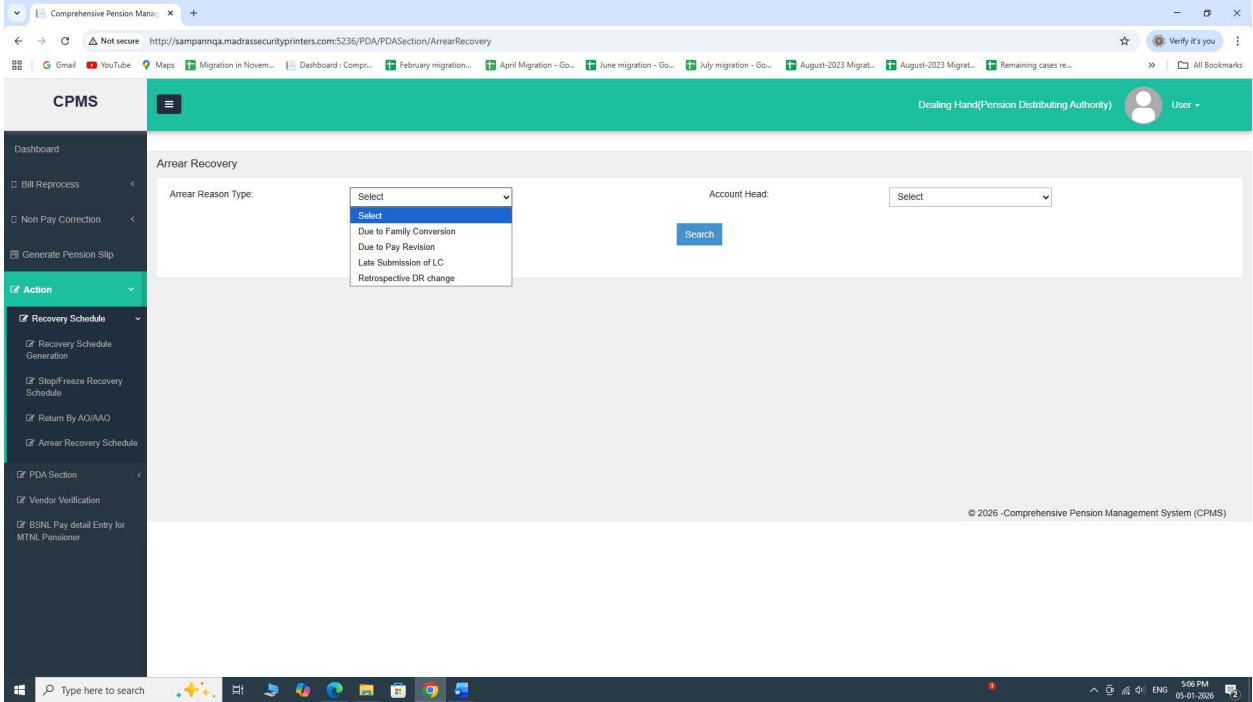
The screenshot shows the CPMS interface for 'Arrears Due to IDA Normal DR Change'. The status is 'MIS' and the dropdown is set to 'Sent For Recovery'. The table displays one entry:

■	Pensioner Name	PPO Number	Vendor Code	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	Error Description	View Calculation
<input type="checkbox"/>	Mr. RAJ KUMAR	802018071200084	DOT00000036	PUNB0051400	0514000400274881	Superannuation	Retrospective DR change	-976	01/01/2025	31/07/2025		View

Buttons: Sent For Recovery, Return

- The case will be reflected on PDA DH level.
- Login as PDA DH

- Go to Sidebar → Action → Recovery Schedule → Arrear Recovery Schedule → Select Arrear Reason Type → Account Head → All the pending cases for recovery will appear → Select the case (PPO No.) → Enter no. of instalments along with remarks (If required) → Send to AAO.



- Login as PDA AAO

- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve (Case will be sent to PDA AO), If return, the case will be sent back to PDA DH.
- Login as PDA AO.
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve.

### 1.1.2 Due to late submission of LC

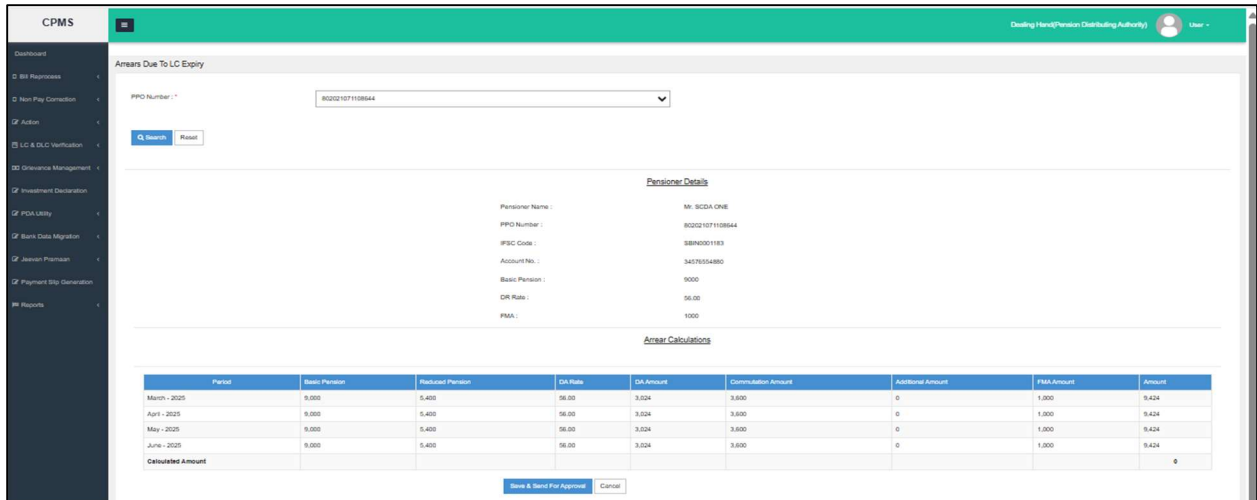
- Login as PDA DH
- Go to Sidebar → Action → Arrear Generation → Due to Late Submission of LC
- All the eligible cases in which the arrear is to be paid due to late submission of LC will be reflected in the MIS dropdown menu.
- However, an option to search a particular PPO is also available. DH can enter the PPO Number on this page.
- Click on the Search button

The screenshot displays the CPMS interface for 'Arrears Due To LC Expiry'. The sidebar on the left contains various menu items. The main content area features a form with the following elements:

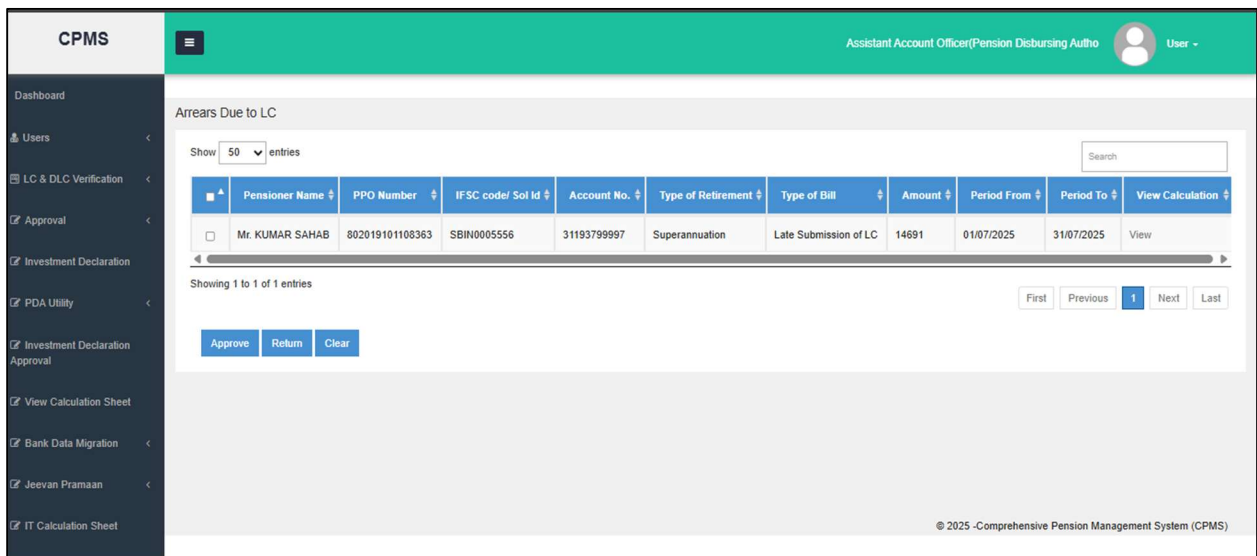
- MIS**: A dropdown menu with 'Generate Arrear' selected.
- PPO Number**: A text input field with a red asterisk, followed by a 'Select PPO Number' dropdown menu.
- Search**: A blue button with a magnifying glass icon and the text 'Search'.
- Reset**: A white button with the text 'Reset'.

The footer of the page reads: © 2025 - Comprehensive Pension Management System (CPMS).

- Calculation sheet will appear on the screen. Click on Save and send for approval button.



- Login as PDA AAO.
- Go to Sidebar → Approval → Arrears Generation Approval → Due to Late Submission of LC Approval.
- Select the case.
- Click on the Approve button. In case of discrepancy, the case can be returned to DH PDA.



- Login as PDA AO.
- Go to Sidebar → Approval → Arrears Generation Approval → Due to Late Submission of LC Approval.
- Select the appropriate option from the dropdown for the particular case.
- Select the case. Click on the Approve button. The Sanction will be DSCed by AO PDA and will move to PFMS for further payment.
- In case of discrepancy, the case can be returned to DH PDA.

CPMS Accounts Officer(Pension Disbursing Authority) User

Dashboard

Arrears Due to IDA Normal DR Change

MIS

Show 50 entries

	Pensioner Name	PPO Number	Vendor Code	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	Error Description	View Calculation
<input type="checkbox"/>	Mr RAJ KUMAR	802018071200084	DOT00000036	PUNB0051400	0514000400274881	Superannuation	Retrospective DR change	-976	01/01/2025	31/07/2025		View

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

Remarks:

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- The case will be reflected on PDA DH level.
- Login as PDA DH
- Go to Sidebar → Action → Recovery Schedule → Arrear Recovery Schedule → Select Arrear Reason Type → Account Head → All the pending cases for recovery will appear → Select the case (PPO No.) → Enter no. of instalments along with remarks (If required) → Send to AAO.

Comprehensive Pension Mana... x +

Not secure http://samppannqa.madrassecurityprinters.com:5236/PDA/PDASection/ArrearRecovery

CPMS Dealing Hand(Pension Distributing Authority) User

Dashboard

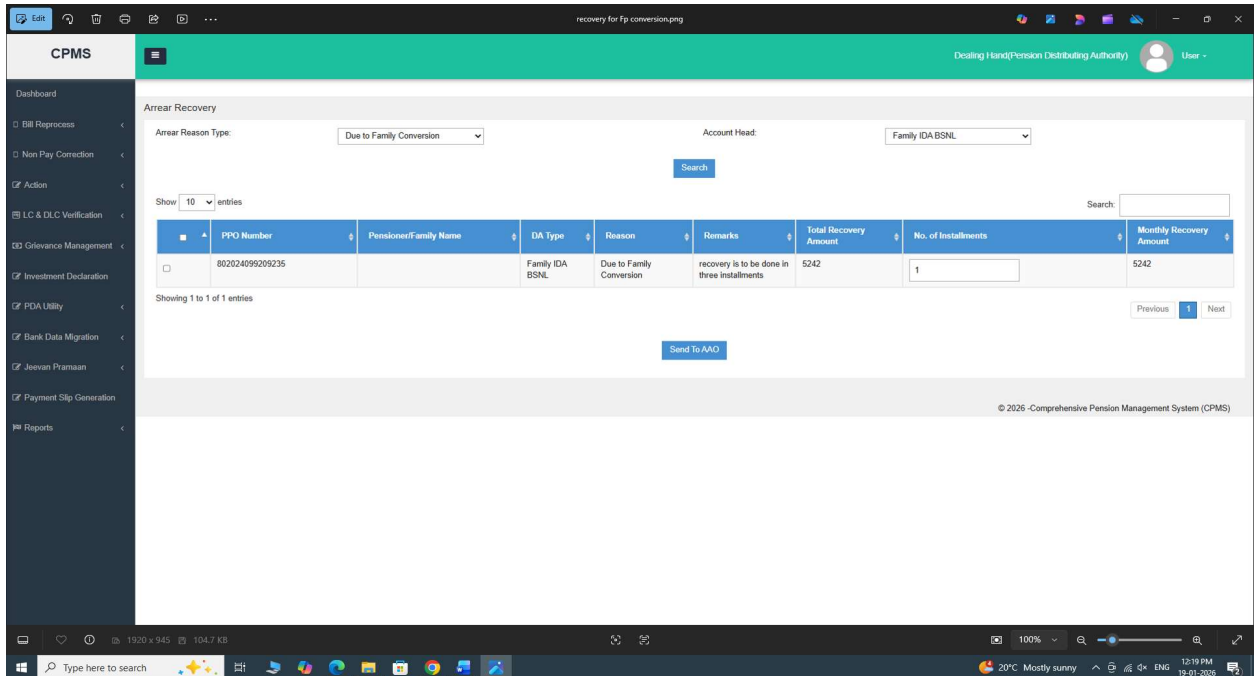
Arrear Recovery

Arrear Reason Type:

Account Head:

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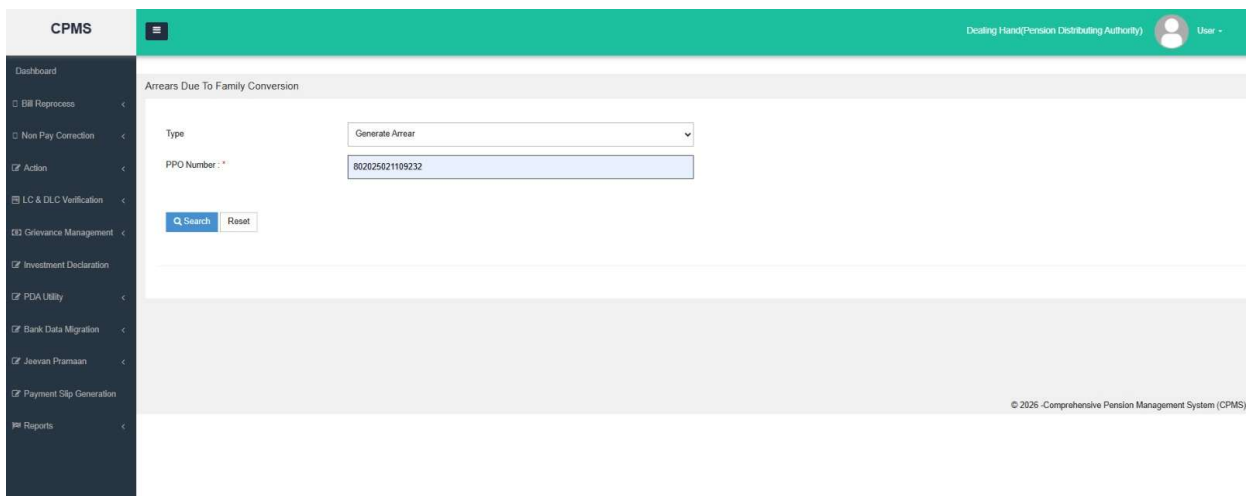
Windows Taskbar: Type here to search, 5:06 PM 05-01-2026



- Login as PDA AAO
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve (Case will be sent to PDA AO), If return, the case will be sent back to PDA DH.
- Login as PDA AO.
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve.

### 1.1.3 Due to Family Conversion.

- Login as PDA DH.
- Go to Sidebar → Action → Arrear Generation → Due to Family Conversion.
- To generate arrear, the DH will enter the PPO Number and click on search button.



- An arrear calculation sheet will appear on the screen. Click Save and Calculate.

Dealing Hand(Pension Distributing Authority) User -

Pensioner Details

Pensioner Name : Mrs. KAVITA  
 PPO Number : 602625021109232  
 IFSC Code : SBIN0000131  
 Account No. : 239845789552  
 Drawn Amount : 27608  
 Due Amount : 363917  
 Arrear Amount : 336309

Arrear Calculations

Month/Year	Amount Drawn							Total Drawn	Amount Due						Arrear Difference
	B.P	DA	C.P	R.P	A.P	DA Arrear	B.P		DA	C.P	R.P	A.P	Total Due		
May 2025	0	0.00	0	0	0	0	0	6,141	63.00	0	0	0	10,911	10,911	
Jun 2025	23,800	56.00	9,520	14,200	0	0	27,608	23,800	63.00	0	0	0	38,794	11,186	
Jul 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Aug 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Sep 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Oct 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Nov 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508	
Dec 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508	
Jan 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460	
Feb 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460	
<b>Calculated Total</b>							<b>27,608</b>						<b>363,917</b>	<b>336,309</b>	

- Arrear Calculation preview sheet will appear with the option to view the Supplementary Bill of the concerned pensioner for the past one year. Also, there is an option to add or recover the additional amount to actual arrear amount, if required.

**Arrear Calculation Preview**

Arrear Calculation Preview

Month/Year	Amount Drawn							Total Drawn	Amount Due						Arrear Difference
	B.P	DA	C.P	R.P	A.P	DA Arrear	B.P		DA	C.P	R.P	A.P	Total Due		
May 2025	0	0.00	0	0	0	0	0	6,141	63.00	0	0	0	10,911	10,911	
Jun 2025	23,800	56.00	9,520	14,200	0	0	27,608	23,800	63.00	0	0	0	38,794	11,186	
Jul 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Aug 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Sep 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Oct 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794	
Nov 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508	
Dec 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508	
Jan 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460	
Feb 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460	
<b>Calculated Total</b>							<b>27,608</b>						<b>363,917</b>	<b>336,309</b>	

Note: This whole automatic calculation is based on the given monthly bill and DrArrear via SAMPANN. If you think the actual amount needs to be changed, you can do so below.

Additional Amount To Add:

Additional Amount To Recover:

- Click Calculate and send for approval.
- Login as PDA AAO

- Go to Sidebar → Approval → Arrears Generation Approval → Due to Family Conversion Approval
- Select the case. Click on the Approve button. In case of discrepancy, the case can be returned to DH PDA

CPMS Assistant Account Officer(Pension Disbursing Autho) User

Arrears Due to Family Conversion

Show 50 entries

	Pensioner Name	PPO Number	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	View Calculation
<input type="checkbox"/>	Mrs. SHALU	802020041108348	SBIN0000222	3899810788	Death	Due to Family Conversion	13800	13/04/2025	31/07/2025	View

Showing 1 to 1 of 1 entries

Approve Return Clear

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- Login as PDA AO
- Go to Sidebar → Approval → Arrears Generation Approval → Due to Family Conversion Approval
- Select the appropriate option from the dropdown for the particular case
- Select the case. Click on the Approve button. The Sanction will be DSCed by AO PDA and will move to PFMS for further payment.
- Click on the Approve button. In case of discrepancy, the case can be returned to DH PDA.
- In case of recovery i.e if Due amount is less than Drawn amount, send for recovery will be activated. Then, send the case for recovery.

CPMS Accounts Officer(Pension Disbursing Authority) User

Arrears Due to IDA Normal DR Change

MIS Sent For Recovery

Show 50 entries

	Pensioner Name	PPO Number	Vendor Code	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	Error Description	View Calculation
<input type="checkbox"/>	Mr. RAJ KUMAR	802018071200084	DOT00000036	PUNB0051400	0514000400274881	Superannuation	Retrospective DR change	-976	01/01/2025	31/07/2025		View

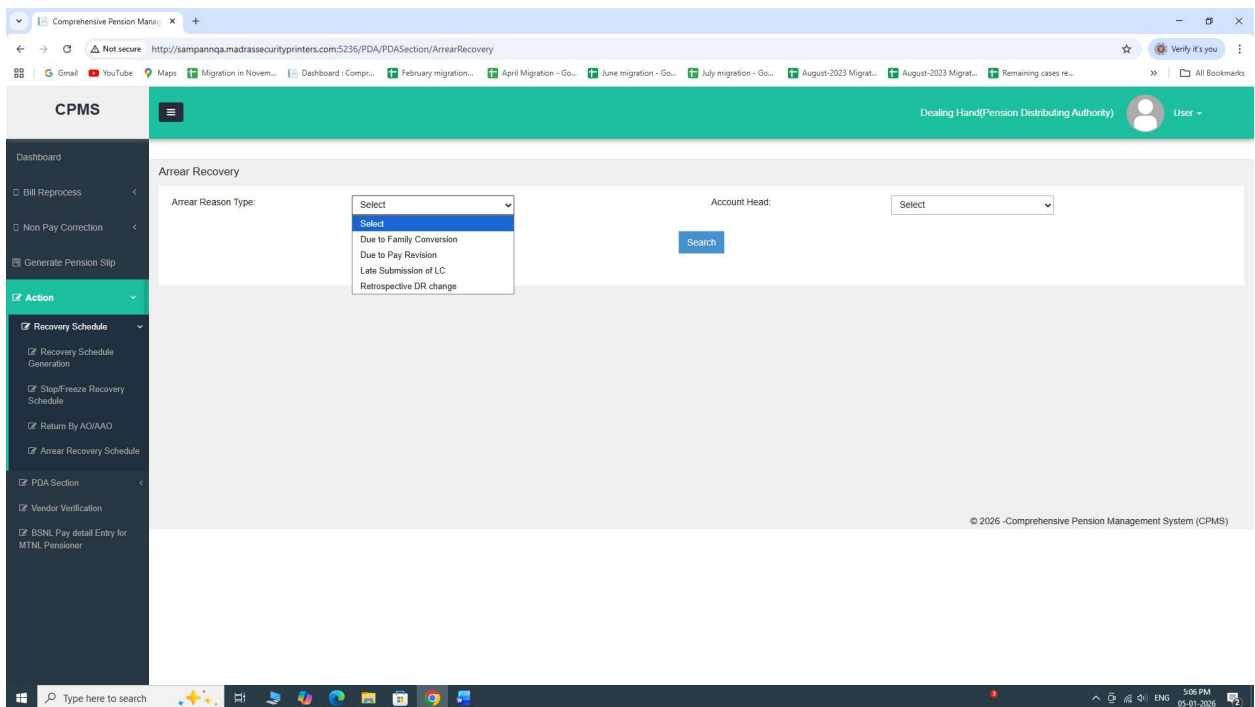
Showing 1 to 1 of 1 entries

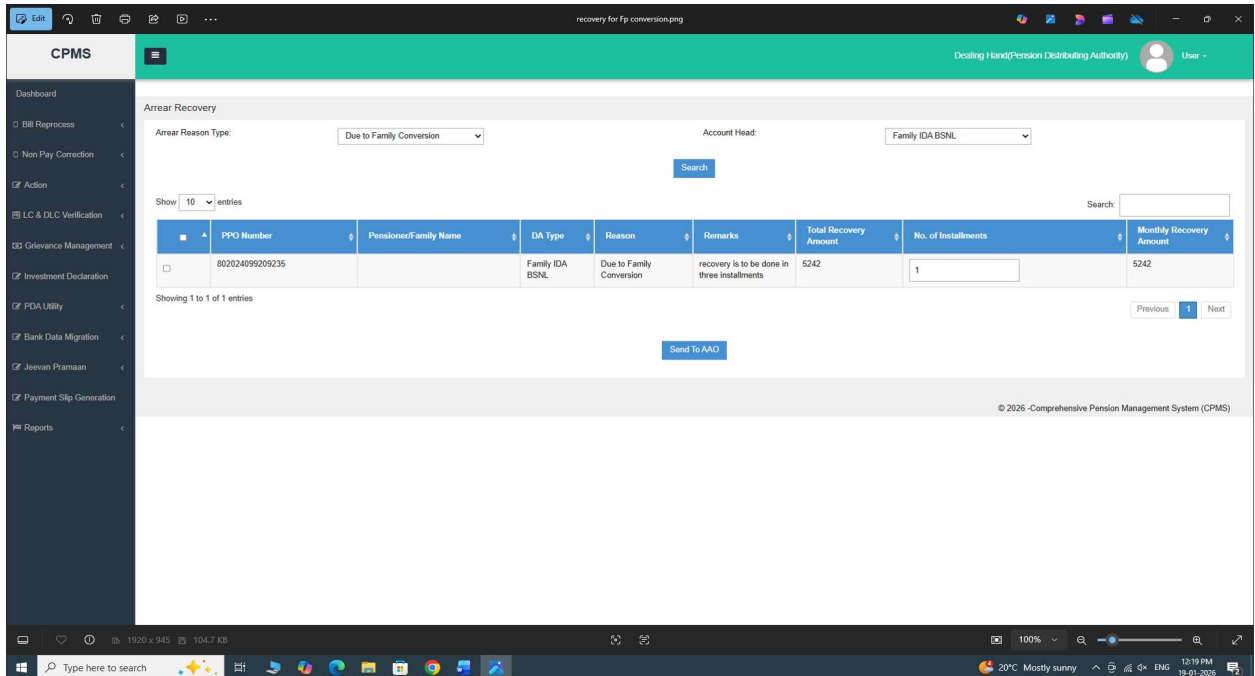
Remarks: Enter recovery remarks

Sent For Recovery Return

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- The case will be reflected on PDA DH level.
- Login as PDA DH
- Go to Sidebar → Action → Recovery Schedule → Arrear Recovery Schedule → Select Arrear Reason Type → Account Head → All the pending cases for recovery will appear → Select the case (PPO No.) → Enter no. of instalments along with remarks (If required) → Send to AAO.

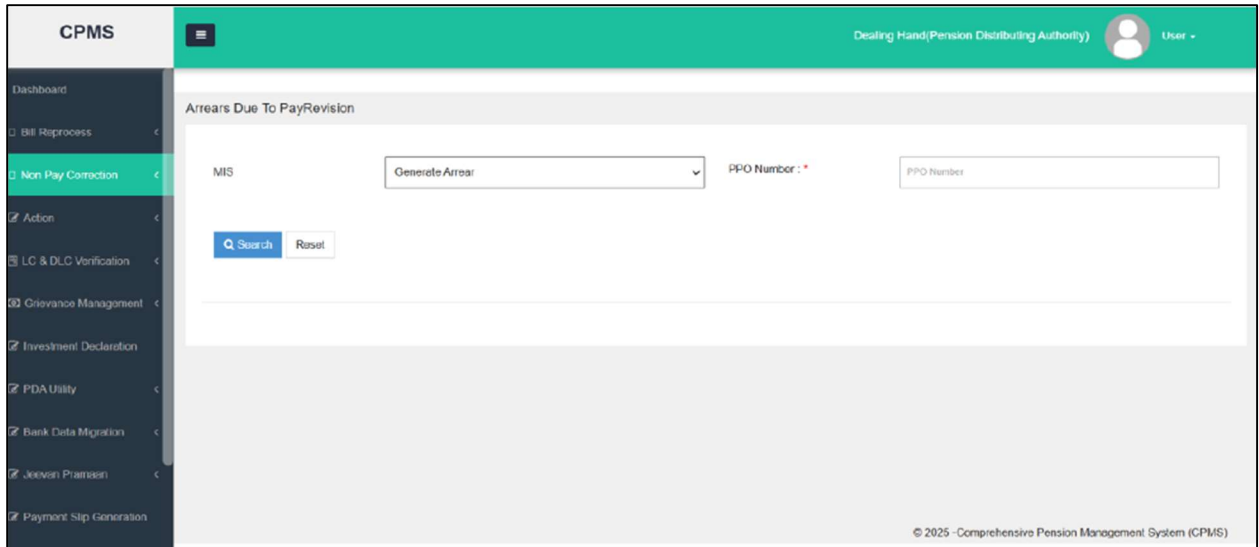




- Login as PDA AAO
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve (Case will be sent to PDA AO), If return, the case will be sent back to PDA DH.
- Login as PDA AO.
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve.

#### 1.1.4 Due to Pay Revision

- Login as PDA DH
- Go to Sidebar → Action → Arrear Generation → Due to Pay Revision
- Enter the PPO Number on this page
- Click on the Search button



- An arrear calculation sheet will appear on the screen. Click Save and Calculate.

Pensioner Details

Pensioner Name : Mrs. KAVITA  
PPO Number : 802025021109232  
IFSC Code : SBIN0000131  
Account No. : 238845789552  
Drawn Amount : 27608  
Due Amount : 363917  
Arrear Amount : 336309

Arrear Calculations

Month/Year	Amount Drawn							Amount Due						Arrear Difference
	B.P.	DA	C.P.	R.P.	A.P.	DA/Arrear	Total Drawn	B.P.	DA	C.P.	R.P.	A.P.	Total Due	
May 2025	0	0.00	0	0	0	0	0	6,141	63.00	0	0	0	10,011	10,011
Jun 2025	23,800	56.00	9,520	14,200	0	0	27,608	23,800	63.00	0	0	0	38,794	11,186
Jul 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Aug 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Sep 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Oct 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Nov 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508
Dec 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508
Jan 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460
Feb 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460
<b>Calculated Total</b>							<b>27,608</b>						<b>363,917</b>	<b>336,309</b>

- Arrear Calculation preview sheet will appear with the option to view the Supplementary Bill of the concerned pensioner for the past one year. Also, there is an option to add or recover the additional amount to actual arrear amount, if required.

### Arrear Calculation Preview

Arrear Calculation Preview

Month/Year	Amount Drawn						Amount Due						Arrear Difference	
	B.P.	DA	C.P.	R.P.	A.P.	DA Arrear	Total Drawn	B.P.	DA	C.P.	R.P.	A.P.		Total Due
May 2025	0	0.00	0	0	0	0	0	6,141	63.00	0	0	0	10,011	10,011
Jun 2025	23,800	56.00	9,520	14,280	0	0	27,608	23,800	63.00	0	0	0	38,794	11,186
Jul 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Aug 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Sep 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Oct 2025	0	0.00	0	0	0	0	0	23,800	63.00	0	0	0	38,794	38,794
Nov 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508
Dec 2025	0	0.00	0	0	0	0	0	23,800	66.00	0	0	0	39,508	39,508
Jan 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460
Feb 2026	0	0.00	0	0	0	0	0	23,800	70.00	0	0	0	40,460	40,460
<b>Calculated Total</b>							<b>27,608</b>						<b>363,917</b>	<b>336,309</b>

Note: This whole automatic calculation is based on the given monthly bill and Dr/Arrear via SAMPANN. If you think the actual amount needs to be changed, you can do so below.

[View Supplementary Bill](#)

Additional Amount To Add:

Additional Amount To Recover:

- Click Calculate and send for approval.
- Login as PDA AAO
- Go to Sidebar → Approval → Arrears Generation Approval → Due to Pay Revision Approval
- Select the case, click on the Approve button. In case of any discrepancy, the case can be returned to DH.

CPMS
Assistant Account Officer(Pension Disbursing Autho)

Arrears Due to Pay Revision

Show  entries

#	Pensioner Name	PPO Number	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	View Calculation
<input type="checkbox"/>	Mr. RAJ KUMAR	802018071200084	PUNB0051400	0514000400274881	Superannuation	Due to Pay Revision	21043866	31/07/2018	31/07/2025	<a href="#">View</a>

Showing 1 to 1 of 1 entries

Remarks:

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- Login as PDA AO
- Go to Sidebar → Approval → Arrears Generation Approval → Due to Pay Revision Approval
- Select the case, click on the Approve button. In case of any discrepancy, the case can be returned to DH.

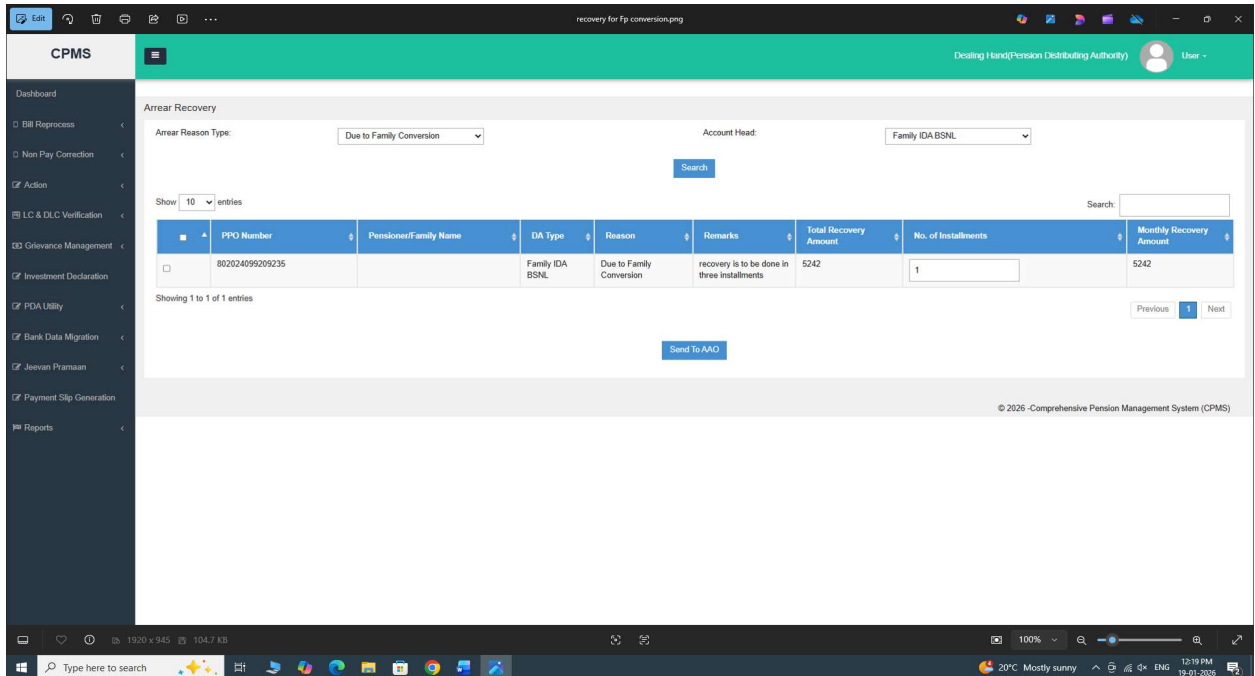
- In case of recovery i.e if Due amount is less than Drawn amount, send for recovery will be activated. Then, send the case for recovery.

The screenshot shows the CPMS interface for 'Arrears Due to IDA Normal DR Change'. The user is logged in as 'Accounts Officer(Pension Disbursing Authority)'. The interface includes a sidebar with navigation options like 'Dashboard', 'Transfer of Pensioner', 'Deactivation Utility', 'Users', 'Upload Utility', 'Generate Pension Slip', 'LC & DLC Verification', 'Allotment', 'Grievance Management', 'Resend Fail Cases', and 'Generate Pension Slip'. The main content area shows a dropdown menu set to 'MIS' and a 'Sent For Recovery' button. Below this is a table with columns: Pensioner Name, PPO Number, Vendor Code, IFSC code/ Sol Id, Account No., Type of Retirement, Type of Bill, Amount, Period From, Period To, Error Description, and View Calculation. A single entry is visible for 'Mr RAJ KUMAR' with a negative amount of -976. At the bottom, there is a 'Remarks' field and buttons for 'Sent For Recovery' and 'Return'.

Pensioner Name	PPO Number	Vendor Code	IFSC code/ Sol Id	Account No.	Type of Retirement	Type of Bill	Amount	Period From	Period To	Error Description	View Calculation
Mr RAJ KUMAR	802018071200084	DOT00000036	PUNB0051400	0514000400274881	Superannuation	Retrospective DR change	-976	01/01/2025	31/07/2025		View

- The case will be reflected on PDA DH level.
- Login as PDA DH
- Go to Sidebar → Action → Recovery Schedule → Arrear Recovery Schedule → Select Arrear Reason Type → Account Head → All the pending cases for recovery will appear → Select the case (PPO No.) → Enter no. of instalments along with remarks (If required) → Send to AAO.

The screenshot shows the CPMS interface for 'Arrear Recovery'. The user is logged in as 'Dealing Hand(Pension Distributing Authority)'. The interface includes a sidebar with navigation options like 'Dashboard', 'Bill Reprocess', 'Non Pay Correction', 'Generate Pension Slip', 'Action', 'Recovery Schedule', 'PDA Section', and 'Vendor Verification'. The main content area shows a dropdown menu for 'Arrear Reason Type' with options: 'Select', 'Due to Family Conversion', 'Due to Pay Revision', 'Late Submission of LC', and 'Retrospective DR change'. There is also an 'Account Head' dropdown menu and a 'Search' button. The footer of the interface shows '© 2025 -Comprehensive Pension Management System (CPMS)'.



- Login as PDA AAO
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve (Case will be sent to PDA AO), If return, the case will be sent back to PDA DH.
- Login as PDA AO.
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve.

CCA users may verify the calculation of arrears & recoveries at their end also.

### 1.1.5 MIS Report for Arrear Generation

- Login as PDA DH/AAO/AO
- Go to Sidebar → Arrear Generation Report

**CPMS** Department Accounts Officer(Pension Disbursing Authority) User

Reports

Welcome To CPMS (PDA)

Action Pending at Different Level

104 Allotment	15 Supplementary Bill	76 Monthly Bill
205 Other Bill	16 Arrear Bill	0 DLC Pending For Updation
71 Bank Migration	6 LC Expiry (Three Month)	128 Grievances

←

**CPMS** Accounts Officer(Pension Disbursing Authority) User

Arrears Paid Details

Office Name: CCA - Bihar Telecom Circle Account Head: Please Select

Date From: From Date Date To:

Search Reset

Show 10 entries Print Excel Search:

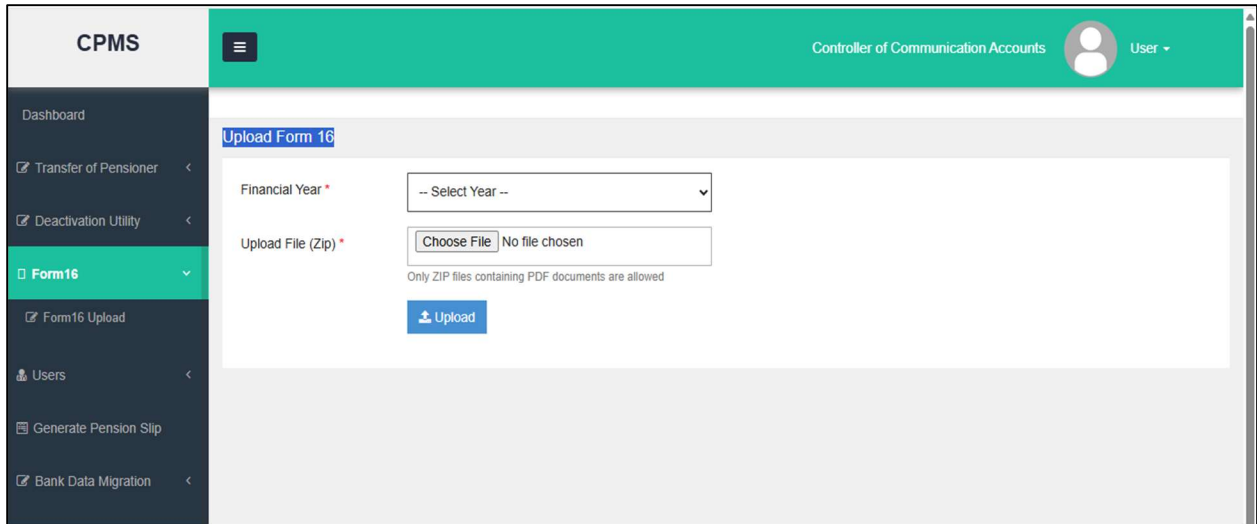
CCA Office Name	Pensioner's Name	PPO No.	Date of Retirement/Death	Arrear Paid	Date of Payment Of Arrears
No data available in table					

Showing 0 to 0 of 0 entries Previous Next

## 2. Form 16 (for TDS) Bulk Upload

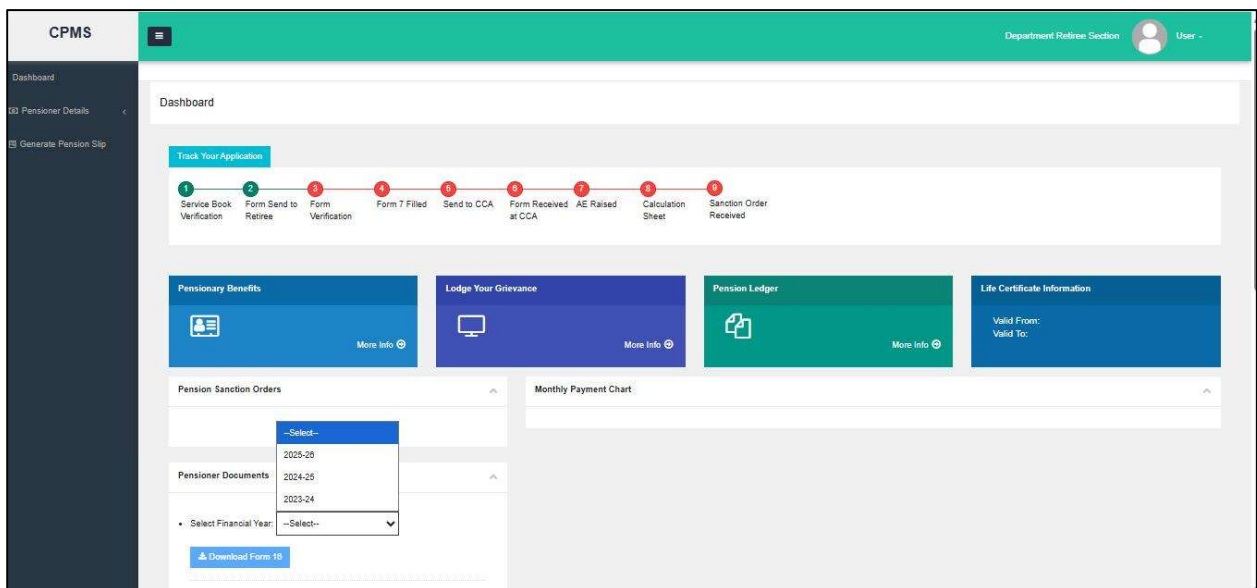
This module enables pensioners to download their Form 16 (TDS certificates) for the last three financial years via the Pensioner Dashboard accessible on both web and mobile applications.

Form 16 PDF files will be uploaded by concerned CCA on a centralized server on a yearly basis, organized in a specific folder structure for systematic storage and retrieval.



### Process Flow for downloading of Form 16 by the Pensioners:

Pensioner Dashboard Login → Pensioners Document Section → Select financial Year (Last 3 years) → Retrieve Form 16 from server path → Display Download Link → Download Form 16.



## 3. Recovery Schedule Provisioning.

**3.1.** The Recovery Schedule Provisioning function is designed to automate and streamline the recovery of overpaid pension amounts, arising from reasons such as late submission of life certificates, revision of DA rates, retrospective pay revisions, Family conversion.

The utility will provide a system-generated recovery schedule, where the total recovery amount will be auto-populated and Dealing Hand (DH) will enter no. of instalments over which the access pension amount is to be recovered. The system automatically calculates monthly recovery amount and ensures that instalment amount does not exceed the basic pension (net of DA).

Arrear Recovery

Arrear Reason Type: Retrospective DR change Account Head: Family IDA BSNL

Search

Show 10 entries Search:

	PPO Number	Pensioner/Family Name	DA Type	Reason	Remarks	Total Recovery Amount	No. of Instalments	Monthly Recovery Amount
<input type="checkbox"/>	802024099209235	HR FAMILY DEMO THREE	Family IDA BSNL	Retrospective DR change	recovery is to be done in three instalments	12060	1	12060

Showing 1 to 1 of 1 entries

Send to AAO

Previous 1 Next

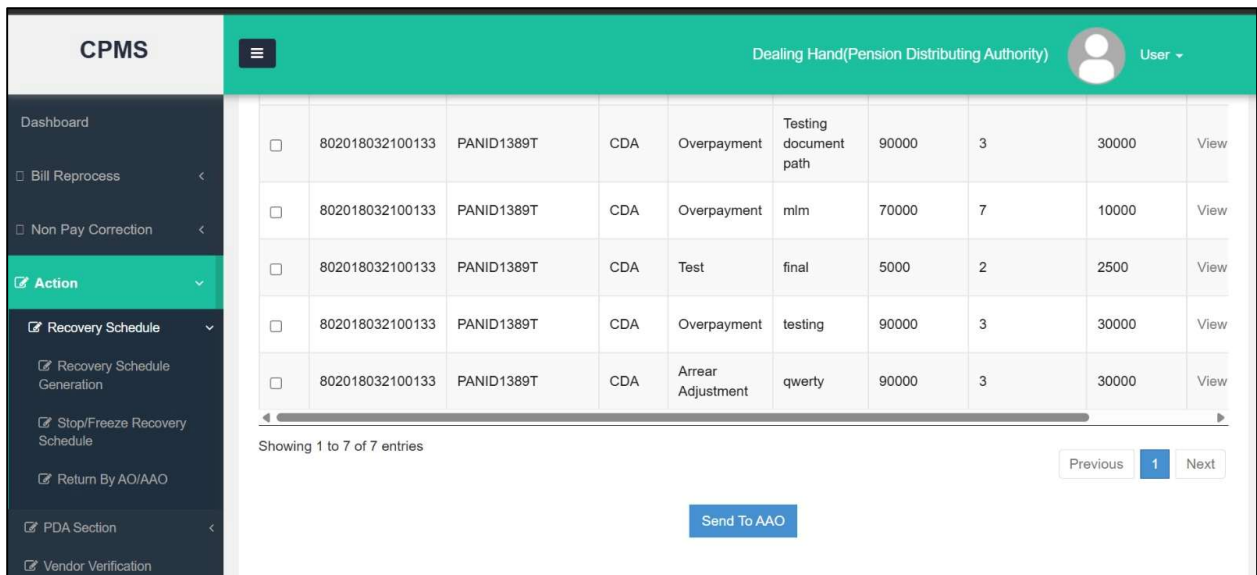
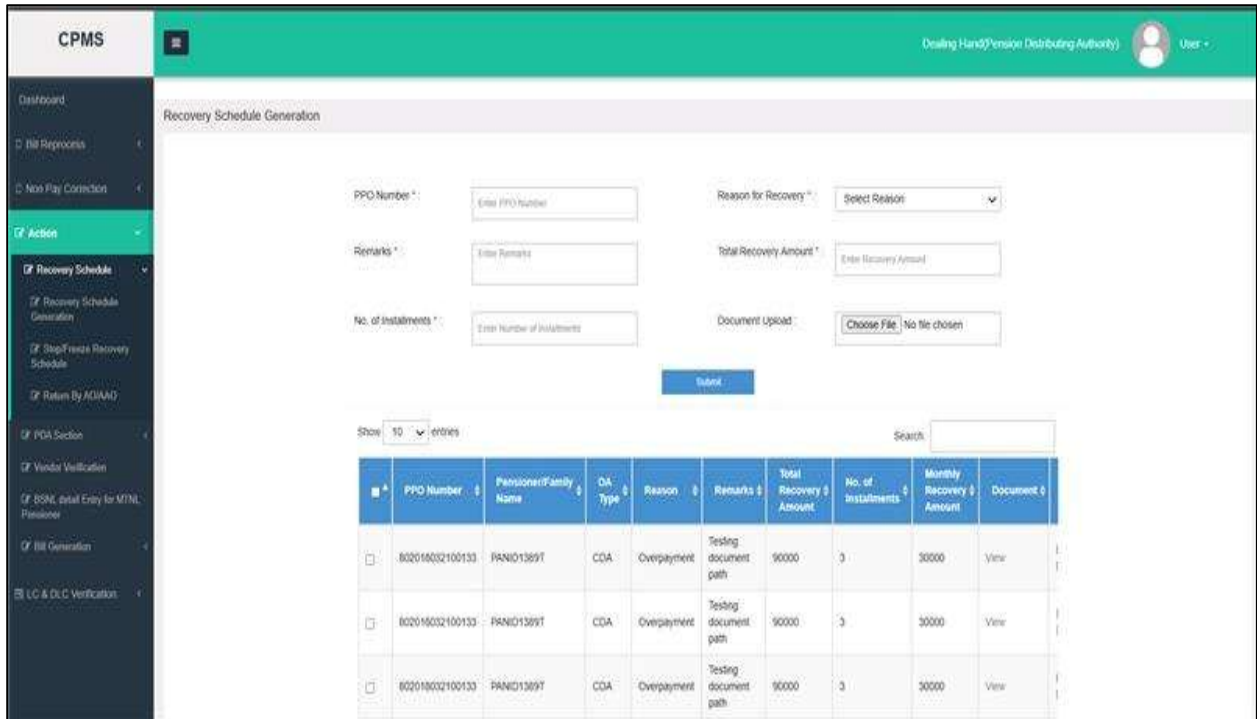
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### 3.2. Recovery Schedule Generation:

Under this utility, the Dealing Hand (DH) has the option to generate the recovery schedule for a particular pensioner, apart from the automated recovery schedule generation.

#### 3.2.1 Process Flow:

- Login as PDA DH
- Go to Sidebar → Action → Recovery Schedule → Recovery Schedule Generation → Fill mandatory details → Send to AAO.



- Login as PDA AAO
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve (Case will be sent to PDA AO), If return, the case will be sent back to PDA DH.
- Login as PDA AO.
- Go to Sidebar → Approval → Recovery Approval → Select the case → Approve.
- The returned cases will appear in “Return By AO/AAO” tab under “Recovery Schedule” option.

## 4. Upload Physical Life Certificates and other certificates

4.1. This module enables pensioners to upload and download Life Certificates and other related certificates via the Pensioner Dashboard on both web application. The uploaded certificates include **Life Certificate, Family Conversion Documents, KYP Form, Bank Account Updation Form**. Each uploaded document will be routed to AO (PDA) under Grievance Utility, which can be further assigned to a particular DH for verification and processing.

### 4.2. Process flow for Pensioners for uploading of documents on Web Application:

- Pensioner Login → Dashboard → Document upload section → Select Document Type → Upload the document

Ticket No	Document Type	Department	Description	View File	Document Status	Created By	Created Date	Remarks
20240820130315	Bank Account Updation Form	PDA Section	dthbdtyb	View File	Resolved	NEW TESTI	20/08/2025	View
20240820130316	Family Conversion Documents	Pension Section	xtrrf	View File	Pending	NEW TESTI	20/08/2025	View
20240820130317	KYP Form	Pension Section	yryrgh	View File	Pending	NEW TESTI	20/08/2025	View
20240820130318	Life Certificate	PDA Section	gbhj	View File	Resolved	NEW TESTI	20/08/2025	View
20240820130319	Life Certificate	PDA Section		View File	Pending	NEW TESTI	20/08/2025	View
20240820130320	Family Conversion Documents	Pension Section		View File	Pending	NEW TESTI	20/08/2025	View

## 5. Grievance Redressal including Multi level Approval:

5.1. This utility enables pensioners to raise and track grievances. This utility provides a mechanism to handle the grievances of the pensioners received by the department users through Telephone, Email, Toll-Free helpline, Letters, Walk-in etc.

The concerned DH, who has received the grievance can enter the grievance and raise a ticket, which will eventually be resolved through this mechanism.

### 5.2. Process Flow of Grievance Management by the Department User for the grievances received from the pensioners.

- Login as DH Pension/PDA.

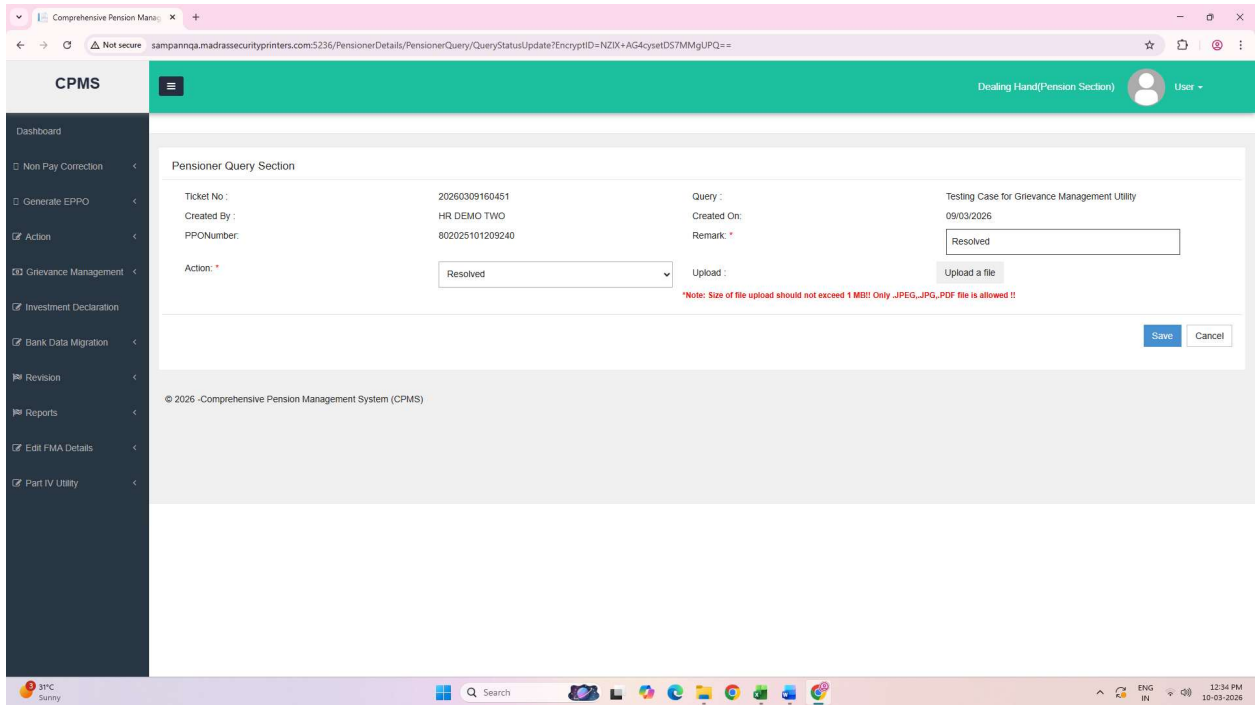
- Go to Sidebar → Grievance Management → Enter Grievance for Pensioner → Enter required credentials and upload relevant documents, if any → Ticket will be generated.

The screenshot shows the CPMS Pensioner Grievance form. The form includes fields for PPO Number, Grievance Type, Description, Received By, Section, and an Upload button. Below the form is a table with the following data:

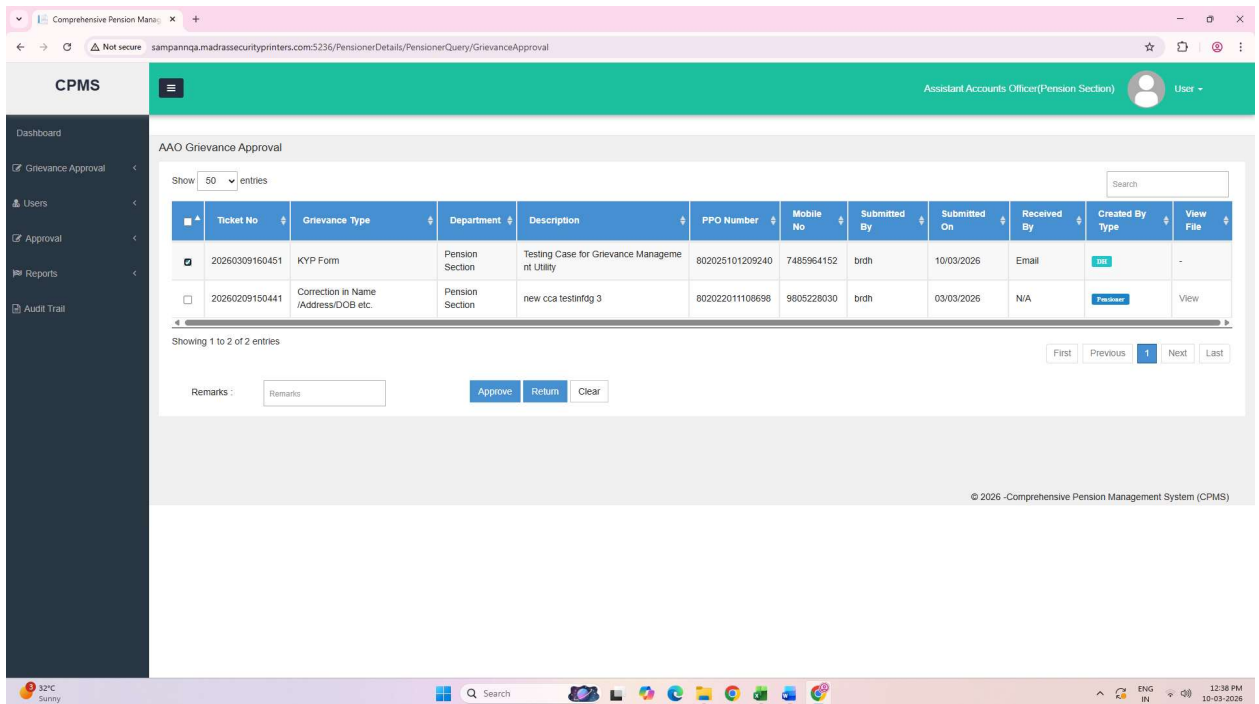
Ticket No	Grievance Type	Department	Description	View File	Grievance Status	Received By	Created By Type	Created By	Created Date	Remarks
20260309160448	Other (specify reason e.g case not received from PAO), mistake by postal department	Pension Section	Testing the grievance module		Pending	Walk-In	Yes	brth	09/03/2026	-
20260309160448	Other (specify reason e.g case not received from PAO), mistake by postal department	Pension Section	Testing the grievance module		Pending	Walk-In	Yes	brth	09/03/2026	-

- After creation of ticket, it will automatically be sent to AO Pension/PDA Login.
- Login as AO Pension/PDA.
- Go to Sidebar → Grievance Management → Assign Grievance → Select the Ticket No. to be assigned from the tick box and DH User at the top. (In case of grievance raised directly by the pensioner, option of transfer of grievance to relevant section i.e. Pension/PDA is available at AO Pension/PDA).





- Login as AAO Pension/PDA → Go to Sidebar → Grievance Approval → Select case (tick box) → Click Approve.



- Login as AO Pension/PDA → Go to Sidebar → Grievance Approval → Select case (tick box) → Click Approve & Resolve.

CPMS Accounts Officer(Pension Section) User

AO Grievance Approval

Show 50 entries

Ticket No	Grievance Type	Department	Description	PPD Number	Mobile No	Approved By	AAO Approved On	Received By	Created By Type	View File
20260309160451	KYP Form	Pension Section	Testing Case for Grievance Management Utility	802025101209240	7485964152	braao	10/03/2026	Email		

Showing 1 to 1 of 1 entries

Remarks:

Approve & Resolve Return Clear

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- After, resolution of the Grievance the status of Grievance will be updated at Pensioner’s Level. Pensioner Login → Go to Sidebar → Pensioner Details → Grievance. The pensioner can view the remarks given by the Department. Further, the pensioner has the option of “Reopen” the grievance the if he/she is not satisfied with the reply.

CPMS Release Section ATRPA14: User

Pensioner Grievance

Have a Grievance? Send it to us.

Grievance Type:  Section:

Description:  Upload:

\*Note: Size of file upload should not exceed 1 MB!! Only .JPEG, .JPG, .PDF file is allowed !!

Submit Clear

Grievance History

Show 50 entries

Ticket No	Grievance Type	Department	Description	View File	Grievance Status	Created By	Created Date	Remarks	Action
20260223150444	Correction in Name /Address/DOB etc.	Pension Section	There is spelling error i n my name .Kindy chan ge it.	View File	Resolved	BRDH	23/02/2026	View	Reopen
20260309160450	Non Supply of Form - 16 by Bank/Post Office.	PDA Section	not received yet		Pending	BIHARPDA DH	09/03/2026	View	-
2026031160459	Correspondence made at wrong address.	PDA Section	change address		Pending	BIHARPDA DH	11/03/2026	View	-
2026031160461	Authorisation of pension/Family Pension at different Bank/post Office	Pension Section	authorize pension	View File	Pending	BRDH	11/03/2026	View	-

Showing 1 to 1 of 1 entries

- Once the grievance is reopened by the Pensioner, it will be sent to one level above the officer (i.e AO Pension/PDA), who had approved the reply earlier in respective CCA office. Then, the process will again involve a 3-step mechanism for resolution.
- Login as ACCA → Go to Sidebar → Grievance Management → CCA Grievance Approval → Select the case and click **“Approve”** if he/she is satisfied with the reply given earlier by the office or **“Return to DH”**.
- Once approved, it will reflect at one higher level. Login as Dy. CCA Go to Sidebar → Grievance Management → CCA Grievance Approval → Select the Case and click either **“Approve”** or **“Return to DH”**.
- Once approved, it will reflect at one higher level. Login as Jt. CCA Go to Sidebar → Grievance Management → CCA Grievance Approval → Jt. CCA has the option to **“Approve”** or **“Return to DH”**.

The screenshot shows the CPMS interface for 'Joint CCA Grievance Approval'. A green notification bar at the top indicates 'Grievance processed successfully'. Below this, a table lists grievance entries. The table has the following columns: Ticket No, PPO Number, Pensioner Name, Mobile No, Grievance Description, Reopen Reason, Reopened On, Status, ACCA Approved By, ACCA Approved On, DYCCA Approved By, and DYCCA Approved On. The table contains one entry with Ticket No 150439, PPO Number 802022011108698, Pensioner Name LIMESH SHARMA, Mobile No 9805228030, Grievance Description 'new cca testin one', Reopen Reason 'okthc scgsc', Reopened On '25/02/2026', Status 'DYCCA Approved - Pending JTCCA', ACCA Approved By 'Assistant', ACCA Approved On '25/02/2026', DYCCA Approved By 'deputycca', and DYCCA Approved On '26/02/2026'. Below the table, there is a 'Remarks' field and buttons for 'Approve', 'Return to DH', and 'Clear'. The footer of the page shows '© 2026 -Comprehensive Pension Management System (CPMS)'.

- The status will be updated as **“Reopened-Resolved”** at pensioner’s login and cannot be reopened.

The screenshot displays the CPMS Pensioner Grievance portal. The top navigation bar includes 'Dashboard', 'Pensioner Details', and 'Generate Pension Slip'. The main content area is titled 'Pensioner Grievance' and contains a form for filing a grievance. The form includes a 'Grievance Type' dropdown menu, a 'Section' dropdown menu, a 'Description' text area, and an 'Upload' button. A note below the form states: '\*Note: Size of file upload should not exceed 1 MB!! Only .JPG,.PNG,.PDF file is allowed !!'. Below the form is a 'Grievance History' section with a search bar and a table of entries.

Ticket No	Grievance Type	Department	Description	View File	Grievance Status	Created By	Created Date	Remarks	Action
20260223150444	Correction in Name /Address/DOB etc.	Pension Section	There is spelling error in my name. Kindly change it.	View File	Reopened - Resolved	BRDH	23/02/2026	View	-
20260309160450	Non Supply of Form - 16 by Bank/Post Office.	PDA Section	not received yet		Pending	BIHARPDA DH	09/03/2026	View	-
20260311160459	Correspondence made at wrong address.	PDA Section	change address		Pending	BIHARPDA DH	11/03/2026	View	-
20260311160461	Authorisation of pension/Family Pension at different Bank/post Office	Pension Section	authorize pension	View File	Pending	BRDH	11/03/2026	View	-

- Further, In Case of selection of option of “Return to DH” by any of the grievance appeal level, the case will again be handed over to DH and will be reprocesses as earlier. However, this time the process flow will be as: DH → AAO → Level from which the case was re-assigned.