

**GOVERNMENT OF ODISHA
FINANCE DEPARTMENT**

No. 7917/F.,
PT2-FIN-TRY-MISC-0007-2017

Dt. 31.03.2022

OFFICE MEMORANDUM

Sub: **Electronic storage and retrieval of Pension Payment Orders (PPO) in DigiLocker for the pensioners drawing their pension from State Government.**

Pension Payment Orders (PPO) contain the authority for disbursement of pension. Details of the pension disbursed are also recorded in the Pension Payment Order. The Pension Payment Order is undoubtedly the most important document for any pensioner. Many a times pensioners face difficulty as the Pension Payment Order gets soiled over a period of time or is lost / misplaced. Particularly, after the death of the regular pensioner, if the Pension Payment Order is not traced, the family pension conversion gets delayed causing extreme hardship for the family pensioner.

Considering the above difficulties, the State Government, as a part of initiative of 5T and Mo Sarkar, is now pleased to use the services of DigiLocker, an initiative of Ministry of Electronics & Information Technology, Government of India to store the Pension Payment Orders in a digital format. The pensioners can download and view the Pension Payment Order as and when required. The digital format available in the DigiLocker will be treated at par with the physical Pension Payment Order for the purpose of pension disbursement and other administrative requirement.

In this regard, the Integrated Financial Management System (IFMS) Odisha has been integrated with DigiLocker portal of Government of India for sharing and retrieval of electronic Pension Payment Order (PPO) and PPO Verification Report. The detail procedure for creation of the DigiLocker Account and to view/download PPO is outlined at "**Annexure-A**".

Phase wise availability of the facility:

The facility will be made available to all pensioners/family pensioners in phase-wise manner.

Phase-I:

The Pension Payment Orders of the pensioners who have paid pensions on the basis of electronic Pension Payment Order issued by the Accountant General (A&E), Odisha and Controller of Accounts, Odisha will be available in the DigiLocker portal w.e.f. 1st April, 2022.

Phase-II:

In the second phase, the Pension Payment Orders relating to pensioners who are drawing regular pension from the Treasuries will be available in the DigiLocker. In the above category, the Pension Payment Orders which were issued manually will be available in the DigiLocker in the form of a report called "**Pension Verification Report**". The said Report will also be treated as Pension Payment Orders for the purpose of pension disbursement and other administrative requirement. The format in which the said Pension Verification Report will be available in DigiLocker is enclosed in "**Annexure-B**".

The Pension Verification Report of the pensioners drawing their pension from the authorized Public Sector Banks will be made available in the DigiLocker after obtaining the information from the corresponding Bank latest by December, 2022.

In case, the data available in the DigiLocker mismatch with that of the information available in original Pension Payment Order issued to the pensioner, the information available in original Pension Payment Order shall prevail.

Updation of Pension information:

The Treasury Officers will conduct special drive and camps to update the information in the Pension Payment Orders before sharing the information with the DigiLocker. The joint photographs of the pensioners and their spouse currently available with Pension Disbursing Authority may require updation, in case, if they are soiled or not available. In the special camps, the Treasury Officer will update such photographs with the latest joint photograph of the pensioner and their spouse, as the case may be. The updated photo and image will be uploaded in the IFMS by the concerned Treasury Officer for onward transmission to DigiLocker. The special drive for updation of the pensioner record will start in all Treasuries after April, 2022. A detailed timetable will be prepared by the Directorate of Treasuries and Inspection, Odisha in consultation with the Treasury Officers and shall be communicated to all pensioners.

All authorized Public Sector Banks will also undertake similar exercise for updation of pension records and photographs before sharing the information to the IFMS for onward transmission to DigiLocker. Separate instructions will be issued by the Directorate of Treasuries & Inspection, Odisha in consultation with the Public Sector Banks in this regard.

Helpdesk Support and Grievance redressal:

It is understood that pensioners being senior citizens require handholding support and help in using the above facility. The following arrangements will be made to help the pensioners in availing the new facility:

- i. Directorate of Treasuries & Inspection, Odisha will prepare a video-based tutorial which will be uploaded in the IFMS portal as well as in other social media such as You Tube etc. to help the pensioners in accessing the DigiLocker for retrieval of their Pension Payment Orders.
- ii. All Treasuries will provide necessary handholding support to the pensioners for using the DigiLocker facility. The telephonic support through Toll free No. 18003456739 will be available for the pensioners in all working day through the IFMS Helpdesk in the Directorate of Treasuries & Inspection, Odisha.
- iii. The pensioners can also submit their grievance, in case, if the data available in the DigiLocker mismatch or are not in original Pension Payment Order issued to them, these grievances can be submitted electronically through IFMS portal or physically to the concerned Treasury Officer / Bank. The Directorate of Treasuries & Inspection, Odisha will centrally monitor the resolution of such grievances in a time bound manner.

By order of the Governor

Sd/-

Principal Secretary to Govt.

ANNEXURE-A

Procedure for opening of account and process of downloading/viewing the Pension Payment Order (PPO) in the DigiLocker by the pensioners:

Step: I	The pensioner/ family pensioner shall download the DigiLocker application in his/her Mobile phone/Computer/Laptop. If the Pensioner has already created a DigiLocker account before, then he/she should click on the “ Sign In ” option, else click on “ Create account ” option.
Step: II	On clicking “ Create account ” option, a new screen will be available to provide details like, Full Name (as per Aadhaar), Date of Birth (as per Aadhaar), Gender, Mobile Number, Email-Id (optional), Aadhaar Number and need to set a six (6) digit Security PIN. This 6 digit security PIN will be required each time the pensioner wants to access DigiLocker application. Once the pensioner clicks on the “ Submit ” button, he/she will receive an OTP for Aadhaar verification. Once the OTP verification is completed, the user will be redirected to the Home page of DigiLocker.
Step: III	If the pensioner has a DigiLocker account already, then he/she should click on the “ Sign-In ” option and provide the mobile number/ user name and the six (6) digit security PIN to sign in. Once the correct user-id and security pin is provided, the pensioner will receive an OTP in his/her mobile number linked to the DigiLocker account. Once the OTP verification is completed successfully, the pensioner will be redirected to the Home page of DigiLocker.
Step: IV	In the Home page of the DigiLocker, the pensioner will click on the State “ Odisha ”. Once the pensioner clicks on the Odisha State icon , it will display all the functionalities of the State available under DigiLocker.
Step: V	The pensioner needs to select the option/icon “ Electronic Pension Payment Order ”. The pensioner will be provided with a screen to select Treasury and Sub-Treasury, need to input his/her PPO Id. If the information so provided by the pensioner matches, the electronic PPO will be displayed on the screen.
Step-VI	Then the pensioner can download or take a printout of the e-PPO available on the screen.

ANNEXURE-B**Format of the "Pension Verification Report"****(In respect of the pensioners who have been issued Pension Payment Orders manually)**

Name of the Pensioner	
Name of the Family Pensioner	
ADHAAR Number	
PPO number	
GPF number	

Pensioner Details:

Case no		
Pension Amount	Family Pension at Higher rate—(Family Pension-I)	
	Family pension at lower rate-- (Family Pension-II)	
Payable treasury		
Last head of office		
Residence Address:		
Date of Birth		
Date of Appointment		
Date of Retirement		
Class of Pension		
Net qualifying service		
Last pay		
Family pensioner Date of birth		
Date of death of pensioner		

1st Pension

AG Authority No and Date	
Amount Paid	
Payment paid Voucher No and Date	

Committed Amount

	Committed Amount-1	Committed Amount-2	Committed Amount-3
AG Authority No and Date			
Amount Paid			
Voucher no and date			
Date of commencement of reduced pension			
Date from which Committed pension stand restored			

Gratuity

	Gratuity-1	Gratuity-2	Gratuity-3
AG Authority No and Date			
Amount Paid			
Payment paid Voucher no and date			

Revision of Pension

AG letter no and date	
Date of effect	
Amount of revised pension	
Reason for Revision of Pension	
Total of Monthly Pension/Family Pension (+) Dearness Relief	

Conversion of Superannuation of Pension to Family Pension

Date of commencement of family pension		
Family pension at higher rate	From Date	
	To- Date	
Date of Family pension at normal rate		

Note : All dates will be in **(DD/MM/YYYY)** format only