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**REGISTERED**  
Mahanideshalaya Assam Rifles  
Directorate General Assam Rifles  
UPAO Branch  
(Pension Grievance Cell)  
Shillong – 11


3700871/UPAO-PGC/42AR/2020/6586

12 Oct 2020

No 3700871 Ex Rfn  
Perambuduri Praveen  
Vill – Navabharat -1  
PO – Old Guntur  
Dist – Guntur  
State – Andhra Pradesh

**GRIEVANCE REGARDING NON RECEIPT OF PPO BOOK**

1. Please refer to CPGRAMS grievance Registration No DOPPW/E/2020/21777 dated 30 Sep 2020.
2. It is intimated that both halves of PPO Book are prepared by the Pay and Accounts Office (Assam Rifles) while Assam Rifles personnel proceed on retirement and are fwd by them to Central Pension Accounting Office (CPAO), New Delhi for issue of Special Seal Authority (SSA). Central Pension Accounting Office (CPAO) further fwd both halves of PPO along with Special Seal Authority (SSA) to the Central Pension Processing Centre (CPPC) of respective bank. Thereafter Central Pension Processing Centre (CPPC) generates the pension according to SSA and Pensioner's Portion of PPO is fwd to bank where indl opted to draw the pension accordingly the bank hands over the pensioner portion of PPO Book to the pensioner.
3. In view of the above, you are requested to liaise with the bank authority for the same. If the bank authority has not handed over the pensioner portion to you till date, request obtain a certificate from the bank stating that the Pensioner Portion has not been handed over to the pensioner and submit the same to this Directorate for taking up case with CPAO for issuing the same to you at the earliest.

  
(Siva Kumar P)  
Lt Col  
SO-1(Pen/NE)  
for Col (Records)

**Encl:** As stated above

**Copy to:-**

✓ Record Branch (Grievance Cell)

1. For information with reference to your ION No 1.36017/Rec (GC)/976/2020/748 dated 07 Oct 2020.
2. You are requested to upload in the CPGRAMS website and delete the same from pending list of UPAO Branch (PG Cell).