

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

फोन : 26174596, 26174456, 26174438



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/IT&Tech/Corres. with sections/96/2022-23/8927/ 230

12.01.2023

### OFFICE MEMORANDUM

It has been observed that some individuals visit CPAO on behalf of pensioners/family pensioners to get information about pensioners/family pensioners. The disclosure of pensioners/family pensioner's information to a third party (even advocates in some cases) which has no relationship with the pensioner/family pensioner can cause an unwarranted invasion of the privacy of the pensioner/family pensioner.

In this regard, senior officers have taken a serious view and directed that any details of pensioner/family pensioner should be disclosed/provided to other than pensioner/family pensioner in following manner:

1. The officer dealing to facilitate grievances/queries should provide information to the information seeker on his/her judicious decision.
2. The officer/official visiting CPAO for liaisoning on behalf of his/her office must provide his/her ID proof and authority letter, if provided to him/her by his/her office.
3. The information should be disclosed/provided to advocates and third party only if the visitor is carrying an authenticated authority letter authorized by pensioner/family pensioner.

The dealing officer must take a copy of ID proof of the visitor including original pensioner/family pensioner.

All the sections concerned, especially the Pensioners' Facilitation Cell, are hereby directed to follow above instructions strictly and invariably.

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

  
(Satish Kumar Garg)

Sr. Accounts Officer (IT & Tech)

To,

All the sections in-charge of CPAO.