

MANIPUR GAZETTE

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**NO. PIC-9/28/2026-e-FD
GOVERNMENT OF MANIPUR
SECRETARIAT: FINANCE DEPARTMENT
(PAY IMPLEMENTATION CELL)**

OFFICE MEMORANDUM

Imphal, the 24th August, 2026

Subject: Online Pension Processing System (OPPS) - End to end Digitization of pension process and Final GPF cases

In supersession of this Finance Department's Office Memorandum No.FBUD- 9/4/2022-e-FD, dated 12th January, 2026 regarding introduction of the Online Pension Processing System (OPPS), the Governor of Manipur is pleased to issue the following revised instructions for processing and issue of pension documents and Final GPF cases under the Online Pension Processing System.

2. The current manual process followed for issue of pension documents to employees who are retiring or have retired from Government Service is tedious and usually takes about one year, after retirement, for a retiree to get pension benefits.
3. In case of Final GPF processing, there have been instances of excess payments and negative balances attributable to errors in manual processing. Under the existing manual process, there is a possibility of fraudulent/duplicate payments because of lack of real time information on actual balances with the subscribers, DDOs and sanctioning authorities.
4. With a view to address the above issues, the State Government has developed the Online Pension Processing System (OPPS) with the objective of ensuring end-to-end digital processing of pension and Final GPF cases, thereby enabling timely authorization and payment of pensionary benefits to Government employees on their retirement.
5. The Online Pension Processing System provides for end-to-end digitization of the process of submission, scrutiny and processing of pension papers from the Drawing and Disbursing Officer (DDO) up to the Office of the Accountant General (A&E), Manipur through a secure digital workflow using digitally authenticated documents. Process delays, hardships faced by the subscribers, scope for manual errors etc can be addressed by eliminating redundancies, digitization of the key processes in order to provide an efficient and hasslefree service delivery to all the GPF subscribers.
6. The Online Pension Processing System (OPPS) shall come into operation with effect from 30th September, 2026. All documents related with pension as well as Final GPF withdrawal cases are to be

submitted through this portal. Manual submission of pension/final GPF documents will not be entertained on or after 30th September, 2026.

7. Until the Online Pension Processing System is fully implemented for all employees of the Government of Manipur, the Office of the Accountant General (A&E), Manipur shall issue:

- (i) the Physical Pension Payment Order (PPO);
- (ii) the Digital Pension Payment Order (PPO); and

During this transitional period, the physical PPO and the digitally generated pension documents shall be treated as valid pension authorization documents for all official purposes.

8. Upon full implementation of the Online Pension Processing System for all employees of the Government of Manipur, the Office of the Accountant General (A&E), Manipur shall discontinue issuance of the physical PPO Book. Thereafter, only the Digital PPO Book in PDF format, authenticated by the Office of the Accountant General (A&E), Manipur, shall be issued through the Online Pension Processing System.

9. The website of Online Pension Processing System (OPPS) is Care and Assurance for retiring Employees (CARE) website www.manipurpension.nic.in. The website contains a comprehensive User Manual and Video Tutorial explaining the procedure for using the Online Pension Processing System. All DDO Assistants, DDOs, Heads of Departments, Administrative Departments, Treasury Officers and other stakeholders are advised to refer to the User Manual and Video Tutorial available on the website for guidance on the operation and use of the System.

10. The procedures, timelines and detailed operational guidelines relating to processing of pension cases under the Online Pension Processing System are enclosed at **Annexure-I**.

11. The procedures, timelines and detailed operational guidelines relating to the processing Final General Provident Fund under the Online Pension Processing System are enclosed at **Annexure-II**.

12. This is issued with the approval of the Competent Authority.

N. ASHOK KUMAR,
Commissioner (Finance),
Government of Manipur.

PROCEDURE, TIMELINES AND PROCESSES RELATED TO THE ONLINE PENSION PROCESSING SYSTEM (OPPS)- PENSION PROCESSING

1. Service verification, including service book updation and correction will be started 1 (one) year before retirement by the Drawing and Disbursal Officer (DDO) concerned. The Digitisation of the service book as per the orders issued for e-Service Book, should also be taken up for such employees, for timely completion. Till the time Digitisation of the service book is fully complete, DDOs may upload scanned copies of Service Book .
2. Every DDO will get an alert on any employee linked to him/her, who will be retiring in the next 8 months. This alert will be on the Online Pension Processing System (OPPS), CMIS (Central Management Information System) and by SMS. The retiring employee will also get an alert through SMS.
3. The DDO will send request for clearance/ no-due to the following, which will be communicated back to the DDO concerned within 1 (one) month.
 - (a) Public Works Department - for Government accommodation clearance
 - (b) Vigilance Department - for Vigilance Clearance
4. Upon receipt of the clearances/ no-due from the different Departments/ Agencies, the DDO will prepare/ fill up the following documents on the portal:
 - (a) Single No-Due Certificate (NDC) based on clearances received
 - (b) Pension forms
 - (c) Descriptive Roll
 - (d) Pension Calculation Sheet
 - (e) Photographs (Both of pensioner and group photo of family)

N.B. there will be an option to automatically pull the data from CMIS and/ or e- Service Book. In case 'manual entry is to be done then the DDO must compulsorily give reasons for manual entry.

(f) Provisional Pension [if requested by Retiring Employee]
5. 6 months before the date of retirement, the DDO should send all the documents mentioned in para 4 to the Head of Department (HoD). The Digitised Service Book should also be submitted. For Gazetted Officers, the HoD should refer the same to the Administrative Secretary (AS) of the Department within 3 (three) working days.
6. Within 1 (one) week of receipt of all pension related documents from the DDO, the HoD or AS will issue Termination Order (and sanction the Provisional Pension, if requested) and forward all pension documents (including service book) to the Office of the Accountant General (AG), Manipur through the online portal. In case more details are required from DDO, the HoD/ AS will have the option of returning the pension 'request' to the previous sender with the details of information sought.
7. All documents uploaded or transmitted through the Online Pension Processing System will be digitally signed. Documents not signed digitally will not be accepted as genuine.

8. In case the Termination Order cannot be issued due to pendency of any clearance, the HoD or AS will sanction the Provisional Pension only. The Concerned Authority will review the pending cases monthly.
9. The Office of the AG, Manipur will review all the documents submitted by the Department. If clarifications or additional documents are required, the same will be sought from the Department concerned through the portal.
10. One month before the date of retirement, the Office of the AG Manipur will issue the Pension Book and Pension Payment Order, and send the same to the Treasury Officer concerned, who will complete all necessary procedure for payment of pension.
11. In order to ensure timely delivery of the digitally issued Pension Book to pensioners, the concerned Treasury Officer shall download, print the E PPO Book received through the Online Pension Processing System, authenticate under his official seal and signature and hand over the authenticated printed E PPO Book copy to the pensioner. Such authenticated printout shall serve as the pensioner's official copy of the E PPO Book unless otherwise modified by further orders of the Government.
12. Employees will be able to track the status of their pension process by entering their EIN (Employee Identification Number) in the portal for better monitoring and faster resolution of cases. Employees have to first register in the Employee's corner of the CMIS in order to get access to the portal.
13. In case an employee is transferred after the pension process is initiated, the new DDO will re-start the process after the previous DDO cancels the process.
14. In case of Pay Revision, Dearness Allowance (DA) increase, promotion etc. within the 6 (six) months before retirement, which was not a part of the initial pension calculation, the DDO concerned will re-calculate the pension amount and continue the process of submission.

PROCEDURE, TIMELINES AND PROCESSES RELATED TO THE ONLINE PENSION PROCESSING SYSTEM (OPPS)- GPF FINAL PROCESSING

1. End to end General Provident Fund (GPF) digitization is a fully paper less workflow that eliminates physical document transmission between subscribers, Drawing and Disbursing Officers (DDOs), Treasuries and the Office of the Accountant General.
2. The General Provident Fund money at the credit of the subscriber becomes payable when the Government servant retires or when he is dismissed from service or when he resigns from service or when he dies.
3. Stop Subscription - Subscription to the fund must stop during the last 3 (*three*) months of service before superannuation.
4. Every DDO will get an alert on any employee linked to him/her, who will be retiring in the next 8 months. This alert will be on the Online Pension Processing System (OPPS), CMIS (Central Management Information System) and by SMS. The retiring employee will also get an alert through SMS. This facility will enable speedy disposal of Final payment of GPF on retirement of GPF subscribers.
5. DDO Assistant will fill up the online GPF Final request and forward to the DDO for verification and approval process.
6. The GPF Final request is to be forwarded by the DDO at least 3 (*three*) months prior to the date of superannuation to ensure timely credit on retirement day.
7. Once GPF Final request is confirmed by the DDO, it will be forwarded to AG Office for further verification.
8. AG office will check the forwarded requests, generate and issue digital GPF authorities through Online GPF Information System Version 2.0.
9. The GPF Authorities may be accessed through the following platforms
 - i) Employee's Corner of CMIS
 - ii) Digi Locker
 - iii) Bill Portal
 - iv) Treasury Net 2.0.