

No. FBUD-9/4/2022-e-FD
GOVERNMENT OF MANIPUR
FINANCE DEPARTMENT

OFFICE MEMORANDUM

12 January, 2026

Subject: Online Pension Processing System

1. The current process followed for issue of pension documents to employees who have are retiring or retired from Government Service is tedious and usually takes about one year, after retirement, for a retiree to get pension benefits.
2. At present, the system followed is manual. Although the step-by-step process, along with timelines, have been issued by the Pension Cell of the State Finance Department, the delay persists. Due to this the State Government had decided to take up the development of an '**Online Pension Processing System**' for timely delivery of pension papers and benefits to retiring Government servants.
3. The '**Online Pension Processing System**' will have end-to-end computerization of the process of submission of all pension related documents from the DDO till it reaches the Office of the Accountant General, Manipur. While it is mainly a computerization of the manual process currently followed, some procedure change is necessitated to simplify the processing of pension papers. As such, in case of any conflict of procedure between this Office Memorandum (OM) and OM or Orders issued previously by Finance Department, the provisions of this OM will apply.
4. The Online Pension Processing System aims to ensure that any retiring Government Employee gets his/ her Pension Papers (including Pension Payment Orders) on the day of retirement.
5. The use of this system will start in certain Departments, which Finance Department will notify from time to time. However, the **full rollout** across the State will be from **1st February, 2026**.
6. For those retirees whose pension papers are yet to be processed as on **1st February, 2026** their papers will be processed through this portal.
7. The procedures, timelines and detailed processes are enclosed in Annexure-I.
8. The website of the Online Pension Processing System is **Care & Assurance for Retiring Employees (CARE)** (www.manipurpension.nic.in)


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9. This issues with the approval of the Competent Authority.



(N. Ashok Kumar)

Commissioner (Finance)

Government of Manipur

Copy to:

1. Secretary to the Hon'ble Governor, Manipur
2. Staff Officer to the Chief Secretary, Government of Manipur
3. All Administrative Secretaries, Government of Manipur
4. The Principal AG (A & E), Government of Manipur
5. Special Secretary (FD/ PIC), Government of Manipur
6. All Heads of Departments, Government of Manipur
7. The Director (Treasuries & Accounts), Manipur
8. The State Informatics Officer, NIC, Manipur
9. Relevant file



(Neilenthang Telien)

Special Secretary (Finance)

Government of Manipur

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

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 (*as and when issued*), should also be taken up for such employees, for timely completion.
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

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.

 - (e) 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**.

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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 on the day of retirement.

11. The Department will also receive the Pension Book and keep it in custody for handing it over to the retiring Government Servant on the day of retirement.

12. Employees will be able to track the status of their pension process by entering their EIN (Employee Identification Number) in 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.

MC
12/01/2026