

पूर्व मध्य रेल
EAST CENTRAL RAILWAY



कार्यालय
महाप्रबंधक(का)
हाजीपुर

RBA No. 38/2021

PCPO's SI No. 77/2021

No. E/207/O/ECR/HJP (E-Office/Compter No.96193)

1. CAO (Con.)/उत्तर एवं दक्षिण/पटना।
2. सभी PHOD/CHOD/पूमरे/हाजीपुर।
3. DRM/पूमरे/दानापुर, डीडीयू, धनबाद, सोनपुर एवं समस्तीपुर।
4. मुख्य कार्मिक अधिकारी/प्रशासन/पूमरे/हाजीपुर।
5. मुख्यालय के सभी कार्मिक अधिकारी।
6. CWM/पीडी/डीडीयू, यांत्रिक कारखाना/समस्तीपुर एवं हरनौत।
7. Sr.DPO/पूमरे/दानापुर, डीडीयू, धनबाद, सोनपुर एवं समस्तीपुर।
8. उप महाप्रबंधक/विधि/पटना।
9. प्राचार्य/क्षेत्रीय रेल प्रशिक्षण संस्थान/मुजफ्फपुर एवं भूली।
10. सभी मुकार्याधी/कार्याधी/पूमरे/हाजीपुर।

विषय :- Expeditious settlement of family pension cases by banks and issue of pension slip.

संदर्भ :- Railway Board's letter No.-2020/AC-II/21/3,dated- 08.07.2021.

विषयांकित से संबंधित संदर्भित पत्र की छायाप्रति सूचना, मार्गदर्शन एवं अग्रेत्तर आवश्यक कार्रवाई हेतु प्रेषित की जा रही है।

A copy of above referred letter on the subject matter is being forwarded herewith for information, guidance and needful onward action please.

संलग्नक: यथोपरि।

DA: As above.

Signed by Saurabh Sawarn

Date: 10-08-2021 18:10:33

Reason: Approved

(सौरभ सावर्ण)

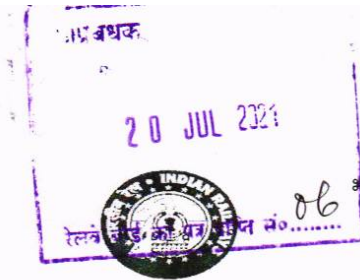
वकाधि/ई.एस.एम.

कृते महाप्रबंधक (का0)/हाजीपुर

प्रतिलिपि/— निम्नलिखित को सूचनार्थ, मार्गदर्शन एवं आवश्यक कार्रवाई हेतु प्रेषित:-

1. महासचिव/ईसीआरकेयू/पूमरे/हाजीपुर।
2. महासचिव/एस.सी.एवं एस.टी.एशोसिएशन/पूमरे/हाजीपुर।
3. सकाधि(एम.पी.पी.)/पूमरे/हाजीपुर—कृपया इसे वेबसाइट पर अपलोड करें।
4. महासचिव/ओ.बी.सी.एशोसिएशन/पूमरे/हाजीपुर।

कृते महाप्रबंधक (का0)/हाजीपुर



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**RBA NO. 38/2021**

No. 2020/AC-II/21/3

New Delhi, dated 08.07.2021

The CMDs/MDs
All Public Sector Banks disbursing Railway Pension

पीसीपीओ
पीएमए

Sub: Expeditious settlement of family pension cases by banks and issue of pension slip.

Ref:- 1.DOPPW's O.M. no. 3(8)/2021-P&PW(H)-7246 dated 16.6.2021.

2. DOPPW's OM no. 1(4)/2021-P&PW(H)-7223 dated 22.6.2021.

Complaints are being received from the family pensioners about delay in commencement of pension by banks. In this regard, attention is invited to DOP&PW's O.M.no. 3(8)/2021-P&PW(H)-7246 dated 16.6.2021 regarding settlement of family pension cases by banks. Kindly ensure that the same process is followed by banks in case of Railway family pensioners also to avoid hardship to them.

Further, as stipulated in DOP&PW's OM No. 1(4)/2021-P&PW(H)-7223 dated 22.6.2021, kindly ensure issue of pension slips to Railway pensioners also after credit of pension on their registered mobile numbers through SMS and email (wherever available). The pension slip should provide complete details of monthly pension paid along with break-up of the amount credited and tax deductions etc. if any.

DA:As above


(Sanjeev Sharma)
OSD/Accounts
Railway Board

Copy to : GMs/PCPOs/PFAs of all Zonal Railways and Production Units.

✓
ECR



No. 3(8)/2021-P&PW(H)-7246

भारतसरकार / Government of India

कार्मिक, लोकशिकायत और पेंशन मंत्रालय / Ministry of Personnel, Public Grievances and Pensions

पेंशन और पेंशन भोगी कल्याण विभाग / Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,

जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,

नई दिल्ली-110001 / New Delhi-110001

Dated: 16th June, 2021

To,

The CMDs / CPPCs of all Pension Disbursing Banks

Subject:-Expeditious settlement of family pension cases by banks.

Sir,

I am directed to say that instances have been brought to the notice of this Department where, on death of a pensioner, the spouse/family members of the deceased pensioner are asked by the Pension Disbursing Banks to submit details and documents, which are otherwise not required for commencement of family pension. This amounts to harassment of the spouse and family members and often leads to avoidable delay in commencement of family pension by the Banks.

2. The spouse/family member, whose name is included in the PPO issued to the deceased pensioner, is required to submit **only** the following details/ documents for commencement of family pension to him/her:

I In cases where the deceased pensioner and spouse were holding a joint account:

- A simple letter/application for commencement of family pension
- Death certificate in respect of the deceased pensioner
- Copy of PPO issued to the pensioner, if available
- Proof of age/date of birth of the applicant

The spouse/family member is not required to submit the details in Form 14 to the Bank for commencement of family pension.

II In cases where the spouse did not have the joint account with the deceased pensioner;

- Application in Form 14 bearing the signatures of two witnesses
- Death certificate in respect of the deceased pensioner

- Copy of PPO issued to the pensioner, if available
- Proof of age/date of birth of the applicant

Form 14 is not required to be attested by a Gazetted officer, etc. The paying bank will identify the spouse/family member based on the information given in the PPO and its own "Know Your Customer" procedures.

III In cases where, on death of the pensioner and spouse, family pension has to pass over to another family member;

- If the other family member has been co-authorized for family pension in the PPO, the same procedure as in sub-para II above shall be followed.
- If the name of the other family member is not included in the PPO, he/she may be advised to approach the office which the Government servant/pensioner last served, for issue of a fresh PPO.

3. You are requested to issue suitable instructions to the CPPC(s) and the pension paying branches of your Bank to obtain only the minimum essential details/documents, as mentioned above, from the claimants of family pension, and to ensure that they are not subjected to any harassment by seeking unnecessary details and documents. **The details of family members, other than the Applicant, are not relevant for commencement of family pension by the bank and the same should not, therefore, be sought from the Applicant under any circumstances.**

4. A half-yearly statement on the progress of sanction of family pension may be submitted to this Department latest by 15th of October and 15th of April, in the enclosed format.

5. This may be treated as **MOST URGENT**.

(Naresh Bhardwaj)
Deputy Secretary to the Government of India
Tel No:- 23350020

Copy to:

Secretary, Department of Financial Services for kind information.

**Statement for the period from 1st April to 30th September / 1st October....
to 31st March, /**

No. of Family Pension claims brought forward	No. of Family Pension claims received during last six months	No. of cases in which family pension commenced during last six months in					No of family pension cases pending for			
		Less than one month	1-3 months	3-6 months	6-9 months	9-12 months	1-3 months	3-6 months	6-12 months	More than one year

In cases where family pension has been sanctioned after one month and the cases which are pending for more than one month, the reasons for the delay and remedial action taken to avoid delays in future may also please be indicated in the statement.



No. 1(4)/2021-P&PW(H)-7223
भारत सरकार /Government of India

कार्मिक, लोक शिकायत और पेंशन मंत्रालय/ Ministry of Personnel, Public Grievances and Pensions
पेंशन और पेंशनभोगी कल्याण विभाग/Department of Pension and Pensioners' Welfare

8 वीं मंजिल, बी-विंग, 8th Floor, B-Wing,
जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,
नई दिल्ली - 110001 /New Delhi-110001
Dated: 22nd June, 2021

OFFICE MEMORANDUM

Subject:- Issue of Pension slip by Pension Disbursing Banks on monthly basis.

In order to ensure "Ease of Living" of the Pensioners, a meeting was held with the CPPCs of Pension Disbursing Banks on 15.06.2021, wherein the issue of providing the breakup of monthly pension to the pensioners was discussed. The banks were impressed upon to undertake this welfare measure, as this information is required by pensioners in connection with Income Tax, Dearness Relief payment, DR arrears etc. The banks welcomed the idea and expressed their willingness to provide the information.

2. Accordingly, the undersigned is directed to request all Pension Disbursing Banks to issue pension slip to pensioners after credit of pension on their registered mobile numbers through SMS and email (wherever available) also. Banks may also use social media apps whatsapp etc in addition to sms and email. The pension slip should provide complete details of monthly pension paid along with break-up of the amount credited and tax deductions etc. if any.

3. The CPPCs of Pension Disbursing Banks are requested to ensure compliance of the above instructions for improving the "Ease of Living" for pensioners.

(Naresh Bhardwaj)
Deputy Secretary to the Government of India
Tel No:- 23310108

To,

1. CMDs of all Pension Disbursing Banks
2. CPPCs, all Pension Disbursing Bank

Copy for information to:-

1. PS to Hon'ble MoS(PP)
2. Secretary, Department of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi.