भारत सरकार **Government of India**

रेल मंत्रालय **Ministry of Railways**
रेलवे बोर्ड **(Railway Board)**

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

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

Ref:-1.DOPPW'sO.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.

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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.

भारत सरकार / GOVERNMENT OF INDIA
रेल मंत्रालय / MINISTRY OF RAILWAYS
(रेलवे बोर्ड / RAILWAY BOARD)

आरबीए सं. 38/2021

सं. 2020/एसी-II/21/3 नई दिल्ली, दिनांक: 08.07.2021

मुख्य प्रबंध निदेशक/प्रबंध निदेशक,
रेलवे पेंशन संवितरित करने वाले सभी सार्वजनिक क्षेत्र के बैंक।

विषय: बैंकों द्वारा परिवार पेंशन से संबंधित मामलों को शीघ्र निपटाना और पेंशन पर्ची जारी करना।

संदर्भ: 1. पेंशन और पेंशनभोगी कल्याण विभाग का दिनांक 16.06.2021 का कार्यालय ज्ञापन सं.3(8)/2021-पीएण्डपीडब्ल्यू(एच)-7246
2. पेंशन और पेंशनभोगी कल्याण विभाग का दिनांक 22.06.2021 का कार्यालय ज्ञापन सं.1(4)/2021/-पीएण्डपीडब्ल्यू(एच)-7223

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परिवार पेंशनभोगियों से बैंकों द्वारा पेंशन शुरू करने में विलंब के बारे में शिकायतें प्राप्त हो रही हैं। इस संबंध में, आपका ध्यान पेंशन और पेंशनभोगी कल्याण विभाग के दिनांक 16.06.2021 के कार्यालय ज्ञापन सं.3(8)/2021-पीएण्डपीडब्ल्यू(एच)-7246 की ओर आकृष्ट किया जाता है जो बैंकों द्वारा परिवार पेंशन संबंधी मामलों के निपटान के बारे में है। कृपया सुनिश्चित करें कि रेलवे परिवार पेंशनभोगियों के मामले में बैंकों द्वारा समान प्रक्रिया अपनाई जाए, ताकि पेंशनभोगियों को कोई कठिनाई न हो।

इसके अलावा, जैसा कि पेंशन और पेंशनभोगी कल्याण विभाग के दिनांक 22.06.2021 के कार्यालय ज्ञापन सं.1(4)/2021-पीएण्डपीडब्ल्यू(एच)-7223 में निर्धारित है, कृपया सुनिश्चित करें कि रेलवे के पेंशनभोगियों को पेंशन क्रेडिट करने के बाद उनके पंजीकृत मोबाइल नंबर पर एसएमएस और ईमेल (जहां उपलब्ध हो) के माध्यम से पेंशन पर्ची जारी की जाए। पेंशन पर्ची में क्रेडिट की गई धनराशि और कर कटौतियों, यदि कोई हों, आदि के ब्यौरे के साथ मासिक पेंशन का पूरा विवरण मुहैया कराया जाए।

संलग्नक: यथोक्त।

(संजीव शर्मा)
विशेष कार्य अधिकारी/लेखा
रेलवे बोर्ड

प्रतिलिपि: महाप्रबंधक/प्रधान मुख्य कार्मिक अधिकारी/प्रधान वित्त सलाहकार, सभी क्षेत्रीय रेलें एवं उत्पादन इकाइयां।

सत्यमेव जयते

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

भारतसरकार /Government of India

कार्मिक, लोकशिकायतऔरपेंशनमंत्रालय/Ministry of Personnel, Public Grievances and Pensions

पेंशनऔरपेंशनभोगीकल्याणविभाग/Department of Pension and Pensioners' Welfare

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8 वींमंजिल, बी-विंग,8th Floor, B-Wing,
जनपथभवन, जनपथ, Janpath Bhawan, Janpath,
नईदिल्ली-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 30thSeptember ..../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.

सत्यमेव जयते

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

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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.**