भारत सरकार वित्त मन्त्रालय, व्यय विभाग केन्द्रीय पेंशन लेख कार्यालय त्रिकूट-II भीकाजी कामा पैलेस नई दिल्ली-110066 कोन: 26174596, 26174438



GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110 066

PHONES: 26174596, 26174456, 26174438.

क्रमांक/No.pAO/Tech/Grievances/2010-11/9 १७

To

- 1. All General Managers(as per list)
- 2. Nodal Officers of Banks (as per list) of all Authorised Banks.

## Circular

Reference is invited to the Recommendations of the Committee on Customer Service vide letter No. DGBA.GAD.H.3085/45.01.001/2008-09 dated 1<sup>st</sup> Oct 2008, (**Prabhakar Rao Committee**) which states that among other requirements pension paying branches should also obtain Life Certificates/Non employment certificates/Employment Certificate from the pensioners annually. Similarly, RBI Circular Nos. DGBA.GAD No. H-7736/45.01.001/2008-09, DGBA.GAD No. H-3194/45.01.001/2009-10 dated 4<sup>th</sup> March 2009 and 14<sup>th</sup> October 2009 respectively detail the procedure to be followed by banks for withdrawal of pensions by old/sick/physically handicapped pensioners.

- 2. Para 15.1 of the Scheme Booklet issued by CPAO similarly mandates furnishing of a Life Certificate annually by the pensioners as per format prescribed in Annexure XVII.
- 3. It has been decided to review the adherence of these codal provisions by the pension disbursing authorities. Banks are, accordingly, requested to provide the information as per prescribed format enclosed. Consolidated report from all the paying branches under your control (depicting the position as on 31<sup>st</sup> December, 2010) may be forwarded to this office latest by 15<sup>th</sup> January, 2011.
- 4. The information may be sent by name to the undersigned or by email at psarada.cpao/agmail.com
- This may be accorded Top Priority.

(Siddharth Sharma) Controller of Accounts

Copy to:-

- 1) Sh. Harish Srivastava, Dy. Controller General of Accounts, (TA), O/o Controller General of Accounts, Ministry of Finance, Lok Nayak Bhawan, Khan Market, New Delhi-03
- 2) Sh. B.K.Mishra, General Manager, Reserve Bank of India, RBI Bldg. Opp. Mumbai Central, Byculla House, Mumbai-400008
- 3) PS to Smt. Archana Nigam, Addl. Controller General of Accounts, O/o Controller General of Accounts, Ministry of Finance, Lok Nayak Bhawan, New Delhi-03

Controller of Accounts

Name of the Bank Status as on 31st December, 2010.

Format

	Sr.No. Civil Pensi under Bank disbu Cont
	ioners of the rather the rather the rather the rather the rather the rather the roll of the rather the roll of the rather the roll of the rather the rathe
	Total No. of Civil Pensioners Who have submitted Life Certificates to Pension Paying Branches of the Bank in Nov.2010 (2-3)
	Civil Pensioners who have not submitted life Certificate to branches in Nov. 2010 (2-3)
F	Requests received by Bank from physically challenged pensioners. (Refer RBI Circular Nos. DGBA.GAD No. H-7736/45.01.001/2008-09, DGBA.GAD No. H-3194/45.01.001/2009-10 dated 4.03.2009 and 14.10.2009)
	Compliance made by the bank on their request. (5-6)
	whose s been e to ssion tificate Paying f the
	Number of Pensioners Is there any for whom Pension has institutionalise exception in not been paid on 31st d review of December 2010 even after receipt of Life Certificate in Pension Paying Branches of the Bank
	Is there any institutionalise d review of columns 5.6,7 and 8 in the bank each month
	Level of review of exception in monthly pension disbursement (GM/DGM/AGM/any other with date)