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CPAO/IT&Tech/Clarification/2016-17/ 13.vol-vi/160

26.10.2016

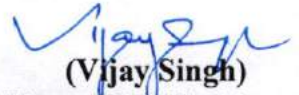
Office Memorandum

Subject: Crediting of enhanced Medical Allowance to the pensioners account by Banks.

During the workshop for banks on monitoring the pensioners grievances through "Web Responsive Pensioners' Service" organised on 03.10.2016 a query was made on requirement of Special Seal Authority for crediting Medical Allowance at the enhanced rate based on orders issued by DP&PW from time to time. In this context, attention is invited to para 4.5.2 (copy of the extract attached) of Accounting and Operating Procedure for Central Pension Processing Centre of Authorised Banks for Pension Disbursement to Central Government (Civil) Pensioners issued in Feb, 2012 wherein it has been provided that CPPC should have direct access to the website of the Department of Pensions & Pensioners Welfare and Ministry of Home Affair, so that these are regularly browsed and orders on Dearness Relief issued by various Departments are acted upon immediately.

CPPCs of all the banks are advised to follow the same instructions for revising the Medical Allowance of the pensioners already drawing the same as and when the rate of Medical Allowance is enhanced by DP&PW without requiring for any Special Seal Authority from CPAO.

Encl:-As above


(Vijay Singh)

Sr. Accounts Officer (IT & Tech)

To,

- 1. Heads of CPPCs of all Banks.**
- 2. Heads of Government Business Division of all Banks.**

- 4.5. Roles and Responsibilities of CPPC as oversight agency**
- 4.5.1. CPPC will receive Government orders and disseminate the same to all concerned agencies for necessary action.
- 4.5.2. The CPPC should have direct access to the websites of the Department of Pension & Pensioners' Welfare, M/o Home Affairs and M/o Consumer Affairs so that these are regularly browsed and orders on Dearness Relief issued by various Departments are acted upon immediately.
- 4.5.3. The dues of the pensioner accruing with time, based on age must be automatically paid to the pensioner by the CPPC on provisional basis for a period of six months. This should be fully automated and exceptions watched for correction.
- 4.5.4. At the time of credit afforded at CPPC, a confirmation report must be generated and monitored to ensure that the pension/family pension etc. in respect of all pensioners of the CPPC have been credited. A monthly discrepancy report with respect to the total number of pensioners and those paid in the previous month may be reviewed regularly. Exceptions should be reviewed by the senior management of the bank to enable immediate rectification of any omissions.
- 4.5.5. CPPC software is required to have a grievance redressal module as detailed in Section 9.2 below.
- 4.5.6. CPPC may exercise oversight on quality of service to pensioners including services to the handicapped pensioners.
- 4.5.7. CPPCs may ensure that the responsibilities assigned to Home Branches are enforced so that the pensioners are not redirected to CPPC for redressal of grievances and information needs. Necessary performance measures and monitoring mechanisms, in co-ordination with the respective administrative structures to achieve the desired level of service delivery in Home Branches as well as CPPCs may be instituted by the bank.
- 4.6. Roles and Responsibilities of Home branches (pension v account service branch)**