



CPAO/IT&Tech/Bank Performance/37 Vol. III(PF)/2017-18/191

30.01.2018

**Office Memorandum**

**Subject:- Timely commencement of family pension in favour of spouse by banks in the event of death of the pensioners.**

Attention is invited to this office OM No. CPAO/Tech/ Bank Performance/2016-17/255 dated-27.02.2017 whereby Heads of all the CPPCs and Government Business Divisions of the Banks were advised to Commence the family pension to the spouse immediately on receipt of death certificate of the pensioner, proof of spouse age/date of birth and under taking of recovery of excess payment latest within a month.

However, analysis of reports prepared in CPAO regarding time taken in conversion of pension to family pension in favour of spouse of deceased pensioners shows inordinate delay in many cases. The details of these cases are available in CPPC logins <http://eppo.nic.in>.

In view of the above, Heads of CPPCs and Government Business Divisions of the banks are advised to review the latest position and ensure compliance of the above instructions and submit the status report to CPAO alongwith reasons for delay by 9<sup>th</sup> February, 2018 positively by e-mail at [vijay.cpao@gmail.com](mailto:vijay.cpao@gmail.com).

It is, further, requested to give the acknowledgement of receipt of application and death certificate to the family pensioner regarding commencement of family pension.

(Subhash Chandra)  
(Controller of Accounts)  
Ph. No. 011-26174809

To,

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

Copy for information to:-

- i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) Jt. Secretary (Pension), D/o P&PW, 3rd Floor, Lok Nayak Bhawan, New Delhi-110003.
- iv) PS to CC (P), CPAO, New Delhi.
- v) PA to ACA, CPAO, New Delhi
- vi) Sr. TD(NIC), CPAO, New Delhi
- vii) Sr. AOs of all the Sections, CPAO, New Delhi

(Controller of Accounts)