

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
त्रिकूट-II भीकाजी कामा प्लेस
नई दिल्ली-110066

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GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
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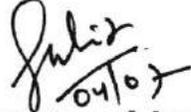
CPAO/IT & Tech/Master data/14 (Vol-III)/2018-19/62

02.07.2018
04

Minutes of the Meeting

Kindly find enclosed the Minutes of the Meeting held on 22nd June, 2018 at 11:00 AM at Conference Hall of Central Pension Accounting Office (CPAO) with all Heads of CPPCs/ Government Business Divisions to review the implementation of 7th CPC pension revision under the Chairmanship of Chief Controller (Pensions) for information and further necessary action

Encl:- As above


(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To,

1. Heads of CPPCs & Heads of Govt. Business Divisions of all Authorised Banks (except SBI).
2. General Managers of Government Business Divisions of all Authorised Banks(except SBI).
3. Ms. Anjali Goyal, Principal Executive Director (Accounts), Ministry of Railways, Room No.423-E, Rail Bhawan, New Delhi-110 001.
4. Shri Kanwaldeep Singh, Jt. CGDA (Pen), Office of Controller General of Defence Accounts, Ministry of Defence, Ulan Batar Road, Palam, Delhi Cantt - 110010.
5. Shri Amit Yadav, JS (Admn), Department of Telecommunications, Room No. 315, Sanchar Bhawan, 20, Ashoka Road, New Delhi-110 001.
6. Shri Manish Sinha, DDG (PAF), Department of Posts, Dak Bhawan, New Delhi - 110001.

Copy for information to:-

- 1) Sr.PS to CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 2) PS to Addl. CGA (VP), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 3) Sh. Amar Nath Singh, Director (E-V Branch), Ministry of Finance, Deptt. of Expenditure, North Block, New Delhi
- 4) Sh. Dilip Padhye, Sr. DDG (PAF), Deptt. of Posts, Dak Bhawan, New Delhi - 110001.
- 5) Sh. G. Bhaskaran, Director (Accounts-II), Department of Telecommunications, Room No. 702, Sanchar Bhawan, 20, Ashoka Road, New Delhi-110 001.
- 6) Sh. Utpal Majumdar, SAO (Dy. Secretary), Ministry of Railways, Room No.423-E, Rail Bhawan, New Delhi-110001.
- 7) PS to CC(P), CPAO, New Delhi
- 8) Sr. TD (NIC), CPAO, New Delhi
- 9) Sr. AOs of all the Sections of CPAO for necessary action.

Minutes of the meeting held on 22.06.2018 with all the Heads of CPPCs/ Government Business Divisions of all the Authorised Banks except State Bank of India (SBI) to discuss various issues.

A Meeting was held on 22nd June, 2018 under the Chairmanship of Chief Controller (Pensions) with the representatives of Authorised Banks for Pensions except State Bank of India (SBI) to discuss the timely payment of revised pension and arrears under 7th CPC and other pension related issues. At the outset, Asstt. Controller of Accounts (ACA) welcomed all the participants and emphasized on the need of timely payment of revised pension and arrears in the accounts of the pensioners by the banks. After that agenda items of the meeting were discussed in detail and following decisions were taken.

List of participants is attached at Annexure.

**Agenda Item No. 1- Monitoring of implementation of 7th CPC by Banks &
Agenda Item No. 2- Reporting of revised cases to CPAO by Banks**

It has been observed from the reports as on 31st May, 2018 there are abnormal delays in crediting the revised pensions as well as arrears of pensions/family pensions by the banks. As per the reports there are many cases are pending more than 31 days. Bank wise details of the pending cases was handed over to all the representatives of the concerned banks. But most of the banks reported that they had credited the revised pension in all the pensioner/family pensioner accounts. It was decided that all the banks would reconcile the status of revised pension cases with the data provided by NIC (CPAO) and intimate the status within 21 days.

(Action: Banks/NIC-CPAO)

Agenda Item No. 3- Master Data Reconciliation

It has been observed that there is inordinate delay in uploading of master data by the banks. Some banks have not submitted their master data since last 3 years. For updating of master data at CPAO level it is required that whenever any value in the pension of pensioner/ family pensioner is changed, the same is reported by the banks through Format-F of e-Scrolls. However it is noticed that banks are not providing changed information to CPAO. All the banks were instructed for reconciliation of master data and submission of changed information in Format -F on "quarterly" basis instead of on "annual" basis. It was also decided to nominate one Nodal Officer by each CPPCs of the all authorized banks and CPAO as well.

(Action: Banks & NIC -CPAO)

Agenda Item No. 4- IT related issues w.r.t. e-Revision of pension and fresh pension

At present, only revision cases are being done online. e-PPO i.e. e-PPO Booklet is under process and it will be implemented in near future. The CPAO shared the format of electronic PPO booklet with banks for making necessary changes in their pension processing software for consuming the electronic PPO booklet. All the authorized banks were instructed to make necessary changes in their software in the meeting held on 31st Jan, 2018. However, confirmation in this regard is still awaited from all the banks. All the banks were once again requested to make necessary changes in their software accordingly and comments if any, may please be provided to CPAO.

(Action: Banks & NIC -CPAO)

Agenda Item No. 5- Compliance of Internal Audit observations on 7th CPC revisions.

Clear and complete compliance reports are not submitted by the banks. That is why paras remain outstanding. The banks were requested to give full details of the objection raised by Internal Audit Wing in their compliance reports so that the same could be verified and settled. It was decided that a column of acknowledgement in the format of status report of outstanding para may be added.

(Action: Banks & IAW (CPAO))

Agenda Item No. 6, 7 & 8- Delays in start of family pension, start of additional pension & restoration of commuted pension by banks

First payment of pension, Restoration of commuted value of pension and Crediting of Additional Pensions to pensioners/family pensioners were observed. All the banks were advised to develop their internal system to ensure timely payments of the above items.

(Action: Banks)

Agenda Item No. 9- Timely submission of Life Certificates-

CPAO is responsible for the disbursement of death/disability pension under NPS-Additional Relief. First time identification of the pensioners is being done the Bank branches based on the KYC details available with the Banks where the pensioners/ family pensioners have opened their pension accounts.

CPAO starts the pension payment based on the first time identification report received from Banks. Also these banks branches are responsible for sending the life certificates of the pensioners/family pensioners to CPAO for the continuation of pension to NPS-AR pensioners, in the month of November as CPAO is the disbursing authority under NPS-AR cases. However, it is noticed that in many cases, despite submission of life certificates by the pensioners, bank branches have not forwarded the same to CPAO. In the

absence of life certificates, CPAO was forced to stop the pension of such pensioners. This point was discussed in the meeting and the bank-wise detail for pending first time identification report and life certificate of the pensioners was handed over to the concerned CPPC of authorised banks.

Bank for advised to ensure that these reports /certificates are furnish to CPAO in time so that pensioners are not put under any financial hardship.

Keeping in view the hardship being faced by the family pensioners, concerned banks were advised to send the outstanding life certificates to CPAO without any further delay.

(Action: Banks & NPS Section)

Agenda Item No. 10- Any other point with permission of the chair-

a) Grievances:-

As per the WRPS Portal report as on 31.05.2018 59.87% of the grievances were pending for more than 90 days. The banks intimated that they were not able to upload the data in WRPS Portal due to some technical problem. All the banks were advised to consult with the NIC (CPAO) to resolve this problem immediately and upload the grievances in WRPS Portal.

(Action: Banks/(NIC) CPAO /Grievance Cell)

b) Officials from PCDA, Allahabad, Deptt. of Telecommunication (DOT) and Deptt. of Post were also invited as per communication of Ministry of Finance vide OM No. 1 (13)/EV/2017 dated-24.01.2018. Their problems are follows:-

i) Defence Accounts:-

a) They have reported that 12 digit PPO numbers have been allotted to the pensioners but none of the banks are indicating them in the payment scrolls resulting in non-occurring the actual status of payment of revision.

b) Details of payment are not being provided by most of the banks. No acknowledgement is also provided by them.

c) Mapping of BSR Code is not being done by any of the banks.

ii) Department of Telecommunication:-

- a) Outstanding amount of excess / overpayment made by the banks to the pensioners are not recovered by the banks.
- b) Original PPO booklets after the death of pensioner are not returned by the CPPC to CPAO resulting delay in finalising the pension cases.
- c) To facilitate the solutions of difficulties by the department each CPPC should appoint one Nodal Officer.

iii) Department of Posts:-

They intimated that most of their pension is being paid through Post Office postal accounts.

Reconciliation of Suspense Balance:-

Reconciliation of suspense account have been a major issue. Generally, payment scrolls are to be submitted on next day of payment to CPAO. But the payment scrolls are not submitted by the banks on time.

Some banks reported that scrolls are shown successful but there are not recorded on CPAO's website. NIC, CPAO is to look into the matter to solve the issue.

The meeting ended with a vote of thanks to the chair.

List of Participants

CPAO:

1. Sh. Davinder Kumar, Sr. TD (NIC), CPAO
2. Md. Shahid Kamal Ansari, ACA, CPAO
3. Sh. J. Raghuraman, Sr. AO, (IAW), CPAO.
4. Smt. Krishna Sharma, Sr. AO, Coordination
5. Sh. P.K. Sapra, Sr. AO, RBD
6. Ms. Jyoti Mahani, Sr.AO, Grievance Cell
7. Sh. Praful Dabral, Sr. AO, IT&Tech
8. Sh. Khushal Singh Rawat, AAO, Coordination
9. Sh. Satish D Jaswani, AAO, IT&Tech
10. Sh. Jagdish Chand, AAO, NPS
11. Ms. Rashmi Chaudhury, AAO, RBD
12. Sh. M.M.Kaushik, Consultant, Grievance Cell
13. Sh. Vijay Singh, Consultant, IT&Tech
14. Sh. Jagjit Singh, DBA, CPAO
15. Sh. Milind Krishna, Sr. Software Developer, CPAO

Ministry of Defence:

1. Sh. R. K.Pandey, AAO, PCDA (P), Allahabad
2. Sh. Manish Nagar, AAO, PCDA (P), Allahabad
3. Sh. Mukesh Kumar, CGDA
4. Sh. Chandra Shekhar Kumar, CGDA

Deptt. of Telecommunication

1. Sh. G. Bhaskaran, Director (Accounts-II)
2. Sh. S.R. Chaudhary, ADG (Accounts), DOT

Deptt. of Posts:

1. Sh. Banwari Lal, AO

Bank:

1. Md. Arif Siddiqui, Chief Manager, Allahabad Bank
2. Sh. Sunil Bihari, Chief Manager, Andhra Bank
3. Ms. Hetal Pardiwala, Asstt. Vice President, Axis Bank
4. Ms. Mary Ratnam, Sr. Manager, Axis Bank
5. Sh. Suresh Gajendran, AGM, Bank of Baroda - CPPC
6. Sh. Anipet Sharma, Officer, Bank of Baroda - CPPC
7. Sh. V.D. Raut, Chief Manager, Bank of Maharashtra, GAD
8. Sh. V. Ramamohan, AGM, Canara Bank
9. Sh. Rajesh N., Canara Bank
10. Sh. Alok Gupta, Manager, Corporation Bank
11. Sh. A.K. Mandal, Chief Manager, Central Bank of India - CPPC
12. Sh. Chetan Sharma, Chief Manager, Dena Bank
13. Sh. V. Ganesh, Chief Manager, Indian Bank
14. Sh. Surendra Kumar, Indian Bank
15. Sh. Awakash Sinha, Chief Manager, Indian Overseas Bank
16. Sh. N.K. Jha, Sr. Manager (IT), Indian Overseas Bank
17. Ms. Arumugam Pillai, AVP, ICICI Bank
18. Sh. Pawan Mantri, Chief Manager, ICICI Bank
19. Ms. Sumita Kumari, IDBI Bank,
20. Sh. Shubrat Pandey, IDBI Bank
21. Sh. Sanjay Garg, DVP, HDFC Bank Ltd
22. Sh. Anil Gupta, Sr. Manager, Oriental Bank of India
23. Sh. Deepak R. Patra, Sr. Manager (IT), Oriental Bank of India
24. Sh. Manjeet Singh, Chief Manager, Punjab & Sind Bank
25. Sh. Abhishek Rana, Officer, Punjab & Sind Bank
26. Sh. Yashpal, Sr. Manager, Punjab National Bank
27. Sh. D.P.S. Chawla, Punjab National Bank
28. Sh. G. P. Singh Chadha, Punjab National Bank
29. Ms. Garima, Manager (IT), Punjab National Bank
30. Sh. Jitender Kumar, Sr. Manager (IT), Syndicate Bank
31. Sh. Dilip Gehlot, AGM, United Bank of India
32. Ms. Sabina K. Sangma, Union Bank of India
33. Sh. Abhishek Kumar, Union Bank of India
34. Sh. Parvinder Singh, UCO Bank
35. Sh. Alok Kumar, UCO Bank