



CPAO/IT & Tech/Bank Performance/37 (Vol-III)/2018-19/22

15.05.2018

Office Memorandum

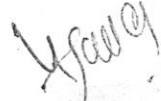
Subject:- Non- acceptance of Nomination Form for Life Time Arrear (LTA).

It has been observed that Pension Payee Scheduled Bank branches are not accepting Nomination Form for "Life Time Arrear" on the pretext that their branch has not received any instructions from their head office.

As per para 23 of the Scheme Booklet on acceptance of Nomination Form for Life Time Arrears provides that where the Nomination for the payment of arrears does not exist then the Authorized Bank will seek instructions of the CPAO, who will in turn, refer the matter to AG/CCA/CA/Dy.CA for obtaining the requisite sanction of Head of the Office. As such, the claimant can also approach the Head of Office where the pensioner served before his/her retirement/ death.

Moreover para 4.5.7 of the Scheme Booklet clearly states that "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."

This issues with the approval of Chief Controller (Pensions).


(Praful Dabral)
Sr. Accounts Officer (IT & Tech)
Ph No.011-26166758

To

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs
2. Heads of CPPCs of all Banks
3. Heads of Government Business Divisions of all Banks (As per list)

Copy to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) The General Manager, Reserve Bank of India, Deptt. of Govt. and Bank Accounts, Central Office, Opp. Central Rly. Station, Byculla, Mumbai - 400008.
- iii) The Under Secretary, Ministry of Finance, Deptt. of Financial Services, Jeevan Deep Building, Sansad Marg, New Delhi-110001.
- iv) The Director (Pension), Deptt. of P&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003.
- v) PS to CC (P), CPAO, New Delhi
- vi) Sr.TD(NIC), CPAO, New Delhi
- vii) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- viii) Sr. AO (IAW), CPAO, New Delhi.