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MINISTRY OF FINANCE  
DEPARTMENT OF EXPENDITURE  
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CPAO/IT& Tech/Web Responsive Service/ 2016-17/16.001-X/15-8

Dated: 25.10.2016

### Office Memorandum

**Subject:- Proceedings of the Workshop for Banks on monitoring the pensioners grievances through "Web Responsive Pensioners' Service" held on 03.10.2016 at SWASTI Conference Hall of Mahalekha Niyantarak Bhawan**

The Proceedings of the workshops for Banks on monitoring the pensioners grievances through "Web Responsive Pensioners' Service" held on 03.10.2016 at SWASTI Conference Hall of Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi is hereby forwarded for information and further necessary action.

Encl:-As above

  
(Vijay Singh)  
Sr. Accounts Officer (IT&Tech)

To,

1. Heads of CPPCs of all Authorised Banks.
2. Heads of Government Business Divisions of all Authorised Banks.

Copy to:

1. Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
2. PPS to Addl. CGA (GPG), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
3. PS to Jt. CGA (RBD)
4. PS to CC(P), CPAO, New Delhi
5. PA to CA, CPAO, New Delhi
6. PA to Dy. CA, CPAO, New Delhi
7. Sr. AO (Coordination), CPAO

(Vijay Singh)  
Sr. Accounts Officer (IT & Tech)

## Proceedings of the Workshop

### **Proceedings of the Workshop for Banks on monitoring the pensioners grievances through "Web Responsive Pensioners' Service" held on 03.10.2016 at SWASTI Conference Hall of Mahalekha Niyanktrak Bhawan**

A workshop on monitoring the pensioners grievances through "Web Responsive Pensioners' Service" by banks was organized on 03.10.2016 at SWASTI Conference Hall of Mahalekha Niyanktrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi-110023 (list of participants is attached).

2. At the outset, CC (P) welcomed the participants. In his inaugural speech Controller General of Accounts congratulated CPAO for developing the service and mentioned that with the launching of 'Web Responsive Pensioners' Service' by Hon'ble Finance Minister on 14<sup>th</sup> September, 2016, all stakeholders including banks have to work in close co ordination to fully implement this service. He further mentioned that this service is an important ICT initiative to empower pensioners with information and meet Digital India Goals and a step to improve Transparency, Responsiveness & Accountability which is expected to improve service delivery to pensioners. CGA pointed out that Banks are very important stakeholders in the process as more than 70% of grievances received at CPAO pertain to Banks. He observed that the two top most grievances of pensioners with banks are delay in credit of pension and delay in effect of revisions and payment of arrears. Therefore, Banks have to use this facility regularly and ensure timely response to the CPAO. Further, timely uploading of e-scrolls by banks are also necessary as through this service the details of pension credits are also made available to pensioners.

3. After the inauguration of the workshop, CC (P) made a presentation on "Web Responsive Pensioners' Service" highlighting objectives of this service, recent initiatives taken by CPAO, basic features of the service, benefits, measures to popularize and the way forward. He described the core features of the "Web Responsive Pensioners' Service" (WRPS) i.e. Pensioners Information Service, Grievance Module and Retiring Employees Module. He requested Banks to regularly use the grievance Module and monitor the grievances through the module and ensure that no grievance is allowed to be kept pending beyond 30 days. He also informed that monthly review of pendency of grievances with banks will be taken. Further, CPAO's database of pensioners have presently very less mobile numbers and Aadhaar numbers and banks should invariably upload master data and scrolls mentioning this information which CPAO can incorporate into its database. Sr. TD/ TD, NIC, CPAO made presentation on process flow under WRPS and Grievance Module.

4. During the presentation, almost all the banks opined that if the Account number of the pensioner along with 12 digit PPO No, Date of Birth, Date of Retirement /Death of pensioner (in case of family pensioner) is provided while forwarding the grievance to the bank, it will facilitate the banks in faster tracking of the case. It was advised to banks that their internal system should be able to generate link between PPO number and Bank account number of the pensioner as both the information are available with banks.

However, to facilitate banks, CPAO will also make suitable changes in its Grievance format being forwarded to banks. For making the grievance redressal system more effective and successful, CC (P) quoted the provisions of CPPC guidelines & advised the banks to provide a web page on CPPC website exclusively for pensioners and provide the link of their websites with the website of CPAO.

5. Some of the banks wanted clarification on payment of Dearness relief to re-employed pensioners while revising the pension of pre-2016 cases. It was informed to the banks that position has already been clarified by CPAO vide its OM dated 30<sup>th</sup> August, 2016 under Sl. No. 4 of Annexure-II to above reference that "As is clear from Para 7(a) of the OM dated 04.08.2016, the pension of those pensioners who are re-employed and were not drawing dearness relief before 01.01.2016, is also required to be revised w.e.f. 01.01.2016 in terms of the said OM. However, dearness relief on revised pension will not be admissible during the period of re-employment".

6. Other items like implementation of e-PPO(Pension Revision) project, compliance of Internal Audit Paras, Seeding of Aadhaar number with bank account, revision of pension cases of 7<sup>th</sup> CPC etc. were also discussed as follows:-

- i) **Status of e-PPO (Pension Revision) project:-** After successful implementation of digitally signed e-PPO for Revision Authorities by four banks i.e. SBI, PNB, Bank of Baroda and Canara Bank, it was extended to all banks w.e.f. Feb,2016. However, still six banks i.e. Bank of India, Central Bank of India, United Commercial Bank, Syndicate Bank, Oriental Bank of Commerce and Indian Overseas Bank are out of this system as their SFTP servers are not ready. Bank of India, Oriental Bank of Commerce, Indian Overseas Bank and Central Bank of India assured to provide their SFTP to CPAO within a week while United Commercial Bank assured to provide it by the end of October, 2016. Syndicate Bank could not give any cut off dates for want of their SFTP account. These Banks were instructed to make provisions for SFTP without any further delay.
- ii) **Compliance of Audit Paras:-** Controller of Accounts, CPAO pointed out that out of 42 CPPCs compliance report against the pending audit observations is awaited from 13 banks. All the remaining banks assured to submit their compliance report within the month of October, 2016 itself.
- iii) **Review of Aadhaar Seeding:-** While reviewing the status of Aadhaar seeding, it was observed that Aadhaar seeding by three banks i.e. United Commercial Bank, State Bank of Patiala and ICICI Bank were below average which required special attention from these banks. All the banks were advised to continue their efforts to make it 100% for the cases where pensioners are having Aadhaar numbers.
- iv) **Revision of Pension cases:-** While reviewing the status of revision of pension cases of 7<sup>th</sup> CPC, it was observed that the figures reported by bank by email and shown in Format-A of e-scrolls have a huge variation. Therefore, all the banks were advised to submit their updated e-scrolls with complete information in

Format-A indicating the revision of 7<sup>th</sup> CPC. In future, this information invariably be provided with each e-Scroll.

- v) **Medical Allowance**:-Some banks raised the issue of payment of Medical Allowance on revised rates. They wanted to have a revised SSA on individual basis from CPAO for making the payment at revised rates. The point was clarified that banks should automatically make the payment on revised rates as and when the orders of revision are issued by the Govt. of India like payment of enhanced Dearness Relief. However, it was decided to issue a clarificatory OM also in this regard to all the banks.

7. Sh. G. P. Gupta, Addl. CGA in his concluding remarks mentioned that the role of banks is extremely important in effective implementation of "Web Responsive Pensioners' Service" and hoped that this workshop must have been very useful in familiarizing and sensitizing the Banks. Further, Since Pension Payment information provided to pensioners through this service is based on e-Scrolls received from the Banks; the banks should ensure timely uploading of e-Scrolls for CPAO. He further mentioned that though the Banks performance in pension payment and disbursements is improving they will be increasingly under government and public scrutiny to continuously further improve their performance.

The workshop ended with a vote of thanks by the Controller of Accounts to all the participants.

## **List of Participants: Morning Session**

1. Smt. Praveena Kala, GM, State Bank of India, Government Business Department
2. Shri Anil Sharma, Chief Manager, State Bank of India, Government Business Department
3. Shri Virendra Singh, Sr. Manager, State Bank of India, CPPC, Delhi
4. Shri Rakesh Kumar Mittal, Manager (Systems), State Bank of India, CPPC, Delhi
5. Ms. Kalavathy Subramaniam, State Bank of India, CPPC, Chennai
6. Sh. R.K.Sharma, AGM, State Bank of India, CPPC, Delhi
7. Shri A.K.Mishra, State Bank of India, CPPC, Mumbai
8. Shri A.K. Arora, State Bank of India, CPPC, Panchkula
9. Shri S.C.Jindal, Dy. Manager State Bank of India, CPPC, Panchkula
10. Shri G. Narsimha Murthy, Chief Manager, State Bank of India, CPPC, Bangalore
11. Shri Pradeep Kumar Das, Manager, State Bank of India, CPPC, Patna
12. Shri Bipul Ch. Konta, Asstt. Manager, State Bank of India, CPPC, Guwahati
13. Shri Dinesh B. Patel, Asst. General Manager, State Bank of India, CPPC, Ahmedabad
14. Shri R.P. Mishra Smasiv, State Bank of India, CPPC Allahabad
15. Shri Sathish Kumar S, Chief Manager, State Bank of India, Trivandrum, CPPC
16. Shri Ajay Singh Shakya, AGM, State Bank of India, Lucknow
17. Shri Gubav Bihari Swain AGM, State Bank of India, CPPC, Ahmadabad
18. Shri Meghraj Assudani, State Bank of India, CPPC, BPL
19. Shri Sanjay Jain, Chief Manager, UCO Bank, CPPC-Nagpur
20. Shri Yashpal, Punjab National Bank, CPPC-Delhi
21. Shri. Satyendra Singh, TFO-II- Scale-I, Canara Bank
22. Shri K.S. Habbar, Asstt. General Manager, Canara Bank
23. Shri Vinod Kumar Sondhi, Chief Manager, Union Bank of India, CPPC
24. Shri S.K. Sangma, Union Bank of India, Government Business Department
25. Shri Divya Kumar Acharya, Chief Manager, United Bank of India, CPPC
26. Shri Subrat Som, Sr. Manager, United Bank of India
27. Shri Ramesh Kumar, Manager, Syndicate Bank
28. Shri V.K.Chug, Syndicate Bank
29. Ms. Suja Jacob, Chief Manager, State Bank of Travancore, CPPC
30. Ms. R. Kaur, Chief Manager, Punjab National Bank
31. Shri D.P.S. Chawla, Punjab National Bank, CPPC
32. Shri A.N. Mehta, Bank of Baroda, CPPC
33. Shri Vijayakumar V.P, Bank of Baroda, CPPC
34. Shri J.S. Bhatia, Chief Manager, Bank of India,
35. Shri D.V. Joshi, Chief Manager, Bank of India, CPPC, Nagpur
36. Shri Naveen Madhyani, Bank of India
37. Shri P.K. Chandan, Sr. Manager, Central Bank of India
38. Shri P.L. Meena, Manager, State Bank of Bikaner & Jaipur
39. Ms. Vibha Garg, Manager ICICI Bank, CPPC, Delhi.

## **List of Participants: Evening Session**

1. Shri V.D. Raut, Incharge –Bank of Maharashtra, CPPC
2. Shri Muni Singh, Chief Manager – Dena Bank, CPPC
3. Shri Amar Singh, Chief Manager – State Bank of Patiala, CPPC
4. Shri B.Shekhar Vats, Manager – State Bank of Patiala
5. Shri Ramakrishna Acharya, Dy. Manager – State Bank of Mysore
6. Shri Sanjay Garg, HDFC Bank Ltd., CPPC
7. Shri R.P. Singh, State Bank of Mysore, GBD
8. Shri D. Ramanaiah, Sr. Manager, Indian Bank, CPPC
9. Shri Vikas Rathee, Sr. Manager, Andhra Bank, CPPC
10. Shri Vijay Kumar Uppal, Corporation Bank
11. Shri Hmeank Mauria, Corporation Bank
12. Shri Vikrant Thakur, ICICI Bank
13. Shri Anil Gupta, Oriental Bank of Commerce, CPPC
14. Ms. Kusum Malhotra, Chief manager, Punjab & Sind Bank, CPPC
15. Ms. Neha Agarwal, Punjab & Sind Bank, CPPC
16. Shri Jitendra Singh, IDBI Bank
17. Ms. Sumita Kumari, IDBI Bank
18. Shri K.R. Prakash, Chief Manager, State Bank of Hyderabad, CPPC
19. Ms. Suchita Nayan, Officer, Allahabad Bank
20. Shri A.K. Raymukherjee, Allahabad Bank