

**SINGLE WINDOW SYSTEM
FOR DISBURSEMENT OF
PENSION TO THE PENSIONERS OF
DEPARTMENT OF TELECOM
THROUGH PUBLIC SECTOR BANKS**

Revised Scheme for Disbursement of Pension to Telecom Pensioners through Central Pension Processing Centre (CPPC) of Public Sector Banks

1. **INTRODUCTION :**

Consequent upon introduction of Single Window System (SWS) of Pension Disbursement by Public Sector Banks through their CPPCs in accordance with the directions of CGA, Ministry of Finance & Reserve Bank of India, modification of the existing procedure of pension disbursement to Telecom Pensioners through PSU Banks which is in vogue for quite some time was under the consideration of Department of Telecommunications and has been decided to introduce the system (SWS) for distribution of pension by Public Sector Banks.

2. **THE REVISED SCHEME :**

In partial modification of the existing procedure wherein specific public sector banks were allotted to specific states, it has been decided that all the public sector banks shall be allowed to disburse telecom pension in all the states which are administratively organized into 26 Telecom Circles headed by Pr. CCAs / CCAs / Jt. CCAs. The detailed list of Pr. CCAs/CCAs/Jt. CCAs alongwith their jurisdiction is appended as Annexure-`A`. The modified procedure shall do away with the existing `Link Branch` concept at District level for coordination of pension disbursement of specific public sector bank and shall also do away with the `Focal Point Branch` concept of RBI / SBI or its subsidiaries or any other Bank which were responsible for reimbursement of the payments made by the Public Sector Banks. The complete functions of Link Branches of different public sector banks & partial functions of Focal Point Branches shall be centralized at the CPPCs of the Public Sector Banks. The identified CPPCs of individual Public Sector Banks will function as Link Branch of that specific bank which will supervise pension disbursement to the telecom pensioners in the whole of India for all branches of the specific Public Sector Bank. The Scroll Management aspects of the Focal Point branches shall be handled by the respective CPPCs of the Public Sector Banks and the reimbursement aspect of the Focal Point Branches shall be managed by the Link Cells of the respective Banks located at Nagpur through CAS branch of RBI which will be the single point of reimbursement of the amount of pension disbursed by each of the Public Sector Banks for telecom pensioners. The detailed list of CPPCs of the Public Sector Banks with their mapped jurisdiction of corresponding Pr. CCAs / CCAs / Jt. CCAs is attached as Annexure-`B`. In addition to the CPPCs of the Public Sector Banks which will carry out the functions of Link branches and the Focal Point Branches partially, all the banks will identify a Nodal Branch in each CCA Hqtr. for coordination with the CCAs.

3. **APPLICABILITY :**

- 3.1 The revised procedure shall be applicable to the existing and new Telecom Pensioners drawing pension from Banks who are basically classified into two categories i.e. CDA Pensioners & IDA Pensioners.
- 3.2 Telecom employees who are eligible for either CDA Pension or IDA Pension will have the option to draw their pension as per the existing procedure either from Post Offices or any Public Sector Bank of their choice, on or after the revision of the existing scheme. Similarly, eligible dependants of deceased telecom employees who may be sanctioned family pension on or after introduction of the scheme will also have the option of drawing family pension either from Post Office or through their preferred Public Sector Bank.

4. **SALIENT FEATURES OF THE REVISED SCHEME :**

- 4.1 The Single Window System of Pension Disbursement proposed by the Public Sector Banks involves limited stake holders / nodes of operation in (a) the disbursement of pension to the Telecom Pensioners, (b) Accounting of disbursed pension, (c) Reimbursement of the amount of disbursed pension to the Public Sector Banks and (d) Auditing of the disbursed pension. The 26 territorial Telecom Circles headed by Pr. CCAs/CCAs/Jt. CCAs constitute one type of node of operation of the scheme. Individual Public Sector Banks have atleast 4 nodes of operation namely their CPPC, Paying branch, Nodal branch at CCA Hqtr. for coordination and Link Cell at Nagpur to deal with reimbursement from CAS, RBI Nagpur. The reimbursement to the Public Sector Banks shall be managed by a single node of RBI at Nagpur. In lieu of the existing multifarious Link Branches & Focal Point Branches of different Banks, the revised scheme will help in developing a triangular structure of disbursement and reimbursement including that of Accounting & Auditing amongst the 3 Stake holders i.e. the Telecom Authority, Individual Public Sector Bank & RBI.
- 4.2 Under the revised scheme the amount of the Pension will be credited to the Pensioner's Account on the last working day of the month or as per RBI guidelines, except in the case of pension for the month of March which shall be credited on or after the first working day of the succeeding month by the designated CPPC.
- 4.3 Payment of pension (including family pension) will be automatic. No bill will be required to be submitted for this purpose by the pensioner. The amount of the monthly pension including relief on pension sanctioned by Govt. from time to time will be credited by the CPPC of the selected bank of the pensioner to his or her individual Savings / Current Account already opened with any paying branch of the selected bank.
- 4.4 A pensioner availing / preferring to avail this facility will have to open a Savings (joint account optional) / Current Account for this purpose in his / her name in the particular branch of the selected bank unless he / she is already having one. In case the pensioner is already having an account and has authorized a Power of Attorney holder to operate on it as his / her agent, he /

she should be asked to open a new account in his / her sole name or revoke the mandate in favour of the Attorney before the pension is credited to such an account. However, the facility of allowing cheque books and acceptance of standing instructions for transfer of funds from the account is admissible as per the standing instructions of Reserve Bank of India.

- 4.5 In respect of future authorization of pension including family pension to the pensioners who opt for drawing their pension from their selected Public Sector Bank, the Pension Payment Order (PPO) will be prepared by the designated Communication Accounts Officer of office of CCA and forwarded to the designated CPPC of the particular PSU bank, under normal circumstances. However, in case of a Public Sector Bank having more than one CPPC, the jurisdiction of the CCAs with that of the respective CPPCs of the Bank shall be mapped and PPOs shall be forwarded by the territorial CCAs to the concerned CPPC mapped to its jurisdiction. Similarly, in case of a pensioner who retires under the jurisdiction of a CCA but prefers to draw pension in the jurisdiction of another CCA, the PPOs will be forwarded to the identified CPPC by the CCA under whose jurisdiction the Paying branch is functioning / located.

5. **PAYMENT OF GRATUITY AND COMMUTED VALUE :**

Payment of death gratuity / retirement gratuity/commuted value of pension will continue to be paid by DoT as has been done hitherto either through the DDOs under whose jurisdiction the Pensioner had worked or through ECS / RTGS mechanism preferred by the would be pensioner. Unless otherwise specified payment of death gratuity / retirement gratuity/commuted value of pension by the CPPC of the selected bank shall not be covered under the revised scheme.

6 **PROCEDURE :**

The designated Communication Accounts Officer of the Office of CCAs are authorized to issue PPOs to the CPPCs of the Public Sector Banks. The specimen signature of the designated CAOs of all the CCAs who are authorized to issue PPOs are to be circulated by the CCAs to all other CCAs and all the CPPCs of all the Public Sector Banks.

- 6.1 The designated Communication Accounts Officer who is authorized to issue PPO shall indicate in the PPO the particular branch of the Public Sector Bank and the Account Number furnished by the would be pensioner from / through which the pensioner has opted to draw the pension. This aspect should invariably be followed for any Amendment letter / Revision order issued against the PPO. In case due to any reason, the Bank changes the Account Number of the pensioner, the same should be intimated invariably to the concerned CCA for updation of his record.
- 6.2 The territorial Controller of Communication Accounts (CCA) under whose jurisdiction the place where the pensioner wishes to draw his pension falls will be the coordinating officer with the CPPC of the selected Bank and the Nodal Bank Branch located at CCA Hqtr. The territorial Controller of Communication Accounts (CCA) under whose jurisdiction the paying branch of the selected bank

is located will be responsible for counter signing and forwarding PPOs to the CPPCs of the selected bank irrespective of generation of the PPO in any telecom Circle.

- 6.3 An impression of the special seal of the territorial CCA alongwith the specimen signature of the designated Communication Accounts Officer will be forwarded to the CPPC by the concerned CCA .The provision of this para are equally applicable to the designated Communication Accounts Officer who is authorized by the CCAs to issue any amendment letters on revision of pension of any pensioner.
- 6.4 In respect of new pensioners the designated Communication Accounts Officer who is authorized to issue PPO should send both halves of the PPO to the CPPC of the selected PSU Bank if the would be pensioner desires to draw his pension in any PSU Bank branch under the jurisdiction of the CCA.
- 6.5 In case the pensioner desires to draw his pension in any branch of a selected Public Sector Bank which is located in the jurisdiction of any other CCA the PPO copies (both halves) has to be sent by the designated CAO of the CCA to the CCA under whose jurisdiction Pension Disbursement will be effected. The CCA who receives both halves of the PPO from any other CCA shall observe all the formalities i.e. verify the genuiness of the PPO issued by any other Circle and after entering the particulars of PPO in the pension check register shall forward the same to the CPPC of the selected bank under a forwarding letter bearing the special seal and duly countersigned by his designated Communication Accounts Officer whose specimen signature is available in the CPPCs of the Bank. The provisions of this para are equally applicable to any amendment letters required to be issued consequent upon revision of pension.
- 6.6 The PPOs will invariably be despatched by Speed Post and appropriate record maintained at all points i.e. in the Office of CCA, in CPPC of the selected Paying Bank in such a manner that monitoring of the movement of PPO from one point to other point is easier at any point of time.
- 6.7 The Communication Accounts Officer authorized to issue PPO, the CPPC of the selected Bank and the paying branch of the selected bank will keep the pensioner informed at each stage of movement of the PPO once the PPO is issued to the next level.
- 6.8 The designated CPPCs will maintain a register in the form prescribed in Annexure-`C` as an index of the movement of the PPO in respect of Telecom Pensioners preferring to draw their pension through PSU Banks.
- 6.9 It is the prime responsibility of the CPPC to verify the special seal and signature / countersignature of the designated / authorized Communication Accounts Officer whose specimen signature is available with the CPPC. In case of any doubt during verification the CPPC shall revert back to the CCA from whose office the PPO has been received by the CPPC.
- 6.10A specific time schedule should be followed by various authorities who are involved in disbursement of pension to ensure disbursement commences within

one month from the date of retirement of an employee. The time schedule prescribed below should be invariably followed by all the authorities.

| Name of Authority | Time Schedule |
|--|---|
| Communication Accounts Officer issuing the PPO. | Despatch of PPO by Communication Accounts Officer to the Territorial CCA under whose jurisdiction the paying branch of the Banks falls, after last working day of the month of retirement. |
| Territorial Controller of Communication Accounts under whose jurisdiction the paying branch of the bank falls. | Despatch of the PPO by Territorial Controller of Communication Accounts to CPPC of the Public Sector Bank by 15 th of the month following the date of retirement. |
| CPPC | Despatch of PPO by CPPC to Paying branch by 20 th of the month following the date of retirement.. |
| Paying Branch | Paying branch will complete all formalities and ensure that the pension has been credited to the pensioner's account on due date i.e. on the last working day of the month following the month of retirement. |

6.11 On receipt of documents from the CPPC as indicated above the paying branch of the selected bank shall immediately address the pensioner through a letter or message alerts/sms/email in the form as in Annexure-'D' advising him / her to appear at the branch along with the documents mentioned therein for the purpose of identification. In the case of a physically handicapped pensioner who is unable to present himself / herself at the paying branch the requirement of personal appearance shall be waived. Instead thereof the Officer-in-Charge of the branch of the Bank or his representative should visit the pensioner's residence / hospital for completing the process of identification and obtaining specimen signature etc. for initiating pension disbursement in time. For this purpose the pensioner shall submit to the paying branch of the Public Sector Bank a certificate from a registered medical practitioner about his/her being physically handicapped.

6.12 The paying branch shall obtain specimen signature or thumb impression as the case may be in the space provided for the purpose in the disburser's portion of the PPO in case of a new pensioner and hand over the pensioner's portion of the PPO to him / her after proper identification in accordance with the standard procedure before commencement of the pension disbursement. The paying branch shall also obtain an undertaking in the form in Annexure-'E' from the pensioner that excess payment if any credited to his / her account due to delay in receipt of any material information or to any bonafide error can be recovered by the Bank with proper intimation to the pensioner.

- 6.13 On the first appearance of a pensioner at the Paying branch the officer-in-charge of the branch or his designated representative will satisfy himself about the identity of the pensioner by ensuring that :-
- 6.14 The pensioner has produced his / her personal copy of the intimation received directly from the designated Communication Accounts Officer authorized to issue PPO.
- 6.15 The personal identification marks if any on the face or / and hand of the pensioner given in the disburser's portion of the PPO have been checked.
- 6.16 The pensioner bears a close resemblance with his / her photograph as affixed on the disburser's portion of the PPO.
- 6.17 The pensioner's specimen signature or thumb & fingers / great toe impressions as the case may be to be obtained by him in the space provided for the purpose in the disburser's portion of his / her PPO agree with his / her attested signatures or thumb & fingers / great toe impressions received with the PPO.
- 6.18 In case of temporary inability to appear in person in consequence of the pensioner's bodily illness or infirmity, verification may be carried out as above as soon as the pensioner recovers from illness.
- 6.19 The personal identification of the pensioner as prescribed in the preceding paragraphs will be carried out only before commencement of first payment of pension at the paying branch.
- 6.20 The disburser's portion of the PPOs shall be returned back by the paying branch to the CPPC of the selected Bank which in turn shall place the PPO in serial order in a separate file for telecom pensioners which must be kept in the custody of the CPPC in such a manner that the pensioner shall not have any access thereto.
- 6.21 The pension shall be paid every month by the paying branch on the authority issued by the CPPC after deduction of income tax, wherever applicable, by crediting the net amount to the Savings Bank / Current Account of the pensioner maintained at the paying branch.
- 6.22 It is the responsibility of the Bank for deduction of Income Tax at source from the pension payments in accordance with the rates prescribed from time to time. Where such deductions are made the paying branch will issue a certificate of tax deducted in the form prescribed in the Income Tax Rules to the pensioner in the month of April every year.
- 6.23 The paying branch of the selected bank or the CPPC will maintain a detail record of pension payments made by the bank to the pensioner from time to time in form of an individual ledger as prescribed in Annexure-'F', which

may be produced by the bank either to the pensioner or the pension sanctioning authority on demand.

6.24 The Paying branch of the Bank shall provide a copy of the Annual ledger exhibiting the details of Pension disbursement to the pensioner by June every year.

6.25 Whenever there is change in the basic rates of pension conveyed by the competent authority of DOT the paying branch shall call back pensioner's half of the PPO and record thereon the changes indicating inter-alia the dates from which the changes are made effective.

6.26 In order to implement the scheme a New PPO Numbering Scheme for numbering the PPOs will be adopted by the Department of Telecom which will be notified by Dy. Director General (Accounts). All the old PPO Nos. will also be digitalized as per the New PPO Numbering Scheme. The concerned CCAs will intimate the CPPCs the new numbers of the old PPOs. The CPPCs in turn will mention the old PPO Number and the new PPO Number in the computerized scrolls till the New Number scheme is implemented by all the CCAs.

7

ACCOUNTING :

7.1 Once all the Pension Accounts are credited for the month by the CPPC, three copies of scrolls will be prepared by the CPPC for pension paid under each minor head prescribed under the scheme in the form prescribed in Annexure-'G'. The CPPC will allocate a running number to the monthly scrolls during a financial year. A copy of the scroll so prepared branch wise of each respective CCA's jurisdiction shall be forwarded by the CPPC to the CCA concerned latest by the 7th of the following month. One copy of the scroll should be retained by the CPPC itself and one copy should be forwarded to its Link Cell at Nagpur. The Link Cell of the respective Public Sector Bank will consolidate CCA wise scrolls and take reimbursement from CAS, Nagpur. The copy of the scroll for all the CCAs shall be retained by the Link Cell for future reference.

7.2 The CPPC of the concerned Bank shall ensure that no excess reimbursement is claimed / made against the consolidated Accounts of a territorial CCA. Whenever excess reimbursement is by any CCA, the amount should be refunded back by the Bank to RBI immediately as per the existing rules and procedures. The Reserve Bank of India in turn should credit the amount received from the Public Sector Bank to the Accounts of Department of Telecommunication under intimation to the concerned CCA.

7.3 The concerned territorial CCA will on receipt of the scrolls showing the gross and the net amount arrange for the necessary credit to the appropriate heads of the account on the amounts deducted and debited to the gross amount of pension paid. Certificate to that effect should be issued by the concerned CCA, classifying the amount to Pensioners / Family Pensioners.

7.4 In case there is any change in pension payments in any particular month as compared to the pension payment of the preceding month for any reason the CPPC will make a notation 'change' alongwith suitable reasons to be recorded in the remarks column of the payment scroll for that month against the effected entry. If in any particular case, pension payment has been stopped entirely for reasons of death of a pensioner or non-submission of any certificate or transfer of pension account to any other pension paying branch etc. the relevant particulars of the PPO as appearing in the previous scroll are to be included in the scrolls of the month in which change has taken place. However, the amount column there in may be left blank with a notation 'change' giving suitable reasons against the affected entry in the remarks column.

8 **SPECIFIC FUNCTIONS OF THE PAYING BRANCH :**

- 8.1 The pensioners / family pensioner would be required to furnish a life certificate in November each year in the prescribed form at Annexure-'H' which can be issued by the officers of the RBI or any Public Sector Banks or any other competent authority decided by the Government of India from time to time. In case a pensioner is unable to obtain a life certificate from any competent authority on account of serious illness / in incapacitation an intimation to this effect supported by a medical certificate from a registered medical practitioner about his / her to the officer-in-charge of the paying branch shall be sent by the pensioner so that the latter may nominate an officer to visit the pensioner at his / her residence / hospital for the purpose of recording the life certificate.
- 8.2 The pensioner / family pensioner would be required to furnish a non-employment or an employment / reemployment certificate in a department / office, company, corporation, autonomous body or registered society of the Central or State Government or Union Territory or a Local Fund once in a year in the month of November in the form prescribed in Annexure-'I'. In case of a pensioner (including family pensioner) is reemployed in a Department / office, Company, Corporation, Autonomous body or a registered Society of Central / State Govt. or Union Territory or a local fund, the same should be intimated by the Paying Branch to the CPPC who in turn will take the advice of CCA before crediting Pension to the Pensioner's Account.
- 8.3 Retired Telecom Group-A officers are required to furnish a declaration in May and November each year in the forms prescribed at Annexure-'J' about acceptance / Non-acceptance of Commercial employment within two years from the date of their retirement and also about acceptance / non-acceptance of employment under any Govt. outside India / International organization of which Govt. of India is not a Member. If commercial employment has been accepted within two years from the date of retirement without obtaining Government's approval or any of the conditions attached thereto by the Govt. while according approval has been violated at any time within two years from the date of retirement, or if employment under any Government outside India or under an international organization of which Govt. of India is not a member has been accepted, the paying branch / CPPC of the concerned bank will seek orders of the Govt. of India through the territorial CCA before making further pension payments.

- 8.4 In case of family pension, if the recipient is unmarried daughter or widower, certificate of non-marriage / remarriage is to be furnished by the recipient once in six months i.e. May & November. It is the responsibility of the paying branch to collect the certificate and communicate the same to its CPPC. In case of widow recipient if an undertaking is furnished by the widow at the time of commencement of pension to the effect that she would report promptly such an event to the Pension Disbursing Authority, the furnishing of separate certificate of remarriage twice a year will not be necessary. The format of this specific certificate is attached as Annexure-`K`.
- 8.5 The paying branch of the selected public sector bank holds the sole responsibility of collecting all necessary certificate from the pensioners as prescribed every year and intimate CPPC in due time.

9 **FUNCTIONS OF CPPC IN UPDATION OF PAYABLE PENSION :**

- 9.1 Telecom Pensioners / family pensioners are broadly classified into CDA & IDA categories. The relief orders issued by Ministry of Personnel, Public Grievances and pension (Department of Pension & Pensioners Welfare) are only applicable to the CDA pensioners. The CPPCs of the Public Sector Banks should ensure credit of any relief to the pensioners' account of the CDA pensioners promptly on receipt of such orders from Govt. of India which is issued twice in a year i.e. half-yearly basis. Relief Orders issued by Department of Public Enterprise on DA / ADA rates are applicable to IDA pensioners. The CPPCs of the Public Sector Banks have to credit relief to the Pensioner's Account of IDA pensioners similarly on receipt of the order from either Department of Public Enterprise or Department of Telecommunications on Quarterly basis.
- 9.2 In case where the amount of pension payable is revised for some reason, the payments at the revised rates including arrears if any may be arranged by the CPPC.
- 9.3 In cases other than those in which arrears of pension arise due to the death of a pensioner, if the pension has not been credited by the Bank to the Account of a pensioner for any reason for a period exceeding one year, details thereof and reasons for not crediting the pension if known shall be communicated to the territorial CCA by the CPPC on 1st April & 1st of October each year. Arrears paid if any in such accounts shall be credited to the Accounts of the pensioner by the CPPC on receipt of sanction from the concerned territorial CCA.
- 9.4 If in any case, pension has not been credited to the account of a pensioner for a period of three years or more the CPPC shall return back the disbursers portion of the PPO to the concerned territorial CCA with a suitable endorsement thereon specifying the date upto which the pension was credited in the pensioner's account. Payment of arrears in such cases will be made as also payment of current pension resumed by the Public Sector Bank only on receipt of the PPO with a specific sanction of the competent authority i.e. the territorial CCA.

CONVERSION OF PENSION TO A FAMILY PENSION ON THE DEATH OF A PENSIONER :

- 10.1 In case of death of a pensioner, pension shall be drawn for the day of the pensioner's death irrespective of time of death. On receipt of a death certificate in respect of the pensioner the paying branch of the bank / CPPC will work out the amount of arrears due to the deceased or overpayments if any made to him. Prompt action shall be taken to recover the overpayment from the deceased's account in terms of the undertaking already obtained by the paying branch from the pensioner at the time of commencement of the pension. Payment of arrears will be made to the heirs of the deceased pensioner if the deceased pensioner had not submitted any nomination under the payment of arrears of pension (nomination) rules 1983. In case valid nomination by the deceased pensioner exists payment will be made to the nominee in accordance with the nomination. However, for payment of arrears to the heirs of the deceased pensioner in all the cases where no nomination is available, the CPPC of the public sector bank will seek instructions of the designated territorial CCA. Invariably, the paying branch of the selected bank should send a copy of the death certificate of the pensioner to the concerned CCA.
- 10.2 The nominee of the deceased pensioner should apply for the arrears of the deceased pensioner to the paying branch alongwith the pensioner's half of the PPO with a pre-receipt duly stamped wherever necessary, for the amount statingforth the period of arrears. The paying branch after verifying the fact that the amount is actually due to the deceased pensioner and also the particulars of the nominee as given in the nomination will ensure payment of the arrears by a bank Pay Order and ensure suitable note on both halves of the PPO. The receipt of the nominee shall invariably be enclosed by the paying branch / CPPC with the relevant payment scroll of the month and make a special mention about the death of the pensioner in the remark column of the scroll.
- 10.3 The paying branch of the selected Public Sector Bank will initiate the process for payment of family pension to the nominee of the deceased pensioner without delay in case of availability of appropriate nomination under intimation to the concerned territorial CCA. In case no nomination is available and the Pension Account needs cessation the paying branch will intimate the CPPC alongwith the pensioner's half of the PPO. The CPPC in turn will cause cessation of the pension and close the case. The closure of the case should be intimated by the CPPC to the concerned territorial CCA by forwarding both halves of the PPO and relevant documents received from the paying branch of the bank. This provision will also apply mutatis-mutandis to cases where the family pension ceases to be payable either due to death of the family pensioner, his / her remarriage / marriage or on the family pensioner attaining the maximum age prescribed under rules.
- 10.4The PPOs indicate the entitlement in respect of family pension to the widow / husband or any other nominee in the event of a death of a pensioner. The payment of family pension at the rate and to the person indicated in the PPO may be commenced by the paying branch / CPPC on receipt of a death certificate and application of a family pension in the prescribed form attached as

Annexure-`L` alongwith the pensioner's half of the PPO. It is the responsibility of the paying branch for identification of the spouse / nominee of the deceased pensioner who is entitled to the family pension. In case the nominee / claimant of the family pension is a child payment of family pension may be commenced after a fresh payment authority is received from the concerned territorial CCA and due verification of identity of the beneficiary / guardian as prescribed.

10.5 Payment of family pension will be made by credit to savings / current account of the recipient which may be opened if the recipient does not have an account in the paying branch of the bank. An undertaking similar to the one taken from the pensioner while commencing the pension for recovery of any excess payment should also be taken from the family pensioner. The paying branch will intimate the designated territorial CCA, the details of death of the pensioner and commencement of family pension exclusively mentioning the account number of the family pensioner for updation of data in the office of the CCA.

10.6 In certain cases, governed by the provisions of Sub-Rule (3) of Rule 54 of the Central Civil Services (Pension) Rules – 1972 family pension is payable at a higher rate upto a particular date & at the normal rate thereafter. Para-3 of the pension payment order would indicate the rates & the date upto which the higher rate is payable. A prominent note of the date from which payment of family pension at the normal rate is to commence should be maintained by the CPPC in the pension ledger account of the family pensioner so as to enforce the change in the rate from the specified date ensuring no overpayment under any circumstances. While commencing the family pension of a deceased pensioner, the paying branch shall also obtain an undertaking from the widow of the deceased pensioner that in the event of a remarriage, she will report the fact of the remarriage to the pension disbursing authority promptly. In the case of other receipt of family pension such as a widowed or unmarried daughter of the deceased pensioner certificate of non-remarriage / non-marriage is required to be furnished by the recipient on half-yearly basis i.e. in the month of May & November every year. The paying branch shall ensure receipt of such certificate from the nominee of such type regularly and while commencing family pension.

10.7 In cases where the son or daughter of the deceased pensioner is suffering from any disorder or disability of mind or is physically crippled or disabled so as to render him or her unable to earn a living even after attaining the maximum age limit prescribed in Rule-54 of CCS (Pension) Rules – 1972 and he / she is being continued to be paid family pension beyond the maximum age limit under the provisions of the rule, the person receiving the family pension as guardian should produce every three years a certificate from a medical officer not below the rank a Civil Surgeon to the effect that the person continues to suffer from disorder or disability of mind or continues physically crippled or disabled. This Certificate should be collected by the paying branch of the selected bank in the month of November every three years and forwarded the same to the CPPC which is the custodian of all records of the pensioner / family pensioner. An attested copy of the certificate should also be forwarded by the paying branch to the concerned territorial CCA.

11. **LOST / WORN / TORN PPOS :**

In cases in which Pensioners' portion of the PPO is lost, worn or torn and it is sought to be renewed by the pensioner / family pensioner the paying branch will forward the request of the pensioner / family pensioner to the territorial CCA through the CPPC. The CPPC in turn will verify the authenticity of the request and ensure forwarding of both the halves of the PPO to the concerned territorial CCA for the renewal of the copies / issue of a fresh PPO in terms of provisions of rules 331-332 of CTRs. Under such circumstances, the CPPC after due verification of the authenticity of the PPO copies should continue to draw pension till the receipt of the new copies of the PPO from the CCA. The CPPC should take prompt action in such cases and allow sufficient time to the designated territorial CCA to do the needful and return the documents within one month from the receipt of the documents from the CPPC.

12. **LOSS OF PPO DURING TRANSIT :**

The PPOs issued by the designated Communication Accounts Officers from the Office of CCAs henceforth will be dealt only at 3 points i.e. Office of CCA, CPPC of the Bank & the Paying Branch of the Bank. In case the PPO is lost in transit during its movement from one point to the other, the same should be intimated by the CPPC to the concerned CCA who will issue a duplicate PPO on the basis of loss certificate by the CPPC. If under any circumstances, the lost PPO is recovered, the same should be returned back to the concerned CCA without any delay who will in turn cancel the original PPO and keep it recorded properly.

13. **AUDIT :**

13.1 The designated territorial CCA who has issued the PPO to the CPPC is responsible for the accounting of the pension / family pension drawn by CPPC in favour of the telecom pensioners / family pensioners. The territorial CCA should conduct 100% post check of payments and bring to the notice of the CPPC any irregularities noticed during the course of post-check immediately. The CPPC will be responsible for carrying out necessary rectifications as per the guidelines issued by the Govt. of India or Reserve Bank of India. In cases where the Banks find that instructions received through the PPO / Amendment letters / Revision Orders / Ready reckoner to DA relief are found to be vague or liable to different interpretations, the CPPC or the paying branch of the bank may seek appropriate advice of the designated territorial CCA through the quickest mode of communication so as to avoid inconvenience to the pensioners in crediting the amounts to their accounts promptly.

13.2 DGP&T Audit through its branch audit offices will conduct audit of pensionary payments every year in such manner and to such an extent as the Comptroller & Auditor General of India may prescribe from time to time. The Accounts, records & registers maintained in the branches of the Public Sector Banks making pension payments / CPPCs shall be opened to audit by the Comptroller & Auditor General of India as well as by the designated territorial CCAs or any agency authorized by the Department of Telecom.

14. **TRANSFER CASES :**

14.1 Applications for transfer of pensions, as in Annexure – M, may fall under any of the following categories:

(a) Transfer from one paying branch to another branch of the same public sector bank at the same place or in the same district;

(b) Transfer from one place to another which may involve payment by the same public sector bank in a different district or another public sector bank/Post Office;

14.2 Requests falling under category (a) above may be entertained by the public sector bank itself. The paying branch will indicate, on the disburser's portion of the PPO the month upto which the payment has been made and will thereafter return the disburser's portion of the PPO to the CPPC. On receipt, the CPPC will make necessary entries in the register maintained by it in the form as in Annexure – C and forward the PPO (Disburser's portion) to the other paying Branch within three days of its receipt, for making future pension payments under intimation to the Pensioner as well as to concerned Territorial CCAs to enable the latter to make suitable entries in his records.

14.3 In case a falling under category (b) of para 14.1, the paying branch, will return through its CPPC, both the portions of the PPO to the concerned Territorial CCA indicating the month upto which the pension payment have been made. On receipt, the Territorial CCA will take necessary action for payment of the pension at the branch of Public Sector Bank/ Post Office from where the Pensioner now desires to draw pension in terms of these orders.

14.4 To avoid the risk of overpayment at the time of transfer, the following certificate may be recorded on the PPO by paying branch of the Public Sector Bank.

“Certified that payment of pension upto the month of20.... has been made and that this PPO consists ofcontinuation sheets for recording disbursement.”

14.5 Except as provided for above, the transfer of the pension from one place to another will not ordinarily be permitted.

15. **SETTLEMENT OF PENSIONERS' GRIEVANCES :**

15.1 Ideally no Pensioner will have any grievance if the laid down procedure is followed meticulously by all the concerned authorities within the scheduled time frame. However, in order to ensure that the pension disbursement and its reimbursement takes place in a smooth manner a two tier Pensioner's Grievance Redressal Mechanism needs to be established. The first tier of Pensioner's Grievance Redressal Mechanism involves the nodal branch of the Bank at CCA Hqtr. The territorial CCAs shall organize Quarterly coordination meeting with the nodal branch of all the Public Sector Banks to redress the grievances of the Pensioners which are brought to their notice either by the Pensioners or by their

family members. The Quarterly coordination meeting will also help in settling accounting difficulties if any.

15.2 The territorial CCAs will continue to interact with the CPPC for redressal of grievances of the pensioners in case the nodal branches fail to redress / address the issues raised by the pensioners or the CCA establishments.

15.3 All the Banks involved in the Telecom Pension Disbursement should also allow the pensioners to submit their grievances either directly to the CPPC or through the Paying branch. Suitable arrangements by the banks for addressing the grievances of pensioners through their website or SMS system or through toll free number may be developed. The CPPCs of the Banks may send a SMS after crediting the pension to the Pension Account to any pensioners who desires to receive the information on their Mobile Telephones.

15.4 The second tier of Pensioner's Grievance Redressal Mechanism involves the Apex Committee Meeting to be organized at National level. The issues remain unsettled by the territorial CCAs shall be taken up by DoT Hqtrs. at the Apex Committee Meetings for settlement of Grievances of the Pensioners on regular basis.

16. **SUPERVISION OF THE IMPLEMENTATION OF THE REVISED SCHEME**

16.1 The revised scheme shall be implemented under the direct supervision of Government Accounts Department of RBI and Member (Finance), Telecom Commission, DoT. In order to implement the scheme and reap its benefit, an Annual Coordination Meeting of all the stakeholders shall be organized by Department of Telecommunication at an appropriate time during the year.

16.2 In addition to the Annual Coordination Meeting of all the stakeholders Dy. Director General (Accounts), DoT or its representative shall continuously interact with all the stakeholders i.e. RBI, concerned Public Sector Banks and the CCAs for proper implementation of the revised scheme.

17. **CLOSURE OF A CASE :**

When pension ceases to be payable to the pensioner / recipient of family pensioner on death etc. the paying branch of the selected bank will immediately intimate its CPPC which in turn will close the case and forward the necessary documents to the concerned territorial CCA. The CCA will accordingly update his records ensuring proper closure of the case.

18. **AMENDMENTS TO THE PROCEDURE :**

Any Amendments to the Procedure laid down above shall be carried out by Dy. Director General (Accounts), DoT.

19. **DATE OF EFFECT OF THE REVISED PROCEDURE :**

19.1 The revised procedure shall be implemented w.e.f. 01.10.2012.

19.2 Any Public Sector Bank which is not yet ready to implement the Single Window System through its CPPC by the scheduled date shall not be allotted any new pensioner under any CCA till the operationalization of its CPPC and implementation of the Single Window System by the concerned Public Sector Bank. However, the existing pensioners in such Bank will continue to draw their pension as per the existing procedure.

ANNEXURE - 'A'

| Sl. No. | Name of the territorial Pr. CCA / CCA / Jt. CCA | Geographical Jurisdiction |
|---------|---|---|
| 01 | O/o Jt. CCA, Andaman & Nicobar, Portblair | Union Territory of Andaman & Nicobar |
| 02 | O/o Pr. CCA, Andhra Pradesh, Hyderabad. | Andhra Pradesh & Yanam enclave of Pondicherry |
| 03 | O/o CCA, Assam, Guwahati | State of Assam |
| 04 | O/o CCA, Bihar, Patna | State of Bihar |
| 05 | O/o CCA, Chhattisgarh, Raipur | State of Chhattisgarh |
| 06 | O/o Pr. CCA, Delhi | NCT of Delhi. |
| 07 | O/o CCA, Gujarat, Ahmadabad | State of Gujarat & U.T. of Daman & Diu & U.T. of Dadra & Nagarhaveli. |
| 08 | O/o CCA, Haryana, Ambala Cantt. | State of Haryana except Panchkula Dist. |
| 09 | O/o CCA, Himachal Pradesh, Shimla | State of Himachal Pradesh |
| 10 | O/o CCA, Jammu & Kashmir, Jammu | State of Jammu & Kashmir |
| 11 | O/o CCA, Jharkhand, Ranchi | State of Jharkhand. |
| 12 | O/o CCA, Karnataka, Bangalore | State of Karnataka |
| 13 | O/o CCA, Kerala, Trivandrum | Kerala, U.T. of Lakshadweep & Mahe enclave of Pondicherry. |
| 14 | O/o Pr. CCA, Kolkata | Area covered under Kolkata Pincodes . |
| 15 | O/o CCA, Madhya Pradesh | State of Madhya Pradesh. |
| 16 | O/o Pr. CCA, Maharashtra | Maharashtra, Goa |
| 17 | O/o CCA, North East-I, Shillong | Arunachal Pradesh, Nagaland, Manipur, Tripura, Mizoram & Meghalaya. |
| 18 | O/o CCA North East -II | At present merged with O/o CCA North East-I |
| 19 | O/o CCA, Orissa, Bhubaneswar | State of Orissa |
| 20 | O/o CCA, Punjab, Chandigarh | Punjab & U.T. of Chandigarh and Panchkula District of Haryana State |
| 21 | O/o CCA, Rajasthan, Jaipur | State of Rajasthan. |
| 22 | O/o Pr. CCA, Tamil Nadu, Chennai | Tamil Nadu & U.T. of Pondicherry except Yanam & Mahe enclave. |
| 23 | O/o CCA, UP (East), Lucknow | State of Uttar Pradesh except the district mentioned under UP(W) below. |
| 24 | O/o CCA, UP (West), Meerut | Meerut, Ghaziabad, Goutambudh Nagar (noida), Bulandsahar, Aligarh, Mathura, Agra, Etah, Manipuri, Etawah, Bareilly, Pilibhit, Rampur, Moradabad, Saharanpur, Muzaffarnagar, Baghpat, Bijnor, J. P. Nagar (Amroha), Budaun, Mahamaya Nagar (Hatharas), Firozabad, Bhimnagar, Prabudhnagar, Panchsheel Nagar. |
| 25 | O/o CCA, Uttarakhand, Dehradun | State of Uttarakhand |
| 26 | O/o CCA, West Bengal, Kolkatta | Sikkim & State of West Bengal except area covered under Kolkatta Pincodes. |

ANNEXURE - 'B'

| Sl. No. | Name of the Bank | Location of the CPPC | Corresponding Pr. CCA / CCA / Jt. CCA |
|---------|----------------------|----------------------|---|
| 01 | SBI | Ahmadabad, | O/o CCA, Gujarat |
| | | Mumbai | O/o Pr. CCA, Maharashtra and O/o CCA Gujarat for Dadra and Nagar Haveli |
| | | Bangalore | O/o CCA, Karnataka |
| | | Bhopal | O/o CCA, M.P. & Chhattisgarh |
| | | Bhubaneswar | O/o CCA, Orissa |
| | | Chandigarh | O/o CCA, J&K, Punjab, Himachal Pradesh, Haryana. |
| | | Chennai | O/o Pr. CCA, Tamil Nadu |
| | | Guwahati | O/o CCA, Assam & North East. |
| | | Hyderabad | O/o Pr. CCA, Andhra Pradesh |
| | | Kolkata | O/o Pr. CCA, Kolkata, O/o CCA, West Bengal & O/o Jt. CCA, Andaman & Nicobar. |
| | | Lucknow | O/o CCA, UP (East) & Part of O/o CCA, UP (West) which includes branches in Bijnor, Moradabad, J.P. Nagar, Rampur, Bareilly, Pilibhit, Budaun, Mahamaya Nagar (Hataras) & Etawah districts. |
| | | New Delhi | O/o Pr. CCA, New Delhi, O/o CCA, Uttarakhand & Part of O/o CCA, UP (West) which includes branches under Agra, Mainpuri, Aligarh, Etah, Mathura, Firozabad, Meerut, Baghpat, Ghaziabad, Bulandsahar, Gauthambudh Nagar (Noida) , Muzaffarnagar & Saharanpur. |
| | | Patna | O/o CCA, Bihar & O/o CCA Jharkhand |
| | | Trivandrum | O/o CCA, Kerala |
| 02 | Punjab National Bank | Bhopal | O/o CCA, M. P. & Chhattisgarh |
| | | Chandigarh | O/o CCA, Haryana, Himachal Pradesh & Part of O/o CCA, Punjab (U.T. of Chandigarh) |
| | | Chennai | O/o Pr. CCA, Tamil Nadu, Pr. CCA, A. P., O/o CCA, Karnataka & Kerala |
| | | Delhi | O/o Pr. CCA, Delhi |
| | | Jaipur | O/o CCA, Rajasthan |
| | | Kolkata | O/o Pr. CCA, Kolkata, O/o CCA, WB, O/o CCA, Orissa, O/o CCA, Assam & O/o CCA, N.E. |
| | | Lucknow | O/o CCA, UP (East), UP (West) & |

| | | | |
|----|------------------------|------------|--|
| | | | O/o CCA, Uttarakhand |
| | | Ludhiana | O/o CCA, Punjab |
| | | Mumbai | O/o Pr. CCA, Maharashtra & O/o CCA, Gujarat. |
| | | Patna | O/o CCA, Bihar & O/o CCA, Jharkhand |
| | | | |
| 03 | SB of Travancore | Trivandrum | All |
| 04 | State Bank of Mysore | Bangalore | All |
| 05 | SB of Hyderabad | Hyderabad | All |
| 06 | SB of Bikaner & Jaipur | Jaipur | All |
| 07 | SB of Patiala | Patiala | All |
| 08 | Bank of Baroda | Vadodara | All |
| 09 | Dena Bank | Mumbai | All |
| 10 | UCO Bank | Nagpur | All |
| 11 | Allahabad Bank | Lucknow | All |
| 12 | United Bank of India | Kolkatta | All |
| 13 | Central Bank of India | Mumbai | All |
| 14 | Union Bank of India | Mumbai | All |
| 15 | Bank of India | Mumbai | All |
| 16 | Bank of Maharashtra | Pune | All |
| 17 | Syndicate Bank | Manipal | All |
| 18 | Indian Bank | Chennai | All |
| 19 | Indian Overseas Bank | Chennai | All |
| 20 | Andhra Bank | Hyderabad | All |
| 21 | Canara Bank | Bangalore | All |
| 22 | Corporation Bank | Mangalore | All |
| 23 | Punjab & Sind Bank | Delhi | All |
| 24 | O.B of Commerce | Delhi | All |
| 25 | Vijaya Bank | Bangalore | All |

ANNEXURE - 'C'

| Sl. No. | Name of Pensioner | PPO Number | | Bank Account Number | Monthly amount of Pension (basic pension & relief to be shown minus commuted value of pension) | Branch at which the payment is to be made | Date from which pension payment will commence | Designated territorial CCA to whom the advice & debit scroll to be sent | Remarks |
|---------|-------------------|------------|-----|---------------------|--|---|---|---|---------|
| | | Old | New | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

ANNEXURE - 'D'

.....Bank
.....(Name of Branch)
.....(Station)
No.....

Date

To

Shri / Smt. / Kum.
.....
.....
.....

Sub : Payment of Pension through Public Sector Bank

Sir / Madam,

Your Pension papers including Pensioner's half of PPO have been received in this branch. You are requested to call urgently at this branch for personal identification and bring with you the following documents on any working day between to

- i) Personal copy of the letter received by you directly from the Telecom Accounting authority who had forwarded the PPO to the CPPC.
- ii) Non-employment certificate in form as in Annexure-'J'(retired Group-A officers should bring an additional certificate as at Annexure-K).
- iii) In the case of deceased Government Servants, certificate of non-remarriage of widow / widower or of non-marriage by daughters who have not attained the age of 25 years in the form as in Annexure-'L'.
- iv) Undertaking for refund of excess amount, if any, over paid, in the format as in Annexure-'E'
- v) Additional documents (if any).

2. You are also required to open a Savings / Current Account in your name (not 'joint' or 'Either' or Survivor' account) with this branch unless you are already having one. For this purpose, the requisite forms for opening a new account are also enclosed.

Yours faithfully,

(Manager / Branch-in-Charge)

Strike out if not applicable.

ANNEXURE - 'E'

SPECIMEN OF LETTER OF UNDERTAKING

To

The Branch Manager

..... (Bank's Name)

..... (Branch's Name)

Dear Sir,

Payment of Pension under PPO No.....through your office

In consideration of your having, at my request, agreed to make payment of pension due to me every month by credit to my account bearing no..... with you, I the undersigned agree and undertake to refund or make good any amount to which I am not entitled or any amount which may be credited to my account in excess of the amount to which I am or would be entitled. I further, hereby undertake and agree to bind myself and my heirs, successors, executors and administrators to indemnify the bank in so crediting my pension to my account under the scheme and to forthwith pay the same to the bank and also authorize the bank to recover the amount due by debit to my said account or any other account / deposits belonging to me in the possession of the bank.

Yours faithfully,

Signature

Name

Address

.....

Date :.....

Witness :

1. Signature

Name

Address.....

2. Signature.....

Name

Address.....

ANNEXURE - 'F'
(Ledger of Pension payment)

| Sl. No. | Name of Pensioner | PPO Number | | Bank Account Number | Monthly amount of Pension (basic pension, additional pension & relief to be shown) | Period for which the pension is paid | Recovery of over-payment if any. | Income Tax deducted | Net Amount paid |
|---------|-------------------|------------|-----|---------------------|--|--------------------------------------|----------------------------------|---------------------|-----------------|
| | | Old | New | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

Annexure 'G'

SCROLL FORMAT

General requirement fields for hard copy from banks

- * Serial Number
- * Transaction Date
- * Circle / State
- * Branch Code
- * Branch BSR Code
- * Branch Name
- * Local Branch Name / CPPC
- * Pensioner Code (New PPO Number)
- * Old PPO Number
- * Pensioner Name
- * Savings Bank Account Number
- * General / Family
- * Category Code
- * Basic Pension
- * Commutation
- * Basic after commutation
- * Relief
- * Additional Quantum
- * Medical Allowance
- * Total Pension Drawn
- * Add DA Arrears
- * Add other Arrears (one-time payment / medical arrears / revision arrears)
- * Less Recovery Amount
- * Less Income Tax deducted, if
- * Net Pension Drawn
- * Date of death, if (as and when conversion arises)
- * Pension Month
- * Pension Year
- * Scroll Month
- * Scroll Year
- * Remarks
- * Total Number of Vouchers
- * Total Amount of Scrolls
- *
- *On receipt of e-Scroll containing the above information may be furnished in excel format, as and when demanded by CCA Office concerned.

ANNEXURE - 'H'

CERTIFICATES TO BE SUBMITTED BY PENSIONER

1. Life Certificate

Certified that I have seen the pensioner (name of the Pensioner) holder of Pension Payment Order No..... and that he is alive on this date.

Name

Designation of
Authorized officer

Place :

Seal.....

Date :

ANNEXURE - 'I'

CERTIFICATES TO BE SUBMITTED BY PENSIONER

1. Non-Employment / Re-employment Certificate

i) I declare that I have not been serving in any capacity either in a Government Department / Office, company, corporation, autonomous body or Society of Central or State Government or Union Territory or a Local Fund during the half year end May / November

Or

I declare that I have been employed / re-employed in this Office which is a part of / financed by Govt. and was in receipt of the following monthly rates of emoluments during the half year ended May / November..... Or during the month of falling within the said half year.

a) Pay
Special Pay.....
Allowances (including DA, ADA etc.)

Or

b) Honorarium

Further, that the orders of my re-employment do / do not stipulate my pension being held in abeyance during the re-employment period.

Name

Sign of Pensioner

PPO No.....

Bank A/c No.....

ANNEXURE – ‘J’

CERTIFICATES TO BE SUBMITTED BY PENSIONER

1. Non-Employment / Re-employment Certificate to be submitted by Group-A officers.

i) I declare that I have not accepted any commercial employment in India.

Or

ii) I declare that I have accepted commercial employment in India, after obtaining previous sanction of the Central Government vide their sanction numberdated...and none of the conditions, if any, attached thereto by Government has been violated.

Or

iii) I declare that I have not accepted any employment under a Government outside India/an International Organization of which the Government of India is not a member.

Or

iv) I declare that I have accepted employment under a Government outside India/ an International Organization of which Government of India is not a member after obtaining the previous sanction of the Central Government vide their sanction numberdated.... and none of the conditions attached thereto by the Government has been deviated from.

Name

Sign of Pensioner

PPO No.....

Bank A/c No.....

Place :

Date :

Strike out whichever is not applicable.

ANNEXURE - `K`

CERTIFICATE OF NON-REMARRIAGE / NON-MARRIAGE

I hereby declare that I am not married / I have not been married during the past six months.

Or

I hereby declare that I have not been re-married and I undertake to report such an event promptly to the Bank

Applicable only for widow recipient of family pension/unmarried daughters and to be furnished once in every six months.

Name

Sign of Pensioner

PPO No.....

Bank A/c No.....

I certify to the best of my knowledge and belief that the above declaration is correct.

Signature of a responsible
Officer or a well known person

Name

Designation

ANNEXURE - 'L'

**FORM OF APPLICATION FOR THE GRANT OF FAMILY PENSION 1964 ON THE
DEATH OF A GOVERNMENT SERVANT / PENSIONER**

1. Name of the Applicant

i) Widow / Widower

Guardian if the deceased person is survived by

ii) Child or children

2. Name and age of surviving widow / widower and

Children of the deceased Govt. Servant / Pensioner

| Sl. No. | Name | Relationship with the deceased person | Date of birth (Christian Era) |
|---------|------|---------------------------------------|-------------------------------|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |

3. Name and No. of PPO of the deceased pensioner.

4. Date of death of the Government Servant / Pensioner

5. Office / Department / Ministry in which the deceased Govt. Servant / Pensioner served last.

6. If the applicant is guardian, his date of birth and relationship with the deceased Govt. Servant / pensioner

6A. If the applicant is a widow / widower the amount of service pension which she/he may be in receipt on the date of death of the husband / wife.

7. Full address of the applicant.

8. Place of payment of pension and Gratuity (Post Office or Public Sector Bank with full address)

9. Enclosure :

i) 2 Specimen signatures of the applicant duly attested (to be furnished in two separate sheets)

ii) 2 copies of passport size photograph of the applicant duly attested.

- iii) 2 Slips each bearing left hand thumb and finger impressions of the applicant duly attested.
- iv) Descriptive Roll of the applicant duly attested, indicating (a) height and (b) personal marks, if any, on the hand, face etc. (Specify a few conspicuous marks not less than two, if possible).

(to be furnished in duplicate)

- v) Certificates(s) of age (in original with two attested copies) showing the date of birth of the children. Certificate should be from the Municipal Authority or from the Local Panchayat or from the Head of the recognized school if the child is studying in such school. (This information should be furnished in respect of such child or children the particulars of whose date of birth are not available with the Head of office)

10. Signature or left-hand thumb impression of the applicant.

11. Attested by :

Name

Full Address

Signature

12. Witness

- i)
- ii)

Note :

Attestation should be done by two Gazetted Government Servants or two or more persons of respectability in the town, or pargana in which the applicant resides.

In the case of re-marriage of the widow while applying for family pension on behalf of minor child, the widow should furnish (i) the date of her re-marriage (ii) Branch of the Public Sector Bank at which payment is desired, (iii) her full address in the application for family pension. It is not necessary to furnish a fresh application nor the documents as they are already available with the pension papers on which family pension was originally admitted to her.

ANNEXURE - 'M'

PART – I

APPLICATION FOR TRANSFER OF PENSION FROM
TO.....

(to be submitted in triplicate to the Paying Branch of the Bank in case Pension is drawn from a Bank)

To
The Officer-in-Charge
.....Bank

Sir,

I opt to draw my pension through..... (Public Sector Bank) and I give below necessary particulars to enable you to make arrangements in this regard.

1. Name of the Pensioner
2. PPO No.
3. Office from where retired
4. Post held before retirement
5. Amount of Pension
6. Name of the Bank from where the pension is being Drawn
7. Savings Bank (Pension Account) No.
8. Name of the Public Sector Bank with full particulars from where wish to draw the pension in future.
9. Savings / Current Account No. in which the pension has to be credited.

Yours faithfully

(Pensioner)

Place :

Date :

PART - II

(For use in Paying Branch of the Bank)

Forwarded to:
The Officer-in-Charge
CPPC
.....Bank

Application in duplicate along-
with the copy of the PPO of Shri / Smt. / Kum. is forwarded herewith. The
Pension has been paid for the period upto the month of

Officer-in-charge of the Paying Branch of the Bank

PART - III

(For use in the Office of Controller of Communication Accounts)

To

The Manager / In-charge
CPPC
..... Bank

Enclosed please find herewith both the halves of PPO of Shri / Smt. /
Kum..... Bearing No..... is (are) sent herewith.

The pensioner has been paid pension for the period upto the month of
Pension due from the month of is to be arranged by the Bank.

Station

Date

Communication Accounts Officer
O/o CCA
(with his seal only in Bank copy)

Copy to

Shri / Smt. / Kum

Pensioner

.....

For information. You are requested to approach the Public Sector Bank concerned
along-with the copy of this letter for further necessary action.

Communication Accounts Officer
O/o CCA.....

List of PAOs of Department of Telecommunications (PAO & RBI Codes)

| Sl. No. | Name of Pr.CCA/CCA Offices | PAO Code | RBI Code |
|---------|---------------------------------------|----------|----------|
| 01 | Assam | 077110 | 675-A |
| 02 | Kolkata Telephones | 077133 | 659-A |
| 03 | Andhra Pradesh | 077141 | 601-A |
| 04 | Bihar | 077142 | 603-A |
| 05 | Gujarat | 077143 | 604-A |
| 06 | Jammu & Kashmir | 077144 | 606-A |
| 07 | Karnataka | 077145 | 611-A |
| 08 | Kerala | 077146 | 607-A |
| 09 | Madhya Pradesh | 077147 | 608-A |
| 10 | Maharashtra | 077148 | 610-A |
| 11 | North East-I | 077149 | 602-A |
| 12 | Punjab | 077150 | 672-A |
| 13 | Orissa | 077151 | 612-A |
| 14 | Rajasthan | 077152 | 613-A |
| 15 | Tamil Nadu | 077153 | 609-A |
| 16 | UP (East) | 077154 | 614-A |
| 17 | West Bengal | 077155 | 615-A |
| 18 | Haryana | 077156 | 674-A |
| 19 | Himachal Pradesh | 077157 | 673-A |
| 20 | UP (West) | 077158 | 679-A |
| 21 | Delhi | 077177 | 621-A |
| 22 | Telecom Engineering Centre, New Delhi | 077184 | 662 |
| 23 | PAO (HQrs) | 077188 | 670 |
| 24 | Andaman & Nicobar | 077193 | 678-A |
| 25 | T D S A T, New Delhi | 077194 | 681 |
| 26 | Chhattisgarh | 077196 | 682-A |
| 27 | Uttarakhand | 077197 | 684-A |
| 28 | Jharkhand | 077198 | 683-A |
| 29 | NICF, Ghaziabad | 077199 | 686 |