

**Government of India**  
**Ministry of Communications**  
**Department of Telecommunications**  
**20, Ashoka Road, Sanchar Bhawan,**  
**New Delhi**

No ADG/DCA/2017/TA-1/RTI/3159

Dated: 12<sup>th</sup> November' 2018

To

Sh. Amit Kumar Gupta  
1 /4 Rajendar Banerjee Road,  
Behala, Kolkatta 700034

Subject – Reply to Appeal against incomplete information under RTI Act 2005

With reference to your Appeal dated 02.10.2018 on the subject mentioned above, the requisite information is as follows:

**1 Whether DoT is proposing any change in the present system of pension disbursement?**

**Reply:** Yes

**2**

**(a) If the answer of question 1 is 'Yes' then whether in the new system, the pension will be disbursed directly by CCAs to pensioners account through RTGs of NEFT or any other system**

**Reply:** The pension will be processed by CCAs and disbursed through PFMS (Public Financial Management System) into the individual bank accounts of the Pensioners directly.

**(b) In that event where the pensioner will submit their life certificate?**

**Reply:** In the new system Life certificate can be submitted:

- 1) Online in the form of Digital Life Certificate through Jeevan Praman Portal at CCAs/Banks.
- 2) Through Conventional mode i.e. Life certificate sent by Pensioners via Post to CCAs. Major banks have also agreed in principle to issue manual Life Certificates. However, processes are being finalized.

As per Rule 343 Para 15.2(i) of CTR (Central Treasury Rules), a pensioner who produces a life certificate in the prescribed form in Annexure – XVII signed by any person specified therein, is exempted from personal appearance.

Orders issued by the Central Pension Accounting Office dt. 30.1.15 is enclosed.

**(c) What is the proposed date of launching the new system?**

**Reply:** Not yet finalized

**3 Kindly furnish copies of all relevant papers describing the new scheme and its road map for implementation.**

**Reply:** CPMS (Comprehensive Pension Management System) is a software for direct disbursement of pension to Telecom pensioners in their bank accounts. It has broadly four modules:

1. Retiree Module
2. Head of Office Module
3. Pension Module
4. PDA module

Pension process will be initiated in Head of Office Module (Administrative units) after which retiree will fill up the pension applications online which will be sanctioned and authorized in Pension Modules by the CCAs. The e-PPO (digitally signed PPO) will be generated & displayed on the retiree's online account intimated vide SMS. Thereafter payment of gratuity, commutation and pension along with arrears will be paid via PDA module through PFMS.

Option will be available for the updation for documents like Life Certificate (LC), Digital Life Certificate (DLC) certification in respect of non-marriage/non-remarriage, reemployment and fixed Medical Allowance etc can also be received & updated online/manually. Form -16 will be generated & delivered to retirees into their online accounts.

**Benefits for the Pensioner:**

- I. Pension will be paid on time without passing through intermediary agencies
- II. Single window system for end to end pension processing.
- III. Online grievance management for the pensioners reduces paper work and reaches the right grievance redressing authority
- IV. Pension status can be tracked by pensioners from home
- V. Pensioners will get faster payment of arrears and revision of pension.
- VI. Accurate payment of pension will reduce grievances of underpayments and overpayments involving recovery.

**Roadmap:**

Pilot Roll Out at Lucknow:	November 2018
Roll Out at Regional Coordinators:	November 2018
Full Roll out:	November – December 2018
Existing Bank Pensioners Onboard:	April 2019
Existing Postal Pensioners Onboard:	On voluntary basis through Banks accounts April 2019

In case you are not satisfied with the reply/information give above, you may prefer the 2<sup>nd</sup> appeal to the Chief Information Commission within ninety days from the receipt of this letter.

Encl: As above

  
(TIAKALA LYNDA YADEN)  
DDG(Accounts) & Appellate Authority  
Ph : 011-23717111

Government of India  
Ministry of Finance  
Department of Expenditure  
Central Pension Accounting Office  
Trikoot-II, Bhikaji Cama Place  
New Delhi - 110 066

No. CPAO/Tech/Life Certificate/2014-15/31-72

Dated 30.01.2015

OFFICE MEMORANDUM

Sub: Exemption from Physical Appearance for the Purpose of Life Certificate


Department of Pension & Pensioners' Welfare in its agenda points for the ensuing SCOVA meeting on 03.02.2015 circulated vide their O.M. No. 42/39/2014-P&PW(G) dated 27.01.2015, has raised the issue of non-adherence of extant Rules with regard to submission of Life Certificate by authorized banks. It has been reported to the Department that some bank branches are insisting on personal appearance of pensioners for submission of Life Certificate alongwith PPOs.

2. Attention is invited to the amendment to the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks", issued vide Correction Slip No. 14. The Correction Slip No. 14 facilitates the pensioners to exempt to appear physically in the bank for the purpose of Life Certificate in November every year subject to the condition that the Life Certificate must be signed by any of the authority specified in the Correction Slip No. 14 (copy enclosed).

3. Moreover, as a part of Prime Minister's Mission "Digital India" and with the development of software application by Deptt. of Information Technology circulated as Correction Slip No. 22 to the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks", the pensioners can prove their existence through Aadhaar based authentication of Life Certificate.

4. In the light of above, the Pension Account Holding Branches (PAHBs) of all authorized banks may be instructed to strictly adhere to the existing norms and do not harass the pensioners/family pensioners by insisting upon presenting themselves physically in the bank if their Life Certificate is submitted duly signed by the authority specified in Correction Slip No. 14 to the "Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks" including Aadhaar based authentication of Life Certificate.

Encls: as above

  
(D.K. Saini)  
Sr. Accounts Officer

To

Heads of all the CPPCs of Authorized Banks (As per List)

Government of India  
Ministry of Finance  
Department of Expenditure  
Central Pension Accounting Office  
Trikoote-II, Bhikaji Cama Place  
New Delhi

CPAO/Tech/Grievances/2010-11/531

30-06-2011

To

All General Manager  
Nodal Officer

Circular

Subject: **Amendment to Para 15.2 ( P-11 of Scheme Booklet 4<sup>th</sup> Edition, 3<sup>rd</sup> Dec. 2004) – Submission of Life Certificate-regarding**

Reference is invited to Para 15.2 of Scheme Booklet for submission of life certificate in November each year by the pensioner. In order to facilitate submission of Life Certificate by pensioners, Para 15.2 is being amended to include provisions of Rule 343 of Central Treasury Rules(CTR) to be read as Para 15.2(i).

Para 15.2(i) states:

A pensioner who produces a life certificate in the prescribed form in Annexure –XYII signed by any person specified hereunder, however, is exempted from personal appearance :-

- (i) A person exercising the powers of a Magistrate under the Criminal Procedure code;
- (ii) A Registrar or Sub-Registrar appointed under Indian Registration Act;
- (iii) A Gazetted Government servant;
- (iv) A Police Officer not below the rank of Sub-Inspector in –charge of a Police Station;
- (v) A Class-I officer of the Reserve Bank of India, an officer (including Grade II officer) of the State Bank of India or of its subsidiary;
- (vi) A pensioned Officer who, before retirement, exercised the powers of a magistrate;
- (vii) A Justice of Peace;
- (ix) A Block Development Officer, Munsif, Tehsildar or Naib Tehsildar;
- (x) A Head of Village Panchayat, Gram Panchayat, Gaon Panchayat or an Executive Committee of a Village;
- (xi) A Member of Parliament, of State legislatures or of legislatures of Union Territory Governments /Administrations.
- (xii) Treasury Officer.

In the case of a pensioner drawing his pension through a Public Sector Bank the life certificate may be signed by an officer of a Public Sector Bank. In the case of a pensioner residing abroad and drawing his pension through any other bank included in the Second Schedule


to the Reserve Bank of India Act, 1934, the life certificate may be signed by an officer of the Bank. A pensioner get exemption from personal appearance subject to production of Life Certificate signed by the above mentioned officer of the bank.

A pensioner not resident in India in respect of whom his duly authorized agent produces a life certificate signed by a Magistrate, a Notary, a Banker or a Diplomatic Representative of India is exempted from special appearance.

The contents of the Para 15.1 (P-11 of Scheme Booklet 4<sup>th</sup> Edition, 3<sup>rd</sup> Dec. 2004) stands unaltered.

It is requested that vide publicity and circulation be given to all the branches of your bank for strict compliance.

This has the concurrence of O/O Controller General of Accounts vide its U.O.No.1(7)(4)/2010/TA/171 dated 18<sup>th</sup> April 2011 and U.O. No.1(7)/CPAO/Scheme Book/2005/TA/254 dt. 28.06.2011.

  
(H.Atheli)  
Dy. Controller of Accounts