

**Eastern Railway**

**CPO's Serial No. 29/2016.**

No.E.787/0/Pen/Pt-XXVIII

Kolkata, dated 04.03.2016.

**ALL CONCERNED**

**Sub:-Introduction of Single Window System(SWS) for reimbursement  
of Railway Pensions with IDBI Bank.**

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Copy of Railway Board's letter No.2013/AC-II/21/8 dated 16.02.2016 (RBA. No.13/2016) on the above subject are sent herewith for information, guidance and necessary action. Board's earlier letters have been circulated vide CPO's S.L.No.40/2011,76/2011,15/2013,16/2013,130/2013, 135/2013 ,99/2014,22/2015 , 48/2015 & 80/2015.

DA: As above.



(S.K. Chattopadhyay)  
Asstt. Personnel Officer/HQ  
For Chief Personnel Officer

**INDEX No.1058:- Circulation of revised list containing the address of nominated nodal branch for IDBI Bank.**

Copy of Railway Board's letter No.2013/AC-II/21/8 dated 16.02.2016 (RBA. No.13/2016) addressed to General Managers/ FA&CAOs / CPOs, All Indian Railways /Production Units and copy to others is circulated herewith.

**Sub:- Introduction of Single Window System(SWS) for reimbursement  
of Railway Pensions with IDBI Bank.**

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Railway Board's letter is enclosed.

DA:As above.

Contd...2/-

**Government of India  
Ministry of Railways  
(Railway Board)**

**RBA No. 13 / 2016**

No. 2013/AC-II/21/8

New Delhi, dated 16.02.2016

General Managers/FA&CAOs and CPOs,  
All Indian Railways/PUs

Sub: Implementation of Single Window System (SWS) for reimbursement of Railway Pensions with **IDBI Bank** .

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The implementation of Single Window System for reimbursement of Railway pensions disbursed through **IDBI Bank** was under consideration in Board's office for some time due to the following advantages.

Advantages to the Zonal Railway: -

- The designated Railways need to interact only with the nominated Nodal Branch for both submission of PPOs and receipt of pension scrolls.
- PPOs to be sent directly to the nominated Nodal Branch instead of the various Link branches, which shall ensure timely dispatch thereof to their Central Pension Processing Cell (CPPC) to ensure commencement of pension payment from the month following which the pensioner retires.
- Due to quick submission of monthly pension scroll in both physical form and electronic form, better monitoring and reconciliation process of the pension debits resulting in more accuracy in the projection of pension budget.
- Better monitoring of grievances and redressal thereof.

Advantages to the Pensioner: -

- The pension commences from the following month in which the pensioner retires
- The pension is credited to the pensioner's account every month on time.
- Minimize errors in amount of pension, arrears is calculated and paid.
- The grievances redressal system would become more effective.

Controller General of Accounts (CGA) and Reserve Bank of India (RBI) have since approved the implementation of SWS with **IDBI Bank**. It has been decided to implement the scheme w.e.f. **01.03.2016**. The main features of the existing system vis a vis SWS are as under:



### **Present System: -**

- FA&CAOs of all zonal railways and production units are authorized to issue PPOs **(Annexure 1)**. FA&CAOs draw the PPOs against the bank opted by the pensioners and send the same to the nominated Link branch of that bank directly which further forwards the same to the Paying Branch concerned.
- The paying Branch takes the PPO on their record and thereafter credits the pension amount monthly in the pensioner's account and sends scroll to the Link Branch.
- The Bank's Link Branches compile the scrolls of all paying branches under them and sends the same to the designated FA&CAOs **(Annexure 2)**
- Simultaneously, Link branch also submits the claim for the reimbursement of pension payment to the designated nominated reimbursing agency i.e. nominated RBI /SBI Branch.
- The Reimbursing Branch claims the reimbursement from RBI, CAS.
- RBI/CAS/Nagpur credits the account of the reimbursing bank and debits the account of respective designated Railway.

### **Single Window System:-**

- FA&CAO of all Zonal Railways / Production Units shall continue to be authorized for issue of PPOs **(Annexure 1)**.
- IDBI banks has nominated their nodal branches at the Headquarter of the 16 designated FA&CAOs both for receiving of the PPOs and submission of pension debit scrolls to the FA&CAOs. Copies of the special seal together with specimen signatures of the authorized signatories should be sent to the Nodal Branches for onward transmission to CPPC, to facilitate verification thereof by Bank.
- In case of new pension, both halves of PPOs (i.e. disburser's and pensioner's) sent by PPAs (Pension Paying Authority) will be received at the Nodal branches nominated by the Bank **(Annexure 3)** and subsequently they will send the pensioners' half to the respective Pension Paying Branch for onward delivery to the pensioners after due identification etc. and the Bank's half to the CPPC of the Bank.
- The images of the Pension Payment Order (PPOs) will be scanned and stored in the master database by CPPC, which will be visible to the Pension Paying branch also.
- CPPC would build up a master database (including scanned images of PPOs) for the existing valid Railway Pensioners of all the branches of Bank.
- The PPOs issued in a month by the Railways/PUs has to reach the nominated Nodal Branch of the Bank by 5<sup>th</sup> of the ensuing month. The Nodal Branch will thereafter forward the disburser's copy to the CPPC of the Bank and the pensioner's copy to the Paying Branch by 10<sup>th</sup> of the month. Thereafter, the CPPC will carry on the necessary scanning and other procedures so that payment of pension is ready to commence from the following month in which the pensioner retires The paying branch will intimate the pensioner, immediately, on the receipt of pensioner's half so that pensioner fulfils the necessary formalities with them and then advise CPPC in this regard so that pension is credited in the pension account invariably by the end of the month.
- Changes / modifications in the Pensioner's Data/Pension Scroll will take place at CPPC of the Bank. Pension will be processed at CPPC and scrolls will be generated.

- Based on the generated Scroll, CPPC will credit the pension to the pensioners' accounts of all the CBS branches. For non CBS branches, CPPC will send the Pension Scroll to Pension Paying Branches for doing the needful at their end.
- CPPC will send the designated FA&CAO wise scroll and claim alongwith the summary sheet under Single Window System (SWS) through Link Cell Nagpur, to RBI CAS Nagpur for reimbursement at Single Point.
- The nominated Nodal Branches at the Headquarter of the 16 designated FA&CAOs will be the point of local liaison and submission of Pension Scroll. The designated FA&CAO wise electronic Scroll will be sent to respective Nodal Branches by CPPC. The Nodal Branches will submit the pension debit scrolls in both physical form and electronic form to their respective FA&CAO of Railway for reconciliation and record (**Annexure 4**).
- The CPPC will also create a dashboard that can be viewed by the all the PPO issuing FA&CAOs and the Railway Board indicating the details of PPOs received in a month by their bank and the month of commencement of the pension of the pensioners along with the remarks for non-commencement of pension.
- The details of the pension payment viz Basic Pension, DA, Net Amount etc should be accessible/viewable by the pensioner online
- CPPC will calculate pension and arrears, if any, as per the guidelines of Pension Paying Authority. The details of pension calculation will be available on the Bank's network and the Pension Paying Branches will hand over a copy of the printout to the pensioner. This information should also be available online to the pensioners
- The Bank shall provide an online pension helpline wherein the pensioners can view their pension details, lodge complaints related to pension payment and the same will also be viewable to the FA&CAOs office concerned. The CPPC will have a sound grievance redressal mechanism /monitoring cell to track the pensioner's grievances lodged in the pension helpline or otherwise forwarded by Pension Paying Branches, Ministry, Authority or by directly by the pensioner.
- The PPOs against other banks would continue to be sent to their existing Link branches till they are covered under SWS.

Further, the following instructions would be adhered to by the bank

- There would be a running serial number on the paying branch scroll. It should be ensured that no scroll number is repeated or left out.
- The same check would be done on Nodal Branch Summary Scroll.
- At the pension accounting authority all amounts booked against duplicate scroll numbers would be checked and the RBI would be asked to put back these amounts to the Government accounts.
- The entire process from the start of payment of pension to reimbursement at RBI, CAS, Nagpur will be handled by the concerned bank itself.
- The Nodal branches will be responsible for reconciliation with the Railways and for settling discrepancies.
- As a onetime exercise authorized banks will send the nodal branch wise, paying branch directory structure with complete postal address, pin code, BSR code for proper and prompt settlement and reconciliation.



The Railways/Units may ensure implementation of the scheme with **IDBI Bank** w.e.f. **01.03.2016**. The scheme will be extended to other banks as and when they finalise the modalities and the approval of CGA and RBI is obtained. The feedback on the implementation of the scheme may be provided to Board's office.

DA: As above.

  
(Sanjeev Sharma)  
Joint Director/Accounts  
Railway Board

Copy for information to:

1. Controller General of Accounts, Ministry of Finance, Department of Expenditure, Lok Nayak Bhawan, Khan Market, New Delhi. The scheme is being implemented w.e.f. 01.03.2016.
2. Chief General Manager, Reserve Bank of India, Department of Government & Bank Accounts, Central Office, Opp. Mumbai Central Railway Station, Byculla, Mumbai – 400 008. The scheme is being implemented w.e.f. 01.03.2016.
3. The Chairman & Managing Director, IDBI Bank, IDBI tower, World Trade Centre Complex, Cuffe Parade, Colaba , Mumbai. The scheme is being implemented w.e.f. 01.03.2016.

**ANNEXURE 1****LIST OF FA&CAOs AUTHORISED TO ISSUE PPOs**

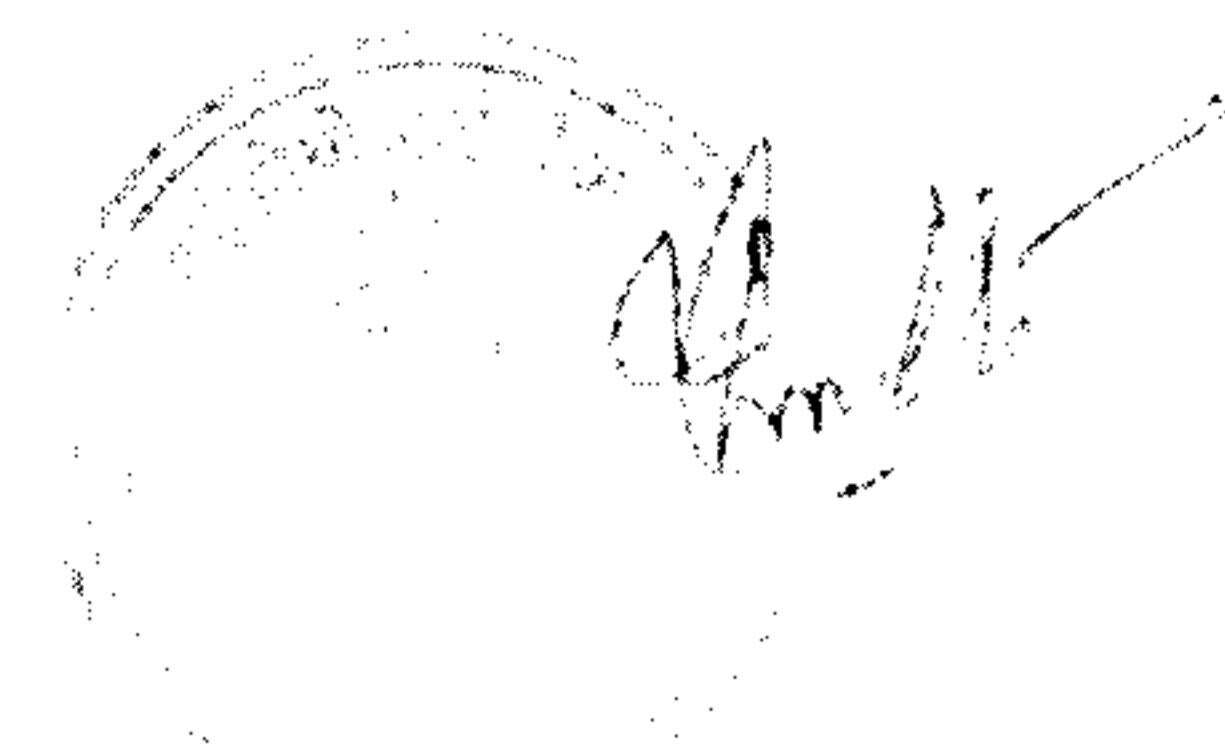
<b>S.No.</b>	<b>RAILWAYS &amp; PRODUCTION UNITS</b>
1.	FA & CAO, RCF/KAPURTHALA
2.	FA & CAO, ICF/CHENNAI
3.	FA & CAO, RWF/BANGALORE
4.	FA & CAO, CLW/CHITTARANJAN
5.	FA & CAO, DLW/VARANASI
6.	FA & CAO, DMW/PATIALA
7.	FA & CAO, METRO/KOLKATA
8.	FA & CAO, NORTHERN RAILWAY, NEW DELHI
9.	FA & CAO, SOUTHERN RAILWAY, CHENNAI
10.	FA & CAO, SOUTH WESTERN RAILWAY, HUBLI
11.	FA & CAO, SOUTH EASTERN RAILWAY, KOLKATTA
12.	FA & CAO, NORTH EASTERN RAILWAY, GORAKHPUR
13.	FA & CAO, CENTRAL RAILWAY, MUMBAI
14.	FA & CAO, EASTERN RAILWAY, KOLKATA
15.	FA & CAO, NORTH FRONTIER RAILWAY, GUWAHATI
16.	FA & CAO, SOUTH CENTRAL RAILWAY, HYDERABAD
17.	FA & CAO, WESTERN RAILWAY, MUMBAI
18.	FA & CAO, EAST CENTRAL RAILWAY, HAJIPUR
19.	FA & CAO, EAST COAST RAILWAY, BHUBANESHWAR
20.	FA & CAO, NORTH WESTERN RAILWAY, JAIPUR
21.	FA & CAO, NORTH CENTRAL RAILWAY, ALLAHABAD
22.	FA & CAO, SOUTH EAST CENTRAL RAILWAY, BILASPUR
23.	FA & CAO, WEST CENTRAL RAILWAY, JABALPUR
24.	FA&CAO, RCF,RAE BARELI
25.	FA&CAO, RWP, BELA

**ANNEXURE 2****LIST OF FA&CAOs AUTHORISED FOR SETTLEMENT OF PENSION DEBITS**

<b>S.No.</b>	<b>RAILWAYS &amp; PRODUCTION UNITS</b>
1	FA & CAO, NORTHERN RAILWAY, NEW DELHI
2.	FA & CAO, SOUTHERN RAILWAY, CHENNAI
3.	FA & CAO, SOUTH WESTERN RAILWAY, HUBLI
4.	FA & CAO, SOUTH EASTERN RAILWAY, KOLKATA
5.	FA & CAO, NORTH EASTERN RAILWAY, GORAKHPUR
6.	FA & CAO, CENTRAL RAILWAY, MUMBAI
7.	FA & CAO, EASTERN RAILWAY, KOLKATA
8.	FA & CAO, NORTH FRONTIER RAILWAY, GUWAHATI
9.	FA & CAO, SOUTH CENTRAL RAILWAY, HYDERABAD
10.	FA & CAO, WESTERN RAILWAY, MUMBAI
11.	FA & CAO, EAST CENTRAL RAILWAY, HAJIPUR
12.	FA & CAO, EAST COAST RAILWAY, BHUBANESHWAR
13.	FA & CAO, NORTH WESTERN RAILWAY, JAIPUR
14.	FA & CAO, NORTH CENTRAL RAILWAY, ALLAHABAD
15.	FA & CAO, SOUTH EAST CENTRAL RAILWAY, BILASPUR
16.	FA & CAO, WEST CENTRAL RAILWAY, JABALPUR



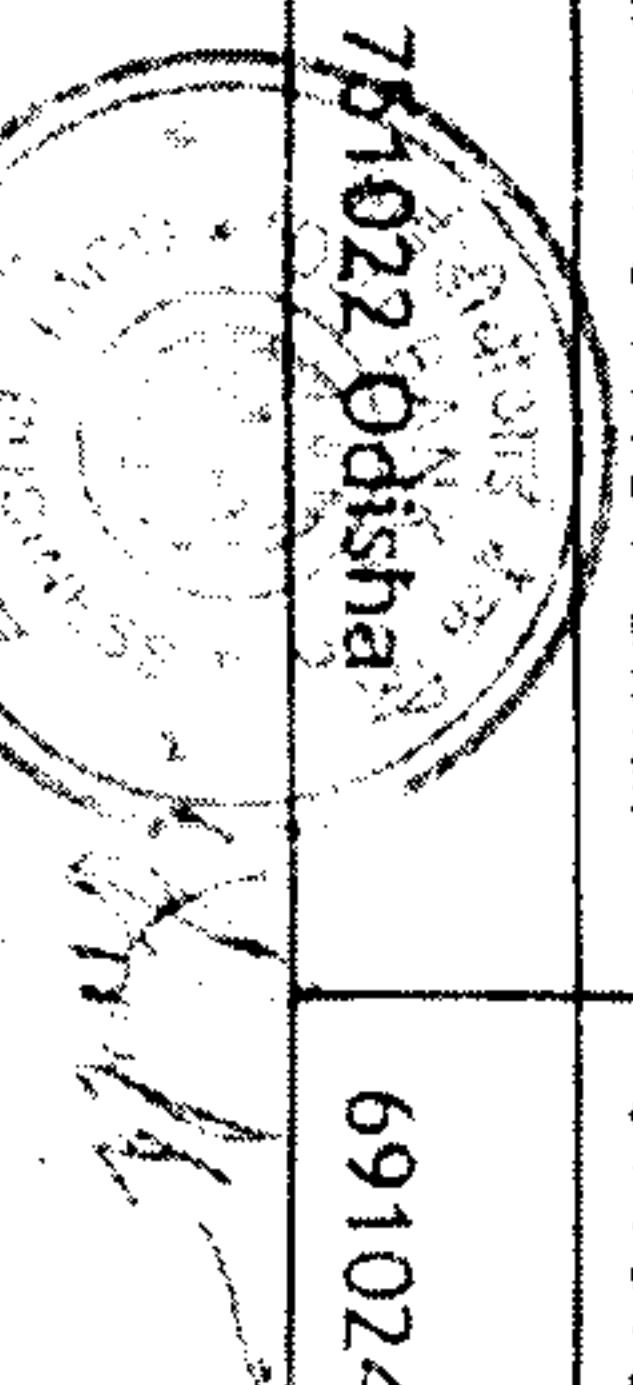
LIST OF FA&CAOs AUTHORISED TO ISSUE PPOs		
Sr No.	RAILWAYS & PRODUCTION UNITS	Nodal Branch IDBI
1	FA & CAO, RCF/KAPURTHALA	Kapurthala
2	FA & CAO, ICF/CHENNAI	Periyar Nagar Chennai
3	FA & CAO, RWF/BANGALORE	Mission Rd, Bangalore
4	FA & CAO, CLW/CHITTARANJAN	Park Street Branch Kolkata
5	FA & CAO, DLW/VARANASI	Varanasi Chowk, Varanasi
6	FA & CAO, DMW/PATIALA	Patiala
7	FA & CAO, METRO/KOLKATA	Park Street Branch Kolkata
8	FA & CAO, NORTHERN RAILWAY, NEW DELHI	Karol Bagh New Delhi
9	FA & CAO, SOUTHERN RAILWAY, CHENNAI	Parrys corner Chennai
10	FA & CAO, SOUTH WESTERN RAILWAY, HUBLI	Hubli
11	FA & CAO, SOUTH EASTERN RAILWAY, KOLKATA	Brabourne Road Branch Kolkata
12	FA & CAO, NORTH EASTERN RAILWAY, GORAKHPUR	Gorakhpur
13	FA & CAO, CENTRAL RAILWAY, MUMBAI	Kalbadevi Branch Mumbai
14	FA & CAO, EASTERN RAILWAY, KOLKATA	Park Street Branch Kolkata
15	FA & CAO, NORTH FRONTIER RAILWAY, GUWAHATI	GS road Guwahati
16	FA & CAO, SOUTH CENTRAL RAILWAY, HYDERABAD	S D Road, Secunderabad
17	FA & CAO, WESTERN RAILWAY, MUMBAI	Fort Branch Mumbai
18	FA & CAO, EAST CENTRAL RAILWAY, HAJIPUR	Hajipur
19	FA & CAO, EAST COAST RAILWAY, BHUBANESHWAR	Janpath Bhubaneswar
20	FA & CAO, NORTH WESTERN RAILWAY, JAIPUR	Prithviraj Road, Jaipur
21	FA & CAO, NORTH CENTRAL RAILWAY, ALLAHABAD	Civil Lines, Allahabad
22	FA & CAO, SOUTH EAST CENTRAL RAILWAY, BILASPUR	Link Road , Bilaspur
23	FA & CAO, WEST CENTRAL RAILWAY, JABALPUR	Jabalpur, Wright town
24	FA&CAO, RCF,RAE BARELI	RAE BARELI
25	FA&CAO, RWP, BELA	Siwan Bihar Pin 841226





## List of IDBI Bank's Designated Nodal Branches for Railway Pension (Single Window System)

Sr No.	Railways & Production Units	Railways PPO Issuing office	Nodal IDBI Bank Branch	Branch Add	BSR code	Contact Nos
1	RCF Kapurthala	Kapurthala	Kapurthala	Mathura Mansion 107, Railway Road, Kapurthala Pin 146001	6910134	01822-233686
2	ICF/Chennai	Chennai	Periyar Nagar	Sri Lakshmi, B-26 Karthikeyan Salai, Periya Nagar, Chennai - 600082 Tamilnadu	6910170	044-25501026
3	RWF / Bangalore	Bangalore	Bangalore	IDBI House, 58 Mission Road, Bangalore Pin 560027	6910208	080-2279576
4	CLW/ Chittaranjan	Kolkata	Park Street Branch	Siddha Point, Ground floor, Park Street Kolkata Pin - 700016	6910212	033-22652024
5	DLW/ Varanasi	Varanasi	Varanasi Chowk	D-38 /115-117 Bansphatak Chowk Varanasi Pin 221001 Uttar Pradesh	6910029	
6	DMW /Patiala	Patiala	Patiala	10, Chotti Baradari The Mall Patiala Pin- 147001 Punjab	6910279	175-226824
7	Metro/Kolkata	Kolkata	Park Street Branch	Siddha Point, Ground floor, Park Street Kolkata Pin - 700016	6910212	033-22652024
8	Northern Railway	New Delhi	Karol Baug	51/3, Desh Bandhu Gupta Road, Karol Baug Opp Khalsa college New Delhi Pin 110005	6910603	011-28711620
9	Southern Railway	Chennai	Parrys corner	Hari Nivas Towers, No. 163, Thambu Chetty Street, Chennai Pin - 600001	6910336	044-25331684
10	South Western Railway	Hubli	Hubli	Giriraj Annexe, Travellers Bungalow Road, Hubli Pin - 580029 Karnataka	6910269	0836-2258000
11	South Eastern Railway	Kolkata	Brabourne Road Branch,	Mukerjee House Ground Flr 17, Brabourne Road, Kolkata Pin 700001	6910260	033-66331151
12	North Eastern Railway	Gorakhpur	Gorakhpur	7, Park road, gorakhpur Pin 273001 Uttar Pradesh	6910403	0551-6453470
13	Central Railway	Mumbai	Kalbadevi Branch	Tribhuvan Building Vijay Vallabh Chowk Pydhonie, 1/3 Kalbadevi Road Mumbai 400002	6910300	022-23451358
14	Eastern Railway	Kolkata	Park Street Branch	Siddha Point, Ground floor, Park Street Kolkata Pin - 700016	6910212	033-22652024
15	North Frontier Railway	Guwahati	Guwahati	IDBI Building G S Road Guwahati Pin 781005 Assam	6910012	0361-7141106
16	South Central Railway	Secunderabad/ Hyderabad	S D Road, Secunderabad	#9-1-164/A Ansari Faust Bldg, Opp Deccan Chronicle, S.D.Road Secunderabad Pin - 500003 Telagana	6910377	040-66906650
17	Western Railway	Mumbai	Fort Branch	Venkatesh Chambers, Prescott Road, P B No 714 Fort Mumbai 400001	6910504	022-22074397
18	East Central Railway	Hajipur	Hajipur	1st floor, Shiv Bhawan, Dak Bungalow Road, Hajipur Pin 844101 Bihar	6910162	06224-260412
19	East Coast Railway	Bhubaneswar	Janpath Bhubaneswar	IDBI House, 2nd Floor, Janpath Bhubaneswar Pin 751022 Odisha	6910242	0674-6616541



20	North Western Railway	Jaipur	Prithviraj rd. jaipur	D-24 Durlabh Niwas, Prithviraj Road, C Scheme Jaipur Pin - 302001 Rajasthan	6910213	0141-2367929
21	North Central Railway	Allahabad	Civil Lines, Allahabad	Jeevan Prakash Buldg, 172A/40, M.G.Marg, Civil Lines, Allahabad Pin- 211001 Uttar Pradesh	6910367	0532-6451901
22	South East Central Railway	Bilaspur	Link Road, Bilaspur	Bukhari Building, 17/2, Agrasen Chowk, Link Road, Bilaspur Pin- 495004 Chattisgarh	6910420	07752-422768
23	West Central Railway	Jabalpur	Jabalpur, Wright town	Shukla Bhavan, 1415, Wright town, Jabalpur Pin - 482002 Madhya Pradesh	6910252	761-4027100
24	RCF RAE BARELI	RAE BARELI	RAE BARELI	Hotel Amar Buldg, Kachehri Road, Rae Bareilly Pin - 229001 Uttar Prade	6910436	0535-2204343
25	FA&CO RWP Bela Pin	Siwan Bihar Pin 841226	Siwan Bihar Pin 841226	Sammani Complex, Chapra Main Road, Makhdoom Sarai, Siwan Pin 84122	6910892	06154-247071

