

CPO's Serial No. 40/2011.

Eastern Railway

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

Kolkata, dated 15.04.2011.

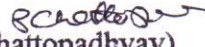
ALL CONCERNED

Sub:- Introduction of single Window System (SWS) for reimbursement of Railway Pensions.

Copy of Railway Board's letter No. 2010/AC-II/21/2 dated 31.03.2011 (RBA. No.15/2011) along with its enclosures on the above subject is sent herewith for information, guidance and necessary action.

DA: As above.

s/c


(P.Chattopadhyay)
Asstt. Personnel Officer/HQ
For Chief Personnel Officer

INDEX No.1058:- Clarification regarding Introduction of single Window System (SWS) for reimbursement of Railway Pensions.

Copy of Board's letter No. 2010/AC-II/21/2 dated 31.03.2011 (RBA. No.15/2011) addressed to G.M.s/ FA&CAOs and CPOs, All Indian Railways /PUs along with its enclosures is circulated herewith.

DA: - As above.

Contd....2/-

Government of India
Ministry of Railways
(Railway Board)

RBA No. 15 /2011

No. 2010/AC-II/21/2

New Delhi, dated 31.03.2011

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

Sub: Introduction of Single Window System (SWS) for reimbursement
of Railway Pensions.

The implementation of Single Window System for reimbursement of
Railway pensions disbursed through Public Sector Banks (PSB) was under
consideration in Board's office for some time due to the following advantages:-

Advantages to the Zonal Railway:-

- o The designated Railways need to interact only with the nominated
Nodal Branch for both submission of PPOs and receipt of pension
scrolls.
- o 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.
- o 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.
- o Better monitoring of grievances and redressal thereof.

Advantages to the Pensioner:-

- o The pension commences from the following month in which the
pensioner retires
- o The pension is credited to the pensioner's account every month on
time.
- o Minimize errors in amount of pension, arrears is calculated and paid.
- o 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 Bank of Baroda,
Allahabad Bank and United Bank of India w.e.f. 01.04.2011. The main
features of the existing system vis a vis SWS are as under:

Present System:-

- FA&CAOs of all zonal railways are authorized to issue PPOs (Annexure II
J of Accounts Code). 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 IIG of Accounts Code)
- 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.
- The banks shall nominate 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 Banks at the headquarter of the 16 designated FA&CAOs 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 5th 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 10th 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.

