

Eastern Railway

CPO's Serial No. 76/2012.

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

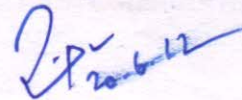
Kolkata, dated 20.06.2012.

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 16.05.2012 (RBA No.14/2012) along with its enclosures on the above subject is sent herewith for information, guidance and necessary action. Board's earlier letter dated 31.03.2011(RBA No.15/2011) on the subject matter has been circulated vide CPO's S.L.No.40/2011.

DA: As above.



(Md. Tarique)

Asstt. Personnel Officer/HQ
For Chief Personnel Officer

S/C

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 16.05.2012 (RBA. No.14/2012) 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)

1259
RBA No. 14/2012

RBA No.14 / 2012

No. 2010/AC-II/21/2

New Delhi, dated 16 .05.2012

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

E.R., Kolkata

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 Dena 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 Dena Bank. It has been decided to implement the scheme w.e.f. 01.07.2012. The main features of the existing system vis a vis SWS are as under:

25 MAY 2012

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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).
- Dena 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 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

