

**PRINCIPAL ACCOUNTS OFFICE**  
**GOVT. OF NCT OF DELHI**  
**A-BLOCK, VIKAS BHAWAN, I.P. ESTATE,**  
**NEW DELHI-110002.**

**No: F.12(04)/2018/T-1/Pr.AO/ 1056-1151**

**Dated: 14/05/2019**

To, ✓

✓ All the Pr. Secretaries/Secretaries,  
Head of the Departments,  
Govt. of NCT of Delhi,  
Delhi/New Delhi.

**Sub:-(i) Timely Payment of Pensionary entitlement to the retirees and family members.**

**(ii) Submission of undertaking by retirees' alongwith Form '5' of Pension Rules to the Pension Disbursing Bank before commencement of pension to refund or make good any amount to which he is not entitled.**

Sir/Madam,

Please refer to letter No. F.9(01)/2015/T-1/Pr.AO/1453-1577 dated 01.08.2018 of Pr. Secretary (Finance), GNCT of Delhi in which it was advised to ask the Heads of Offices under your departments to ensure the processing and submission of pension cases of the retirees and family members of the deceased government servants as per the provisions of CCS (Pension) Rules, 1972 and their timely submission of the Pay & Accounts Offices to ensure the timely payments of pensionary entitlements to the retirees and family members (copy enclosed).

2. The Government of India vide their Office Memorandum No. 1/27/2011-P&PW(E) dated 7<sup>th</sup> May, 2014 (copy enclosed) had also advised to hand over the pensioner's portion of Pension Payment Order (PPO) to the retirees at the time of retirement to obtain and submit the undertaking by retirees alongwith Form '5' of Pension Rules to the Pension Disbursing Bank before commencement of pension to refund or make good any amount to which he is not entitled.


3. The CPAO vide their Office Memorandum No. CPAO/IT&Tech/11(Vol-VI)/Simplification/2018-19/01 dated 01.04.2019 (copy enclosed) has advised this office to ask the Head of the Offices to take steps for timely submission of pension case and submit the undertaking to refund or make good any amount to which he is not entitled.

**Contd...2**

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4. It is, therefore, requested that the Head of the Offices under your control may be advised to take steps for timely submission of pension cases to PAOs to ensure the timely payment of pensionary entitlement to the retirees & family members and also submission of undertaking of the retirees' to refund or make good any amount to which he is not entitled to PAOs alongwith pension papers.

Yours faithfully,

  
12/5/2019

**(Parkash Chand)**  
**Controller of Accounts**  
**011-23370762**

Encl: As above.

**No: F.12(04)/2018/T-1/Pr.AO/**

**Dated:**

Copy to:

1. The Additional Chief Secretary (Finance), Department of Finance, Govt. of NCT of Delhi, A-Wing, 4<sup>th</sup> Level, Delhi Secretariat, New Delhi for kind information.
2. All Pay & Accounts Officers, Pay & Accounts Offices, Govt. of NCT of Delhi, Delhi/New Delhi alongwith copy of O.M. dated 01.04.2019 of the office of CPAO referred to above with the advice to issue similar instructions to the Head of the Offices under your payment control under intimation to this office.

  
**Controller of Accounts**



**PRINCIPAL ACCOUNTS OFFICE**  
**GOVT. OF NCT OF DELHI**  
**A-BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI**

No. F.9(01)/2015/T-1/Pr.A.O./ 1453-1577

Date : 01/05/2018

To,

All the Pr. Secretaries/Secretaries,  
Heads of the Departments,  
Govt. of NCT of Delhi, Delhi/ New Delhi

**Sub: Timely payment of pensionary entitlement to the retirees and family members.**

Sir/Madam

In order to ensure the timely payment of pensionary entitlements to the retiring government servants and family members of the deceased government servants, procedure for processing their pension papers at the level of Heads of Offices has been codified under the CCS (Pension) Rules, 1972.

All Heads of Departments of the government were advised vide Finance Department letter dated 19-08-2015 (copy enclosed) to advise their Heads of offices to follow the procedure of verification of service, fixation of pay, verification of nominations and assessment of government dues and timely completion and submission of pension papers of the retirees and family members of the deceased government servants to the Pay & Accounts Offices.

Incidents of delayed and in complete submission pension cases are still noticed in Pay & Accounts Offices which causes delay in the timely finalization of the pensionary benefits to the retirees and family members. The incidents of delay in payment of pensionary entitlements also invites grievances, complaints from the retirees and family members of the deceased government servants.

It is, therefore, again advised to ask the Heads of Offices under your departments to ensure the processing and submission of pension cases of the retirees and family members of the deceased government servants as per the provisions of CCS (Pension) Rules, 1972 and their timely submission of the Pay & Accounts Offices to ensure the timely payments of pensionary entitlements to the retirees and family members.

*Encl. As above*

*Renu Sharma*

(Renu Sharma)

Pr. Secretary (Finance)

No. F.9(01)/2015/T-1/Pr.A.O./ 1453-1577

Date : 01/05/2018

Copy for information to all Pay & Accounts Offices, Delhi/New Delhi.

*01-8-2018*  
Controller of Accounts



No. 1/27/2011-P&PW (E)  
Government of India  
Ministry of Personnel, P.G. & Pensions  
Department of Pension & Pensioners' Welfare

3<sup>rd</sup> Floor, Lok Nayak Bhavan,  
Khan Market, New Delhi,  
the 7<sup>th</sup> May, 2014

Office Memorandum

Sub: Simplification of pension procedure – submission of undertaking by retiring Government servant along with pension papers - reg.

'The Scheme for Payment of pensions to Central Government Civil Pensioners through Authorised Banks', issued by the Central Pension Accounting Office provides for an undertaking to be submitted by the retiring Government servant/pensioner to the pension disbursing bank before commencement of pension. The pensioner undertakes to refund or make good any amount to which he is not entitled.

2. It has been found that the first payment of pension after retirement gets delayed mainly due to two reasons. One, the delay in receipt of intimation by the pensioner that pension papers have reached the bank and two, delay on part of the pensioner in approaching the bank for submission of undertaking.
3. The feasibility of submission of undertaking by the retiring Government servant along with pension papers had been under consideration in the Government for some time. The following simplification has therefore been approved with the concurrence of Department of Expenditure, vide their I.D. No.130/E.V/2014, dated 24<sup>th</sup> February, 2014. The required undertaking may be obtained by the Head of Office from the retiring Government servant along with Form 5 and other documents before his retirement. This undertaking shall be forwarded to the pension disbursing bank along with the Pension Payment Order by the Accounts Officer/CPAO following the usual procedure. The bank shall credit the pension to the account of the pensioner as soon as this Undertaking is received along with the pension documents.
4. The pensioner would no longer be required to visit the bank to activate the first payment of pension. Therefore, after ascertaining that the Bank's copy has been despatched by the Central Pension Accounting Office, the pensioner's copy of the Pension Payment Order (PPO) may be handed over to him at the time of retirement along with other retirement dues. This should be feasible in all cases where the Government servant had submitted pension papers within the time-limits prescribed in the Central Civil Services (Pension) Rules, 1972.
5. An employee posted at a location away from the office of the Head of Office or who for any other reasons feels that it would be more convenient to him to obtain his copy of PPO from the bank, may inform the Head of Office of his option in writing while submitting his pension papers.



21  
47  
6. Office of Controller General of Accounts is requested to instruct all Pay and Accounts Offices and all pension disbursing banks to follow the above procedure as well as make necessary amendments to the pension sanction and payment procedures and the Scheme Booklet.

7. All Ministries/Departments are requested to follow the above procedure henceforth. Department of Posts and Department of Telecommunications are requested to make suitable amendments to the instructions to the Accounts Officers and pension disbursing Post Offices/Banks to adhere to the above procedure.



(D.K. Solanki)  
Under Secretary to the Government of India  
Ph: 24644632

1. All Ministries/Departments of the Government of India as per list
2. O/o Controller General of Accounts, 7<sup>th</sup> Floor, Lok Nayak Bhavan, Khan Market, New Delhi.
3. Central Pension Accounting Office, Trikoot -II, Bhikaji Kama Place, New Delhi.
4. Department of Expenditure (E.V Branch, w.r.t. their I.D. No.130/E.V/2014, dated 24<sup>th</sup> February, 2014), North Block, New Delhi.
5. Department of Posts, Dak Bhavan, New Delhi
6. Department of Telecommunications, Sanchar Bhavan, New Delhi.



48/4

**SPECIMEN LETTER OF UNDERTAKING BY THE PENSIONER**

Date \_\_\_\_\_

To

The Branch Manager

\_\_\_\_\_ (Bank)

\_\_\_\_\_ (Branch & address)

Dear Sir,

**Payment of pension under A/C No. \_\_\_\_\_ through your Bank.**

In consideration of your having, at my request, agreed to make payment of pension due to me every month by credit to my account 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, successor, executors and administrators to indemnify the bank from and against any loss, suffered or incurred by the bank in so crediting my pension to my account under the scheme and to forthwith pay the same to the bank and also irrevocably authorise 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:

**Witnesses:**

(1) Signature:

Name:

Address:

Date:

(2) Signature:

Name:

Address:

Date:



51/c

CPAO/IT&Tech/11(Vol-VI)/Simplification/2018-19/01

01.04.2019

OFFICE MEMORANDUM

**Subject: Simplification of pension procedure-submission of undertaking by retiring Government servant along with pension papers & Handing over of PPO booklet to Pensioners by Head of Office -reg.**

The Scheme for Payment of pensions to Central Government Civil Pensioners through Authorized Banks', issued by the Central Pension Accounting Office provides for an undertaking to be submitted by the retiring Government servant/pensioner to the pension disbursing bank before commencement of pension. The pensioner undertakes to refund or make good any amount to which he is not entitled.

2. In view of the above Department of Pension & Pensioners' Welfare issued instructions vide its O.M. No. 1/27/2011-P&PW(E) dated 07.05.2014 which were also communicated through this office O.M. No. CPAO/Tech/Simplification/2014-15/53 dated 28.05.2014. These provisions are reiterated below:

- (a) It has been established that the first payment of pension after retirement gets delayed mainly due to two reasons. One, the delay in receipt of intimation by the pensioner that pension papers have reached the bank and two, delay on part of the pensioner in approaching the bank for submission of the undertaking.
- (b) The required undertaking may be obtained by the Head of Office from the retiring Government servant along with Form 5 and other documents before his retirement. This undertaking shall be forwarded to the pension disbursing bank along with the Pension Payment Order by the Accounts Officer/CPAO following the usual procedure.
- (c) The pensioner would no longer be required to visit the bank to activate the first payment of pension. Therefore, after ascertaining that the Bank's copy has been dispatched by the Central Pension Accounting Office, the pensioner's copy of the Pension Payment Order (PPO) may be handed over to him at the time of retirement along with other retirement dues. This should be feasible in all cases where the Government servant had submitted pension papers within the time-limits prescribed in the Central Civil Services (Pension) Rules, 1972.
- (d) However, if any employee posted at a location away from the office of the Head of Office or who for any other reasons feels that it would be more convenient to him to

Received on  
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*[Handwritten signature]*  
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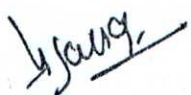
3. Pay & Account Office/Head of Office should not wait for the copy of PPO (SSA) for confirmation of the dispatch of the same by CPAO to bank for handing over of the pensioner's copy to the retiring government servant along with other retirement dues. PAO/HoO may confirm the dispatch of Banks Copy of PPO by visiting CPAO's website i.e [www.cpao.nic.in](http://www.cpao.nic.in) → See your PPO Status.

4. It has been observed that pensioner's portion of the PPO is not being handed over to the pensioner, but being sent to the bank through CPAO. It seems that the timeline for submission of finalizing the pension cases as mentioned in the CCS (Pension) Rules, 1972 are not being adhered to by HoO/PAO.

5. All Pr. CCAs/CCA/CAs/AGs (with independent charge)/JS(Admin) are requested to issue instructions to all Pay and Accounts Offices/ Head of Offices under their jurisdiction to ensure timely submission of pension papers so that the correct procedure is followed strictly. Timeline for finalization of pension cases as prescribed in CCS (Pension) Rules, 1972 is annexed herewith.

This issues with the approval of Chief Controller (Pension).

Encl.: Annexure

  
(Praful Dabral)  
Sr. A.O. (IT & Technical)

To,

- 1) All Pr.CCAs/CCAs/CAs/AGs (with independent charge)/JS(Admin.)
- 2) All General Managers to all authorized CPPC Banks

Copy to:-

- 1) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 2) PS to Addl. CGA (JPSC), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- 3) PS to CC (P), CPAO, New Delhi
- 4) The Director, DP&PW, Lok Nayak Bhawan, Khan Market, New Delhi - 110003.
- 5) Sr. TD(NIC), CPAO, New Delhi
- 6) PA to ACA, CPAO



## Timeline of finalizing the pension cases

49/c

1.	Rule-58 of CCS (Pension) Rules, 1972	Undertake the work of preparation of pension paper by the HOO.	One year before the date of retirement on superannuation or on the date on which he proceeds on leave preparatory to retirement.
2.	Rule-59 of CCS Pension Rules, 1972	Timelines for completion of two stages of preparation of paper.	Not later than eight months prior to the date of retirement
3	Rule-59 of CCS (Pension) Rules, 1972	Forwarding Form-5 to retiring govt. servant of superannuation advising him to submit the form duly completed in all respect.	Not later than six months prior to the date of his retirement
4	Rule-59 (A) of CCS (Pension) Rules, 1972	Forwarding Form-5 to the retiring govt. servant other than superannuation	Should be forwarded before retirement but after the approval of such retirement by the competent authority or the retirement has become effective.
5	Rule-60 of CCS (Pension) Rules, 1972	Completion of pension papers by HOO. i) Superannuation: Completion of Part-I of Form-7 by HOO. ii) other than superannuation	Not later than four months before the retirement Within 3 months after submission of Form-5 by the Govt. servant.
6	Rule-61 of CCS (Pension) Rules, 1972	Forwarding of pension papers to Accounts Officer by HOO. i) Superannuation ii) other than superannuation	Not later than four months Not later than three months after the date of submission of Form-5
7	Rule-65 of CCS (Pension) Rules, 1972	Authorisation of pension and gratuity by the Accounts Officer of PAO.	One month in advance of the date of retirement of the Govt. servant.