

**Frequently Asked Questions by Pensioners/Family Pensioners.
(Central Civil Services)**

1. PENSION POLICY / PROCEDURE.

1) Which rules govern pension and gratuity to the employees retiring from Central Government Departments.

Pension and gratuity of the employees retiring from Central Government Departments is regulated by the Central Civil Services (Pension) Rules, 1972. There are separate rules regarding pension and gratuity of Railway employees and Defence personnel.

2) Who is eligible for pension?

A Govt. servant appointed in a pensionable establishment on or before 31.12.2003 and retires from Government service with a qualifying service of 10 years or more is eligible for pension.

3) How is pension calculated?

W.e.f. 1.1.2006, pension is calculated @ 50% of emoluments (last pay) or average emoluments (for last 10 months), whichever is more beneficial to the retiring Govt. servant.

4) Which pay is reckoned as emoluments for pension and gratuity?

The basic pay as defined in FR (21) (a) (i) is reckoned as emoluments for pension. However, Non-Practicing Allowance granted to Medical Officers is also included in emoluments. For the purpose of Retirement/Death gratuity, Dearness Allowance admissible on the date of retirement/death is also treated as emoluments.

5) Can a pension be with-held/withdrawn on grounds of misconduct after retirement?

Future good conduct is the implied condition for grant/continuance of pension. The appointing authority may, by order in writing, withhold or withdraw a pension or a part thereof, whether permanently or for a specified period, if the pensioner is convicted of a serious crime or is found guilty of grave misconduct.

6) Can a pension, once authorised, be revised to the disadvantage of pensioner on grounds other than misconduct under Rule 8 and 9.

Except under Rule 8 & 9, pension once authorized after final assessment shall not be revised to the disadvantage of the Government servant, unless such revision becomes necessary on account of detection of a clerical error subsequently. No revision of pension to the disadvantage of the pensioner shall be ordered by the Head of Office without the concurrence of the Department of Pension and Pensioners Welfare if the clerical error is detected after a period of two years from the date of authorization of pension. The question whether it is a case of clerical error or not would be decided by the administrative Ministry.

7) What is the amount of minimum and maximum pension after 6th and 7th CPC.

The pension shall not be less than Rs.3500/- and shall not be more than 50% of the highest pay in Government i.e. Rs.45,000/- as per 6th CPC recommendation. Whereas pension shall not be less than Rs.9000/- and shall not be more than 50% of the highest pay in Govt. as per the recommendation of 7th CPC. The highest pay in the Govt. is Rs.2,50,000/- w.e.f. 01.01.2016.

8) Whether older pensioners will get higher rate of pension?

Yes, from 1.1.2006, the quantum of pension/family pension available to old pensioners/family pensioners has been increased as follows:-

OM No.38/37/08-P&PW(A), dated 02.09.2008.

Age of pensioner/family pensioner	Additional quantum of pension
From 80 years to less than 85 years	20% of revised basic pension/family pension.
From 85 years to less than 90 years	30% of revised basic pension/family pension.
From 90 years to less than 95 years	40% of revised basic pension/family pension
From 95 years to less than 100 years	50% of revised basic pension/family pension.
100 years or more	100% of revised basic pension/family pension.

9. Is additional pension admissible to old family pensioners also?

Yes, the rates related to additional pension as applicable in the case of old pensioners hold good for family pensioners, as well.

10. Whether the provision of added years in qualifying service for computation of pension is still in force?

The benefit of added years of qualifying service for computation of pension/related benefits has been withdrawn w.e.f. 01.01.2006.

11. Whether the provision of added years in qualifying service has been withdrawn for calculating gratuity also?

Yes, w.e.f. 01.01.2006.

12. Whether the additional pension/family pension available to old pensioners would be payable from the date of attaining age of 80 years or above or from the first day of the month in which the date of birth fall?

The additional quantum of pension/family pension, on attaining the age of 80 years and above, would be admissible from the 1st day of month in which his date of birth falls. For example, if a pensioner/family pensioner completes age of 80 years in the month of August, 2008, he will be entitled to additional pension/family pension w.e.f. 01.08.2008. Those pensioners/family pensioners whose date of birth is 1st August, will also be entitled to additional pension/family pension w.e.f. 01.08.2008 on attaining the age of 80 years and above.

13. What is to be done in case the pension has not been fixed correctly?

The Pay & Accounts Officer while issuing the pension authorization will forward one copy of the pension calculation sheet (out of three received by him from the Head of Office) as certified by the Head of Office and countersigned by him (Pay & Accounts Officer) to the pensioner along with the intimation of his having sent the pension payment authority/PPO to the CPAO. In case it is found from the pension calculation sheet that pension has been fixed incorrectly, the matter may be taken-up with the Head of Office. PAO concerned, if necessary, will issue an amendment authority letter to Central Pension Accounting Office for onward transmission to the CPPC to carry out necessary amendments in both halves of PPO.

14. Can Income Tax be deducted at source be made from pension payments?

Yes, the paying branch will be responsible for deduction of Income Tax at source from pension payments in accordance with the rates prescribed from time to time. While deducting such tax from pension payments the paying branch will also allow deduction on account of relief available under Income Tax Act from time to time on production of proper and acceptable evidence of eligible savings by pensioners. The paying branch will also issue the pensioner in April each year a certificate of tax deducted in the form prescribed in the Income Tax Rules.

15. Can the excess payment, if any, credited to the pensioner's account be recovered by the bank?

Before commencing payment of pension, the paying branch is required to obtain an undertaking in the prescribed form Annexure-XI of the Scheme from the pensioner. On the strength of this undertaking the excess payment, if any, credited to his/her account can be recovered by the paying branch.

16. What is to be done if a pensioner/family pensioner desires to get his pension payment account transferred?

Application for transfer of pensions may fall under the following two categories;

- i) Transfer from one paying branch to another of the same Authorised Bank (AB) within the same station or at a different station;
- ii) Transfer from one AB to another AB.

The pensioner/family pensioner may make request falling under both the categories above to either of the Branches. The paying branch will forward the request along with the disburser's part of PPO, where applicable, to its CPPC for necessary action. Before forwarding the disburser's portion of PPO to the new paying branch/CPPC, it will be ensured that the month upto which the payment has been made is invariably indicated in the disburser's portion of PPO. The receiving CPPC on receipt of the pension documents will ensure forwarding the PPO to the paying branch if it is for the same AB or to the concerned CPPC if for a different AB within three days and intimate the facts to the pensioner simultaneously. Necessary intimation of effecting such transfer will be sent to CPAO by the new as well as old CPPCs in the form as at Annexure XXI (Page-49 Scheme Booklet) as well as the scroll for keeping a note of change in their records.

The new paying branch will commence the pension payment immediately on receipt of letter of the last payment certificate as above. Simultaneously, it will send an intimation to CPPC with full details of the commencement of the pension.

Pensioner will be paid for three months on the basis of the photocopy of the pensioner's PPO at transferee (New) branch, from the date of last date of payment made at the transferor (Old) branch. During this time, it will be the joint responsibility of both transferor (old) and transferee (New) bank branches to ensure that all the documents under the procedure, are received by the CPPC within the period of three months.

To avoid the risk of overpayment at the time of transfer, the following certificate is required to be recorded on the Disburser's portion of PPO by the paying branch of the AB:-

"Certified that payment of pension has been made up to the month _____ and that this PPO consists of _____ continuation sheets for recording disbursement."



Except as provided above, the transfer of a pension account from one payment point to another will not ordinarily be permitted.

17. Family pension is payable up to which period and in which order of members of family?

Family pension is payable to one member of the family at a time in the order and for the period as under:-

- a) In the case of a widow or widower, up to the date of death or remarriage, whichever is earlier. Family pension shall continue to be payable to a childless widow after her remarriage if her income from all other sources is less than the amount of minimum family pension and the dearness relief thereon.
- b) When widow or widower becomes ineligible, children below 25 years of age in the order of their age, up to 25 years of age or till they get married or till they start earning more than the amount of minimum family pension along with dearness allowance thereon.
- c) After (a) & (b) above; for the lifetime to any son/daughter who is suffering from any disorder or disability of mind (including mentally retarded) or physically crippled or disabled and who is unable to earn a living.
- d) If no spouse/children below 25 years of age/disabled children above 25 years of age are eligible for family pension, it may be granted to unmarried/widowed/divorced daughters above the age of 25 years in the order of seniority of their age.
- e) Thereafter, family pension may be paid to the parents who are wholly dependent on the Govt. servant when he/she was alive.
- f) Disabled siblings (i.e. brother and sister) who were dependent on the Government servant immediately before the death of the Government servant, for life.

18. Is family pension payable to more than one person at a time?

Normally, the family pension is payable to one eligible member at a time. However, in certain specific cases, the family pension is divided among eligible members of the family. The family pension will be paid in equal shares where the deceased Govt. servant or pensioner is survived by :-

- a) More than one widow (except in the case of Hindu widow or where polygamy/polyandry is not allowed).
- b) A widow and an eligible child through another widow which she would have received had she been alive.
- c) A widow and a eligible child from a divorced/illegally wedded wife; the child will be entitled to the share of family pension which the mother would have received had she not been divorced/had she been legally wedded.
- d) Twin, triplet or quadruplet children.

In all the above cases, on the death of one recipient, his/her share of the family pension shall become payable to other members(s) of family who was/were sharing family pension with him/her.

19. Is family pension payable to a spouse judicially separated?

Family pension is payable to a spouse judicially separated provided there is no child who is eligible for family pension. But it is not payable to a spouse judicially separated on the ground of adultery and who had been held guilty of committing adultery.

20. Whether family pension may be sanctioned to a disabled child/dependent parent/disabled sibling during life time of a pensioner.

Yes, family pension in certain cases may be sanctioned to a disabled child/dependent parents/disabled siblings. For further details, please refer to this department OM Nō.1/27/2011-P&PW(E), dated 1st July, 2013, available at the website under the Circulars on Family Pension.

21. Is family pension available to a widow/widower after remarriage?

Family pension to widow/widower is discontinued on re-marriage. However, Family Pension has now been made available even after remarriage to childless widow of the deceased employēe subject to her earnings not exceeding the prescribed minimum family pension with DR. Family pension is not available to a childless widower after his remarriage.

GRATUITY

1. Whether retirement gratuity/death gratuity, commuted value of the pension is taxable?

No. Death gratuity/retirement gratuity and commuted value of the pension are fully exempted from Income Tax.

2. Is there any ceiling on gratuities and if so what is the maximum amount admissible?

Yes. Ceiling on all gratuities has been raised to Rs. Ten Lakhs w.e.f. 01.01.2006 (earlier the limit was Rs.3.5 Lakhs). DA admissible on the date of retirement is also to be added with pay for calculation of gratuity. However, w.e.f. 01.01.2006, ceiling on Gratuity has been raised to Rs.10 Lakhs and now w.e.f. 01.01.2016, it is Rs.20 Lakhs..

3. Whether retirement gratuity, death gratuity can be paid by PAO/CPAO?

No. The amount of retirement/death gratuity as determined by the PAO shall be intimated to the Head of Office who will draw and disburse the amount to the retired Government servant or to the nominee/family as the case may be.

COMMUTATION OF PENSION

1. How much of the pension can be commuted?

A pensioner can opt to commute up to 40% of the pension admissible at the time of retirement.

2. Whether the family can be given the benefit of 40% commutation if a pensioner dies before exercising option?

No, since the commutation does not become absolute in such cases the benefit cannot be given to the family.

3. How does the period of 15 years for restoration of commuted portion of pension reckon?

The 15 year period for restoration may be reckoned from the date of retirement itself only in case where the payment of commuted value of pension was/is made during the first month of retirement leading to appropriate reduction on account of commutation in the first pension itself. In all other cases, where the commutation of pension led/leads to a reduction in the second or subsequent month, the 15 years period will be reckoned from the date on which reduction in pension became/becomes effective.

4. Is any authorization for restoration of commuted portion of pension after 15 years required from PAO/CPAO?

No. Restoration of commuted portion of pension after 15 years (from the date of crediting of commuted value) or as fixed by the Government from time to time is to be made automatically by bank on receipt of application in prescribed proforma from the eligible pensioner. In cases where the date of commutation is not readily available in the PPO, the bank will obtain the information from the concerned PAO who issued the PPO through CPAO before restoring the commuted portion of pension.

5. What has the pensioner to do for restoration of commuted portion of pension? From what date is it restored?

Commutated portion of pension is to be restored after 15 years from the date of commutation. This period of 15 years is to be counted from date of discharge provided commutation was sanctioned simultaneously with service pension in the same PPO.

However, where commutation was sanctioned subsequent to the date of discharge the restoration of commuted portion of pension will be done on completion of 15 years from the date from which the amount of capitalized value is paid or credited to the pensioner's account. Every pensioner has to apply to his PDA (Pension Disbursing authority) through an application after completion of 15 years for restoration of commuted portion of pension.

6. What is restoration of pension and when is it due?

Restoration of the fraction of the pension commuted by the pensioners becomes due for restoration after completion of 15 years period from the date of payment of lumpsum value of commutation.

7. What is reduced/residual/residuary pension?

Reduced/residual/residuary pension is the part of pension which is payable after deducting commuted portion of the pension.



8. What is the period up-to which family pension is payable?

The period for which family pension is payable shall be as follows:-

- i) In the case of a widow or widower, up to the date of death or re-marriage, whichever is earlier.
- ii) In the case of an unmarried son until he attains the age of 25 years or until he gets married or until he starts earning his livelihood, whichever is the earlier.
- iii) In the case of an unmarried or widowed or divorced daughter, until she gets married or remarried or until she starts earning her livelihood, whichever is earlier.
- iv) In the case of parents, who were wholly dependent on the Government servant immediately before the death of the Government servant, for life.
- v) In the case of disabled siblings (i.e. brother and sister) who were dependent on the Government servant immediately before the death of Government servant, for life.

9. Whether Parents, Brothers and Sisters of the pensioners are entitled to get family pension?

Only those Parents, Brothers and Sisters of the pensioners are entitled to family pension who were wholly dependent on pensioner provided the deceased employee had left behind neither a widow nor a child.

JEEVAN PRAMAAN

1. What is JEEVAN Pramaan?

Digital life certificate for Pensioners scheme of the Government of India known as Jeevan Pramaan. It seeks to address the problem of pensioners by digitizing the whole process of securing the life certificate. Every year in the month of November the pensioners has to provide life certificates to the authorized pension disbursing agencies like the bank, for continuous crediting of pension to their account. In order to get this life certificates the individual drawing the pension is required to either personally present himself/herself before the Pension Disbursing Agency or have the Life Certificate issued by the authority where they have served earlier and have it delivered to the disbursing agency. It has been noted that it causes a lot of hardship and unnecessary inconvenience particularly for the aged and infirm pensioners who cannot always be in a position to present themselves in front of the particular authority to secure their life certificate. In addition to this, a number of pensioners decide to choose to move to other countries either to be with their family or other reasons, and getting a life certificate becomes a huge logistical issue.

“Jeevan Pramaan” aims to streamline the process of getting this certificate and making it hassle free and much easier for the pensioners. With this initiative the pensioners need not physically present himself/herself in front of disbursing agency or the certification authority. He may submit his/her life certificate from home on his computer which will also be acceptable to bank.

1. Is it mandatory to submit on line life certificate through Jeevan Pramaan?

No, it is not. **“Jeevan Pramaan” is in addition to other existing facilities for submission of LIFE CERTIFICATE.**

2. What is the procedure to submit online Life Certificate through “Jeeval Pramaan”?

Pensioners desirous of using the Jeevan Pramaan facility has to first enroll their Aadhaar number in their pension account. Once seeding has been completed, pensioner can download the software from <https://Jeevanpramaan.gov.in>

Pensioner's information like Pension Aadhaar number, Pensioner Name, PPO Number, Bank Account detail, Address, Mobile number etc. are fed into the system through web based / client interface and finally pensioners person information are authenticated using the Aadhaar number and pensioner has to put his finger on to the finger print scanner or eye on the Iris scanner.

After successful authentication, Pramaan ID / the transaction number is displayed on the screed and same is sent to Pensioner's mobile as SMS from the portal. The portal generates Electronic Jeevan Pramaan for the successfully authenticated pensioner and it is stored in the central Life Certificate Repository database. The disbursing Bank can access and get the Jeevan Pramaan certificate from the portal for his pensioners through the electronic data transfer mechanism created between the portal and Bank server.

Pensioner has to inform the Bank that his Jeevan Pramaan has been generated through online registration from Jeevan Pramaan portal.

Fixed Medical Allowance And CGHS Facility

1. What is the medical allowance for pensioners?

Fixed medical allowance @ Rs.500/- is granted to the pensioners residing in areas not covered by CGHS, if they are not using CGHS facility for OPD treatment from a CGHS dispensary in the nearest city. The pensioners living in cosmopolitan cities not covered by CGHS dispensary are also eligible on production of a certificate to that effect.

2. Are the Government Employees who have not applied for CGHS card in spite of residing in areas covered by CGHS, also eligible for Fixed Medical Allowance?

The CGHS facility is meant for the serving Central Govt. employees and pensioners residing in specified areas. Fixed Medical Allowance is granted to pensioners living in non-CGHS areas, for the CGHS facilities not available to them. The pensioners residing in CGHS areas cannot opt out of CGHS and avail any other medical facility (i.e. Fixed Medical Allowance). Therefore, such pensioners, if they do not choose to avail CGHS facility by depositing the required contributions, cannot be granted Fixed Medical Allowance in lieu to CGHS.

In case of those Pensioners who are in receipt of two pensioners viz., service pension and family pension OR military pension and another civil pension to which category of pension, medical allowance shall be allocated.

If any pensioner or family pensioner receives two pensions, only single medical allowance is admissible, if he/she does not avail of the medical facilities provided by the respective organizations. As regards, pensioner who gets both military pension and civil pension, if the pensioner avails of the medical facilities provided by one of the civil or military organizations, he is not entitled to medical allowance and if he does not avail medical facilities from any of the organizations, he is entitled to medical allowances for only one of the two pensions.

3. What is the procedure to register with CGHS?

Pensioners:

- 1) One can get a CGHS card made from the office of AD / JD of the City.
- 2) Forms can be downloaded from CGHS website or can be taken from office of AD / JD of city.
- 3) **Documents required:-**
 - i) Application in prescribed format,
 - ii) Proof of Residence/proof of Stay of dependents.
 - iii) Proof of age of son.
 - iv) Disability certificate, if any in case of sons aged 25 & above, who would otherwise cease to be a beneficiary.
 - v) Photos of eligible family members.
 - vi) Surrender Certificate of CGHS Card while in service (only in those cases where CGHS Card was issued while in service).
 - vii) Attested copies of PPO & Last Pay Certificate.
 - viii) Draft for required amount towards CGHS contribution – in the name of 'P.A.O., CGHS, New Delhi in Delhi and in the name of AD, CGHS of the city.
 - ix) In case of PPO is not ready for any reason there is option to get a provisional card on the basis of Last Pay Certificate.
 - x) The data is entered through computers and entered in date base and a print out is issued same day for immediate use. Plastic cards are subsequently sent to the residence of the card holder by post.



Serving employees:

Serving employees submit the forms in prescribed format enclosing photos of eligible family members and submit to the Ministry / Department / Office, where he/she is employed. The application form shall be forwarded by the Ministry/Office/Department to the office of Addl. Director CGHS of city for preparation of card. Print out is issued for immediate use.

4. What should be done if CGHS Card are lost?

Application is to be submitted to AD/JD along with two photographs and IPO for Rs.50/- for issue of duplicate card.

5. Is there any age limit for sons/daughters as dependant in CGHS Card?

1. Son is eligible till he starts earning or attains the age of 25 years or gets married whichever is earlier.
2. However, in case the son is suffering from any permanent disability of any kind (physical or mental) he is eligible for CGHS benefits even after 25 years.
3. Disability means blindness, low vision, leprosy-cured, hearing impairment, locomotor disability, mental retardation, mental illness. A disability certificate from Medical Board is required.
4. Daughter is eligible till she starts earning, or gets married, whichever is earlier (irrespective of age).

6. What are the facilities available to pensioner in a non-CGHS area?

- a) Pensioner residing in non-CGHS covered areas have the option to become CGHS beneficiary and avail CGHS facilities from the nearest CGHS covered city.
- b) Pensioners residing in non-CGHS areas have also the option to avail Fixed Medical Allowance of Rs.500/- per month and opt not to avail CGHS facility.
- c) Pensioners residing in Non-CGHS areas have also the option to avail Fixed Medical Allowance of Rs.500/- per month for OPD treatment and obtain CGHS card from nearest CGHS covered city for inpatient facilities under CGHS. No OPD medicines shall be issued in such cases.
- d) CGHS pensioner beneficiaries (and their dependant and eligible family members) who are holding a valid CGHS Card and residing in a non-CGHS area shall be eligible to:-
 - i) Obtain inpatient medical treatment and also follow up treatment from Govt. Hospitals/CS(MA)/ECHS approved hospitals on proper referral from CGHS dispensary and submit the medical reimbursement claim to the Addl. Director/Joint Director of CGHS of city where the CGHS card is registered.
 - ii) In case of medical emergency, treatment may be obtained from any hospital and medical claim shall be submitted to AD/JD, CGHS of the concerned city.
 - iii) Reimbursement shall be limited to the CGHS rates of the city where the card is registered and as per the ceiling rates and ward entitlements or as per actual, whichever may be less.



7. What is the procedure for surrendering fixed medical allowance and availing CGHS facility?

The pensioner has to approach to his Head of Office from where he retired from service with an application mentioning PPO number etc. with the request for discontinuance of fixed medical allowance. After receipt of application, H.O.O. will send same to concerned PAO/ZPAO. PAO/ZPAO will than issue discontinuation order of fixed medical allowance under intimation to CPAO, pensioner and H.O.O.. CPAO will send the same to concerned CPPC and then to concerned pension paying bank. After obtaining certificate from the bank that fixed medical allowance has been discontinued, the pensioner will approach concerned CGHS authorities for availing CGHS facilities of their area. However, it is one time option for switching over for fixed medical allowance to CGHS and vice versa in the life time of a pensioner.

National Pension System

1. **The CCS(P) Rules are applicable to govt. servants appointed on or before 31.12.2003. Are the employees who joined pensionable establishments of Govt. of India after 31.12.2003 eligible for any benefits under these rules?**

In accordance with DoP&PW O.M. No.38/41/06-P&PW (A) dated 5.5.2009 such employees who joined after 31.12.2003 and/or their families may be given the benefits of disability pension or family pension provisionally till the finalization of rules under the National Pension System (NPS) on death/injury.

2. **What are the guidelines/orders in regard to settlement of dues of the deceased Government employees covered under NPS?**

As per the Department of Pension & PW O.M. No.38/41/06-P&PW (A) dated 5.5.2009 (available on website) the benefits under the CCS (Pension) Rules has been provisionally extended to the families of deceased employees covered under NPS. Family Pension/gratuity in terms of O.M. dated 5.5.2009 shall be payable to the family of the deceased employee if the deceased employee was covered under NPS and fulfils the conditions. These payments are provisional and will be adjusted as per the final provisions. As per Para 7 of the O.M., the accumulations in pension wealth of deceased employee under NPS will not be paid during the period provisional benefits under the aforementioned O.M. are payable. The Head of Office will prepare the pension papers as per provisions of the relevant to eligible Government servants' families explained in Ministry of Finance O.M. No. 1(7)/DCPS(NPS)/2009/TA/221, dated 2.7.2009 read with corrigendum dated 29.09.2009.

3. **What are the guidelines/orders in regard to settlement of dues of the deceased Government employees covered under NPS?**

As per the Department of pension & PW O.M. No.38/41/06-P&PW(A) dated 5.5.2009 (available on website) the benefits under the CCS (Pension) Rules has been provisionally extended to the families of deceased employees covered under NPS. Family pension/gratuity in terms of O.M. dated 5.5.2009 shall be payable to the family of the deceased employees if the deceased employee was covered under NPS and fulfils the conditions. These payments are provisional and will be adjusted as per the final provisions. As per Para 7 of the O.M. the accumulations in pension wealth of deceased employee under NPS will not be paid during the period provisional benefits under the aforementioned O.M. are payable.

The Head of Office will prepare the pension papers as per provisions of the relevant rules and proceed as per the procedure for making the provisional payment to eligible Government Servants families explained in Ministry of Finance O.M. No. 1(7)/DCPS(NPS)/2009/TA/221 dated 2.7.2009 read with corrigendum dated 29.09.2009.



Role of Unit Head, PAO, CPAO and Banks in r/o pension processing.

1. What is the role of the unit for revising pension of the pensioner?

The unit will take up case of the pensioner for revision of pension with concerned PAO/ZPAO in view of revision of pay after retirement viz. Grant of financial up-gradation under ACP/MACP Scheme OR due to other reasons and will be responsible for getting issuance of revised PPO, payment of difference of Retirement Gratuity, Leave encashment etc. Revision in PPO can also be made if some mistakes/anomalies are found at the later stage.

2. What is the role of the PAO/ZPAO for revising of pension?

- i) On receipt of case from unit concerned, the concerned PAO/ZPAO will issue revise pension payment order (PPO) after thoroughly checking the case and intimate to CPAO, pensioner and concerned unit.
- ii) Concerned PAO/ZPAO may also issue revision of pension order if Govt. issue such instructions consequent upon amendments in the pension rules, if required.

3. What is the role of the CPAO?

The Central Pension Accounting Office (CPAO) has been entrusted with the following responsibilities administering the scheme of payment of pension to Central Government (Civil) Pensioners through authorized banks.

- i) Issue of Special Seal Authorities (SSAs) authorizing payment of pension in fresh as well as revision of pension cases to the CPPC (Central Pension Processing Centers) of pension disbursing Banks.
- ii) Audit of CPPCs of pension disbursing Banks.
- iii) Maintenance of a Data Bank of Central Civil Pensioners containing all details indicated in the PPOs and Revision Authorities;
- iv) Handling grievances of Central Civil Pensioners; and
- v) As an interim arrangement, payment of provisional pension to the pensioners/family pensioners covered under New Pension Scheme as per orders of Ministry of Finance.

4. Role of CPPC and Pension Paying Bank?

- i) The PPOs will be issued under Special Seal by the Authorized authorities to CPAO. The CPAO after verifying Special Seal, forward the PPO (both halves of PPO) alongwith e-copy of pension details and an additional copy of Special Seal Authority (SSA). The Disburser's portion of the PPO and the Special Seal Authority would be retained at CPPC. Pensioner's portion of PPO would be forwarded to Pension Paying Branch along with the additional copy of SSA. The CPPC would also place on its network a scanned image of the disburser's portion to be visible to the Pension Paying Branch and the CPAO.
- ii) The Pension Paying Branch would carry out the necessary formalities, identify the pensioner with reference to the photograph/information on the Pensioner's copy of the PPO and the scanned image of the disburser's portion on the bank's network and communicate accordingly to the CPPC and hand over the Pensioner's half to the pensioner. The CPPC will not release the payment till this certificate of identification is received from the PPB Manager. This will be recorded in the database. The Paying Branch should also obtain an undertaking from the pensioner that excess payment, if any, credited to his/her account, due to delay in receipt of any material information or due delay in receipt of any material information or due to bonafide error, can be recovered by the bank. *The Paying Branch would be responsible for deducting Income Tax at source from the pension.*

- iii) The pensioner will continue to transact only through his home branch where he maintains his account. The Pension Paying Branch is also responsible for obtaining the Certificates such as Annual Life Certificate, Non-employment Certificate or employment in a Deptt./Office of Central/State Govt. or U.T. in a Company, Corporation, Undertaking etc. on due dates as the case may, from pensioner/family pensioner and CPPC will not release payment of pension/family pension for that month till the Life Certificate have been obtained by the PPB and so communicated to CPPC.
- iv) All calculations of pension etc. would be done by CPPC and the advice communicated to all paying through electronic media for credit to the accounts of the pensioners maintained by them. The CPPC should ensure that the pension should be credited into the pensioner's account by the last day of the month except in the month of March when it would be credited in the first working day of April.
- v) The CPPC will display on the computer, the details of calculation of pension and other elements payable to the pensioner/family pensioner. The Pension Disbursing Branch will take a printout and hand over the same to the pensioner. ***The Pension Paying Branch (PPB) will interact with the pensioners and redress their grievances within the prescribed time limit, if necessary, in consultation with CPPC. A monitoring cell will be established at CPPC to track pensioner's complaints forwarded by paying branches or CPAO.***
- vi) Any change in the status of the pension which originates at the Pension Paying Branch such as death of pensioner, change in address, transfer to another branch or bank, non-operative pension case, etc. will be communicated without delay by the Pension Paying Branch to the CPPC and in turn to CPAO.
- vii) All documents for any revisions/changes authorized by CPAO will also move, with an e-copy from CPAO to CPPC to PPB. It will be the responsibility of the CPPC to ensure that all revisions/amendments are recorded on the body of the disburser's copy of PPO, communicated to the Pension Paying Branch and also recorded on the Pensioner's copy by the PPB.
- viii) It will be the responsibility of the Paying Branches to update the entries of the Pensioner's half under the signature of the appropriate authority.
- ix) CPPC would have to send Payment Scrolls electronically used in Central Pension Accounting Office.
- x) A Grievance Cell would be established at CPPC to track pensioner's complaints forwarded by paying branches or CPAO, and the paying branch would be responsible for inviting and referring the pensioner's grievances within one week's time.



5. What is the role of PAO in respect of pension processing?

The Pay & Accounts Officer, on receiving the pension papers, is to verify the Service records and apply prescribed checks with reference to the applicable pension rules, and assess the amount of pensionary benefits. After applying the necessary checks, he prepares the pension payment order (PPO) in the Proforma given in CAM-52 and forwards the same to the Central Pension Accounting Office under the Special Seal Authority for arranging the payment through authorized bank. The final responsibility of the correctness of calculations and authorization of admissible pension is that of the PAO.

6. What is the role of CPAO?

- i) CPAO is an intermediary link between pension sanctioning authority (i.e. the office from which a govt. employee retired/died) & pension paying authority (Pay and Accounts Office) and the pension disbursing bank. On the basis of pension cases received from PAO, CPAO issues Special Seal Authorities (SSAs) authorizing payment of pension in fresh as well as revision of pension cases to the CPPCs (Central Pension Processing Centers) of pension disbursing Banks. CPAO has no mandate to sanction or amend the rates of pension/family pension sanctioned by the pensioner's parent office. CPAO cannot suo-moto revise the pension/family pension and even cannot change the pensioner's address. CPAO has also no role in payment of pension. CPAO is responsible for creating pensioners data base on the basis of special seal authority received from the PAO and then generate its own special seal authority and send it to the CPPCs of the concerned banks for further action.
- ii) As an interim arrangement, CPAO makes payment of provisional pension to the pensioners/family pensioners covered under New Pension Scheme in the event of death or disability as per orders of Ministry of Finance.
- iii) CPAO furnishes to each PAO annually, in the first fortnight of November a list of running serial numbers to be allotted to Pension Payment Orders to be issued by them during the next calendar year. These numbers are to be used only upto 31st December each year. The details of unused numbers should be intimated to the CPAO by the end of January every year. However, the new numbers supplied by Central Pension Accounting Office are allocated in respect of Pension Payment Orders issued on and after 1st January each year irrespective of actual date of retirement. The criteria for issuing new serial numbers will be the date of issue of Pension Payment Orders and has no relevance to the date of retirement or date of commencement of pension.

7. What is the role of the Central Pension Processing Centre (CPPC) of the bank?

CPPC acts as a single point access for the processing of pension and accessing the information on all pension accounts maintained by them. The Central Pension Processing Centre of the banks are responsible for processing of pension payment, pension disbursement and creating pensioners data base on the basis of special seal authority received from CPAO. Pension/family pension arrears are calculated by the Central Pension Processing Centers of the concerned bank and are credited to the pensioner's bank account. CPPCs are also responsible for handling grievances of pensioners.

8. When should CPPC credit the first pension to the pensioners account?

After completing all formalities, CPPC should credit the first pension to pensioners account on the last date of the month following the month of retirement or within 40 days of the receipt of the PPO/SSA whichever is earlier.

9. Has the CPAO provided any facility on its website to the pensioner for tracking progress of his PPO?

Anybody can know the status of any particular PPO by using link "*know your status*". Moreover, pensioners have been provided the facility of downloading the copy of PPOs and subsequent amendments issued by CPAO by using login and password after getting themselves registered on **CPAO website-www.cpao.nic.in**.

10. Can the excess payment, if any, credited to the pensioner's account be recovered by the bank?

Before commencing payment of pension, the paying branch is required to obtain an undertaking of recovery of excess payment in the prescribed form Annexure-XI of the Scheme from the pensioner. On the strength of this undertaking the excess payment, if any, credited to his/her account can be recovered by the paying branch.

MODIFIED ASSURED CAREER PROGRESSION SCHEME.

1. What is Modified Assured Career Progression Scheme (MACPS)?

The MACP Scheme for Central Civilian Government Employees is in supersession of earlier ACP Scheme. Under the MACP Scheme *three financial Up-gradation are allowed on completion of 10, 20 & 30 years of regular service, counted from the direct entry grade.* The MACPS envisages merely placement in the immediate next higher grade pay as given in Section-1, Part-A of the first schedule of CCS (Revised Pay) Rules, 2008, in case no promotion has been earned by the employee during this period.

2. From Which date the MACPS is effective?

The MACPS is *effective w.e.f. 01.09.2008* or on completion of 10, 20 & 30 years of continuous regular service, whichever is later. Financial up-gradation will also be admissible whenever a person has spent 10 years continuously in the same grade pay.

3. Whether the promotions in same grade would be counted for the purpose of MACPS?

The financial up-gradation under the MACPS is in the immediate next higher grade pay in the hierarchy of recommended revised pay bands and grade pay as given in CCS (Revised Pay) Rules, 2008. However, if the promotional hierarchy as per recruitment rules is such that promotions are earned in the same grade pay, then the same shall be counted for the purpose of MACPS.

4. How will the benefits of ACP be granted if due between 01.01.2006 and 31.08.2008?

The revised *pay structure has been changed w.e.f. 01.01.2006* and the *benefits of ACPS have been allowed till 31.08.2008.* Hence, the benefits of revised pay structure would be allowed for the purpose of ACPS.

5. What are the periods included in the regular service?

All period spent on deputation/foreign service, study leave and all other kind of leave, duly sanction by the competent authority shall be included in the regular service except "*dies-non*" period.

6. Whether the past continuous regular service in another Govt. Deptt. in a post carrying same grade pay prior to regular appointment in a new Deptt. without a break shall be counted towards qualifying regular service for the purpose of MACPS?

Yes.

7. Whether designation, classification of higher status would change on account of financial up-gradation under MACPS?

There shall be no change in the designation, classification or higher status on grant of financial up-gradation under MACPS, as the up-gradation under the Scheme is purely personal and merely placement in the next higher grade pay.

8. **If a financial up-gradation under the MACPS is deferred due to the reason of the employees being "UNFIT" or due to departmental proceedings, etc., whether this would have consequential effect on the subsequent financial up-gradation.**

Yes, this would have consequential effect on the subsequent financial up-gradation, which would also get deferred to the extent of delay in grant of financial up-gradation.

9. **Whether the stepping up of pay would be admissible if a junior is getting more pay than the senior on account of grant of financial up-gradation under MACPS?**

No stepping up of pay in the band or grade pay would be admissible with regard to junior getting more pay than the senior on account of pay fixation under MACPS.

10. **If a regular promotion has been offered but was refused by the employees before becoming entitled to a financial up-gradation under the MACPS, whether financial up-gradation shall be allowed to such a Government servant.**

If a regular promotion has been offered but was refused by the Government employees before becoming entitled to a financial up-gradation, no financial up-gradation shall be allowed and as such an employee has not been stagnated due to lack of opportunities. If, however, financial up-gradation has been allowed due to stagnation and the employees subsequently refuse the promotion, it shall, however, not be eligible to be considered for further financial up-gradation till he agrees to be considered for promotion again and the next financial up-gradation shall also be deferred to the extent of period of debarment due to the refusal.

