CUSTOMER CARE DEPARTMENT (CCD)

CO/CCD-CPPC/2026-27/61 **Date:07.10.2026**

All Branches & Offices,

Reg: Modification in Government Business Policy FY 2026-27

Consequent upon direction dated 24.06.2026 of RBI regarding Disbursement of Government Pension by Agency Bank & recovery and refund of Excess Pension Payment, the approved Government Business Policy FY 2026-27 required for modifications.

Accordingly, the Agenda was placed before the Board for Approval & the same has been approved by the Board in its meeting held on 29.09.2026 vide agenda no.BM/786/2026-27/07/CAT-7/VOL-3/3.02.

The updated Government Business Policy FY 2026-27 is enclosed herewith for all Branches/Offices.

The amended policy is effective with immediate effect.

(Jai Shankar Prasad)
General Manager-CCD

Encl: Modified Government Business Policy for FY 2026-27

GOVERNMENT

BUSINESS

POLICY

2026-27

POLICY ON GOVERNMENT BUSINESS 2026-27

Policy on Government Business		
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POLICY ON GOVERNMENT BUSINESS 2026-27

01. Introduction:-

Reserve Bank acts as banker to the Central and State Governments in terms of Section 20, 21 and 21A of the Reserve Bank of India Act, 1934. Reserve Bank of India in turn has authorized our Bank to act as an agent of RBI for conducting Government business. RBI pays agency commission (also called turnover commission) to the agency banks for the Government business handled by them.

Subsequently, the CPPC (Central Pension Processing Centre) was established under Government Business Department in the year 2009 with an objective of centralizing the entire activity of pension calculation, disbursement, arrear payment, revision for all pension payments handled by Bank.

Now, the department functions with two major verticals, Pension payment, Pension related issues under CPPC &other Government Business Department.

All the activities under Government Transaction are dealt by a four layered approach such as a) Branch, b)Focal Point Branch ,c)Nodal Branch, &d)Link Cell Office. While all the branches undertake Government business other than specialized branches like CPPC, CPPB, ARBs, and SAM Branches. Our Nagpur Branch (3819) is the Link Cell for settling Central Government. transactions with Central Accounts Section (CAS), Nagpur of RBI.
Commission earned over such business is booked by the Nodal Branches against each scheme.

02. Link Branch,Nodal Branch,Focal Point Branch & Other Branch – Roles & Responsibilities:-

2.1 Link Branch –It is a branch of Agency Bank which consolidates (Central Government) data from all Focal Point Branches across India and claims Turnover Commission from CAS, RBI Nagpur for Central Government Transaction. Our Link branch is situated in Nagpur.

2.2 Nodal Branch - It is a branch of Agency bank which consolidates (State Government) data from all Focal Point Branches in that State and claims Turnover Commission for State Government transactions from respective Banking Dept
t. (PAD) at Regional Offices of RBI. Generally, each State has one Nodal Branch which reports entire Government Business of that State to respective RBI office of that Region.

2.3 Focal Point Branches: These are branches which receives data on Central and State Government Business from 'Other Branches'. Focal Point branches consolidated the State Government Data and send to respective State's Nodal Branch and Central Government Data to Link Branch.

2.4. Other Branches: All branches which are authorized to do Government Business are called as 'Other Branches'.

03 Link Branch-Set & Functions:-

3.1 Our Nagpur branch acts as Link Cell of Central Government. Business transactions. They report all the data to respective departments and settles funds with the CAS,Nagpur of RBI. Link Branch need to ensure that all Focal point & Nodal Branches attached to the Link Branch are

transmitting the data and funds on a day-to-day basis within the stipulated time. They should ensure that data is received from all Focal Point & Nodal Branches, even with NIL figures also

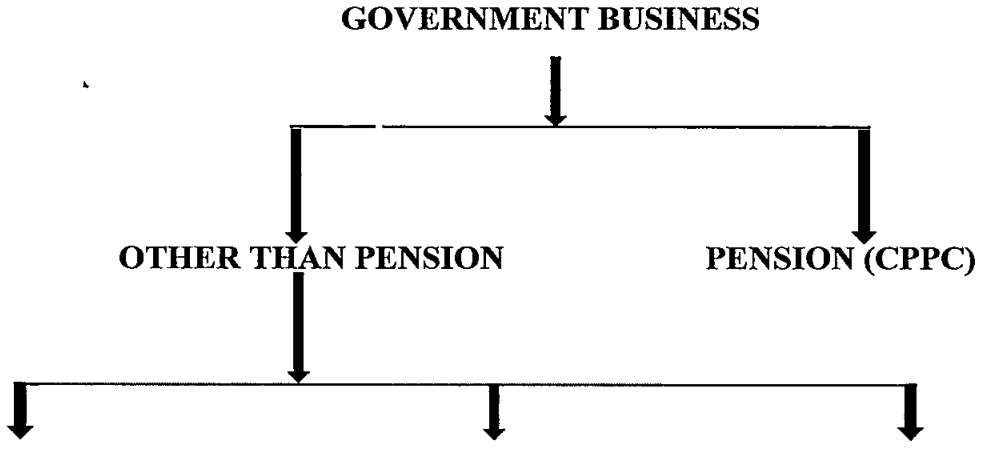
to avoid any future complications. All such data is consolidated with proper marking in respect of off-line & on-line receipts for calculation of agency commission in future. There needs to be also marking for the transactions made by the Bank for its own internal purpose, since such transactions are not eligible for TOC. Such consolidated data needs either to be uploaded to RBI under e-Kuber and, or reported to Central Accounts Section (CAS), RBI.

At the end of each quarter the claims in respect of commission receivable for receipts under Central Government transactions is lodged by Bank's Link Branch, which is cross checked at RBI / Department level against the data already available with them, after which the same is released by RBI or the concerned Office. For transactions related to State Governments, TOCs are lodged by the Nodal branches to the RBI offices of the respective States.

On receipt of the TOC from RBI / Departments of Central Government / State Government Department, the Link Branch/Nodal branch needs to distribute the TOC to the Branches based on the transactions data available with Link Branch/Nodal branch retaining the TOC on Government. transactions related to their branch only.

3.2 Scope of Government Business: -

- It provides banks an opportunity to partner with the government in their financial delivery to various sections of society.
- It Enables banks to provide dedicated banking platform to government agencies for collecting their revenues from public at large in a highly cost-effective manner.
- The Government Business Department helps in getting low-cost deposits for banks.
- It also helps in cross selling of banking products. It associates various Government Departments Undertakings and Autonomous Bodies with the bank which provides platform for cross selling.



Central Government. Business.	State Government. Business	Central Government. Saving Schemes& Others.
Tax collection (Direct Tax Collection & CBEC)	Tax Collection	Public Provident Fund
DMA (Departmentalized Ministerial Accounts	Sub-Treasury	Sukanya Samridhi Scheme
Cash Management Services for Posts & Railway	E-Stamping	Senior Citizen Saving Scheme
		Mahila Samman Saving Certificate-2023
		National Pension Scheme

		NPS- Vatsalya.
		Sovereign Gold Bond
		Floating Rate saving of Bond 2020 (T)

4. CENTRAL GOVERNMENT BUSINESS

4.1 Tax collection (CBDT & CBEC):-

4.1.a) Direct Tax Collection:-

TIN 2.0 (Tax Information Network) - It is an official portal of Income Tax Dept. The objective of this portal is to provide taxpayers with single window access to income tax related services including tax payments.

In terms of CBDT letter No: - DGIT(S)/ADG(S)-2/TIN2.0/239/2018-19/Part-II/530-547 dated 25.08.2022, Our bank is authorized for Direct Tax collection and all our branches are now designated to facilitate the direct tax collection under TIN 2.0 w.e.f:- 01.11.2022 through Branch/Over the Counter(OTC), Internet Banking(Personal and Corporate) & RTGS/NEFT.

Remittance of collection fund at Nodal Branch (Mumbai Main Office-0621) will be made on T+1 basis within cut off 18.00 except Global Holiday (January 26, August 15, October 2, all non-working Saturdays, all Sundays)

4.1.b) Indirect Tax Collection

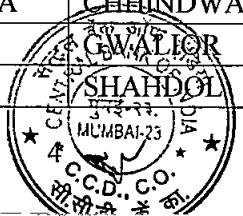
CBEC (Central Board of Excise & Customs)- EASIEST (Electronic Accounting System in Excise and Service Tax)

Under Indirect Tax Collection our Bank is collecting Custom Duty, GST, Service Tax & Excise Duties.
Our Bank is providing facility for payment of custom duty, service Tax & Excise duties through physical and online.

At present our 210 branches are authorized for handling this business. out of which 207 branches are authorized for collecting payment of Service Tax & Excise Duty manually, 3 branches are for custom duty.3 branches are authorized for online collection through Internet Banking (1 branch for Service Tax , 1 for Excise duty & 1 for Custom Duty).

Out of 210 branches, the following branches are are actively doing the the Indirect tax (Custom Duty, GST, Service Tax & Excise Duties) business.

SL NO	AUTHORISED BRANCH_CODE	AUTHORISED BRANCH NAME	REGION	ZONE	FOCAL POINT BRANCH
1	764	SIYAGANJ INDORE	INDORE	BHOPAL	Mill Area Indore-765
2	3960	PITHAMPUR	INDORE	BHOPAL	
3	765	MILL AREA INDORE	INDORE	BHOPAL	
4	803	RAIPUR	RAIPUR	RAIPUR	RAIPUR-803
5	1013	T.T. NAGAR, BHOPAL	BHOPAL	BHOPAL	AREA HILLS-3312
6	737	SAGAR(SAUGAR)	SAGAR	BHOPAL	
7	750	CHHINDWARA	CHHINDWARA	BHOPAL	
8	785	GWALIOR	GWALIOR	BHOPAL	
9	1199	SATNA	SHAHDOL	BHOPAL	



10	1967	KHALESAR	SHAHDOL	BHOPAL	
11	733	MANDIDIP	BHOPAL	BHOPAL	
12	744	JABALPUR	JABALPUR	BHOPAL	
13	316	PARLIAMENT STREET, NEWDELHI-316	DELHI SOUTH	DELHI	PARLIAMENT STREET BRANCH-0316

Central Excise Duties payment through ICEGATE has been introduced in the month July-2024, through which internet banking users will pay hassle free their indirect tax liability (custom duty). The Nodal Branch of the same is Link Cell, Nagpur. Remittance of collection fund at Link Cell, Nagpur will be made on T+1 basis within cut off 18.00 except Global Holiday (January 26, August 15, October 2, all non-working Saturdays, all Sundays).

4.1.c) Goods and Services Tax (GST) is an indirect tax (or consumption tax) used in India on the supply of goods and services. It is a comprehensive, multistage, destination-based tax: comprehensive because it has subsumed almost all the indirect taxes except a few state taxes. Multi-staged as it is, the GST is imposed at every step in the production process, but is meant to be refunded to all parties in the various stages of production other than the final consumer and as a destination-based tax, it is collected from point of consumption and not point of origin like previous taxes. GST is taken care by the GST Cell. Its Nodal Branch is Janpath Branch Delhi (0318). Remittance of collection fund at Nodal Branch (Janpath-0318) will be made on T+1 basis within cut off 18.00 except Global Holiday (January 26, August 15, October 2, all non-working Saturdays, all Sundays)

4.2 DMA (Departmentalized Ministerial Accounts):-

Our Bank is accredited Banker for Ministry of Textiles, Ministry of Commerce, Ministry of Consumer affairs, Ministry of Food processing and Department of Industrial Promotion and Policy. The receipts on behalf of the Government. of India are received as also payments made on behalf of the Government. of India.

The balances at the end of the day are settled with RBI through Focal Point Branch/ Nodal Branch Link Cell, Nagpur in respect of concerned Ministerial accounts. Details of Nodal branches are as under:-

- **Ministry of Textiles** (Nodal Branches - Mumbai Main Office, Kolkata Main Branch, Udyog Bhawan, Chennai)
- **Ministry of Commerce** (Nodal Branches - MMO, Kolkata, Udyog Bhawan, Chennai and Safdarganj),
- **Ministry of Consumer Affairs**(Nodal Branches - Udyog Bhawan, MMO,Kolkata Main Branch, Nungamgakkam),
- **Ministry of Food Processing** (Nodal Branch Udyog Bhawan)
- **Department of Industrial Promotion and Policy** (Nagpur Main Branch, Tonk Road Jaipur, Wadala Branch Mumbai, Udyog Bhawan)

4.3 Cash Management Service for Posts and Railway Deptt.

Our Bank is providing services for collection of earnings both Cash and Cheque (local & outstation) by our authorized branches in different locations to Deptt. of Railway & Posts.

After collection funds are settled with RBI CAS, Nagpur by our Focal Point Branches through our Link Cell, Nagpur.

5. STATE GOVERNMENT. BUSINESS

5.1 Tax Collection

5.1.a) Online Tax Collection

Customers can deposit State Government. Taxes online through our Internet Banking facility for the following states:

West Bengal /Uttar Pradesh/ Orissa/ Bihar /Karnataka/ Telnagana / Maharastra /Tamilnadu /Gujarat / NCR- Delhi, Madhya Pradesh, Haryana & Rajasthan.

5.1.b) Sub-Treasury

Under sub treasury transactions bank is paying sub treasury bills drawn by sub treasury officials and collecting revenue on behalf of the State Government.

Our Bank handling this line of business through 12 nodal branches. Funds are settled with RBI on daily basis.

Presently 9 Nodal Branches are actively doing the Sub-treasury Business out of 12 Branches.			
NODAL BRANCH NAME	BR. CODE	REGIONAL OFFICE	STATE
KANPUR	162	KANPUR	UTTAR PRADESH
SHIMLA	1002	SHIMLA	HIMACHAL PRADESH
CHENNAI MAIN	876	CHENNAI	TAMILNADU
BHANGAGARH GUWAHATI	3229	GUWAHTI	ASSAM
KOLKATA MAIN OFFICE	107	NORTH KOLKATA REGION	WEST BENDAL
JANPATHBHUBANESHWAR	1969	BHUBNESHWAR	ORISA
PATNA	9	PATNA	BIHAR
RAIPUR	803	RAIPUR	CHATISHGARH
PANJI	713	PANJI	GOA

सेन्ट्रल बैंक ऑफ इंडिया CENTRAL BANK OF INDIA मुंबई-२३. MUMBAI-23 C.C.D., C.O. सी.सी.डी., के. का.

5.1. c) E-stamping

- **E-stamping**, a leading edge internet enabled application gives public, the convenience of stamping their documents without undergoing the hassles associated with the physical stamp paper. Besides it's a secured way of paying non judicial stamp duty to the State Government.
- **SHCIL (Stock Holding Corporation)** accordingly was given the mandate from Government. of India to act as sole agency for Central Record Keeping for this computerized stamp duty administration system (CSDAS).
- E-stamping has been launched in the states of Gujarat, Karnataka, NCT Delhi, Rajasthan, Tamilnadu, Chhatishgarh, Jharkhand, U.P, Uttrakhand & Himanchal Pradesh

Further advantages of e-stamping are:-

1) An extremely secured way of paying non judicial stamp duty to the Government.
2) The processing time for issuance of the certificate has been reduced to almost immediate.
3) The availability of stamp papers would be round the clock.
4) This certificate is a tamper proof and highly secure certificate.
5) The System is hassle-free, convenient and user friendly.

6. CENTRAL GOVERNMENT. SMALL SAVING SCHEMES and Others:

As per the 'The Gazette of India Notification' Dated: - 10.10.2017 our all branches are authorized to open Small Saving Accounts. Like: - PPF, SSA and SCSS

6.1 Public Provident Fund Scheme:-

Introductory:

A milestone ahead over other schemes in the market. PPF is for a tax savings scheme as well as a sound investment.

- A subscriber can deposit any amount between Rs.500 and-(minimum) and Rs. 1, 50,000/- (maximum) in a financial year.
- Interest Payable.:- It is revised and announced by Government of India from time to time.
- Loan facility is available from 3rd financial year up to 6th financial year.
- One withdrawal is permissible every year from 7th financial year.
- Account matures on completion of fifteen complete financial years from the end of the year in which the account was opened.
- After maturity, account can be extended for any number of a block of 5 years with further deposits.
- Account can be retained indefinitely without further deposits after maturity with the prevailing rate of interest.
- Deposit may be PPF account qualified for deduction under Sec- 80 C of Income Tax Act.
- Interest earned in PPF account is completely exempted from Income Tax under Sec-10 (15 of Income tax Act).
- The amount in the PPF account is not subject to attachment under any order or decree of a court of law.
- NODAL Branch: - Link Cell (3819) w.e.f:- 01.01.2022.
- **Note:-** Full details of the scheme are available on website:- www.nsiindia.gov.in

6.2 Sukanya Samriddhi Account Scheme:-

- Account can be opened in the name of a girl child till she attains the age of 10 years.
- Interest Payable.:- It is revised and announced by Government of India from time to time.
- Only one account can be opened in the name of a girl child.
- Account can be opened in Post office and branches of authorized banks.

- Birth certificate of girl child in whose name the account is opened must be submitted.
- Account can be opened with a minimum of Rs. 250/- and thereafter any amount in multiple of Rs. 100/- can be deposited. A minimum of Rs. 250/- must be deposited in a Financial year.
- Maximum Rs. 1, 50,000/- can be deposited in a financial year.
- Interest @ as may be notified by the government from time to time will be calculated on yearly compounded basis and credited to the account.
- One withdrawal shall be allowed on attaining the age of 18 years of account holder to meet education expenses up to 50 % of the balance at the credit of preceding financial year.
- The account can be transferred anywhere in India from one post office/bank to another.
- The account shall mature on completion of 21 years from the date of opening of account or on the marriage of Account holder whichever is earlier.
- NODAL Branch: - Link Cell (3819) w.e.f:- 01.01.2022.

Note: - Full details of the scheme are available on website:- www.nsiindia.gov.in

6.3 Senior Citizen Saving Scheme:-

Introductory:

An ideal scheme for senior citizens and for those who have retired from service, to provide security in old age.

- An individual who has attained the age of 60 year or above on the date of opening of an account or an individual who has attained the age of 55 years or more but less than 60 years and has retired under superannuation or otherwise.
- Interest Payable: - It is revised and announced by Government of India from time to time.
- A retired Personnel of Defense Services (Excluding Civilian Defense Employees), who has attained the age of 50 years can also subscribe to the scheme subject to fulfillment of other specified conditions.
- A depositor may open an account individually or jointly with spouse.
- The deposit in the account shall be in the multiples of 1000/- and not exceeding Rs. 30 lakh.
- Interest shall be payable from the date of deposit to 31st march/ 30th June/ 30th September/ 31st December on 1st working day of April/July/October/January as the case may be, in the first instance and thereafter, interest shall be payable on 1st working day of April/July/October/January on quarterly basis.
- The account can be closed after expiry of 5 year from the date of opening of account.
- The depositor may extend the account for further period of 3 years.
- Premature closure is permissible after expiry of one year from the date of opening account subject to certain conditions.
- Deposits in SCSS qualify for deduction u/s 80-C of Income Tax Act.
- Nodal Branch: - Link Cell, Nagpur (3819).

Note: - Full details of the scheme are available on website: - www.nsiindia.gov.in

6.4 Mahila Samman Saving Certificate-2023.

Introductory: New Small Savings Scheme of Government of India for Women beneficiary (Mahila Samman Saving Certificate-2023) has been introduced in the month of June-2023.

- Minimum of rupees one thousand and in multiple of rupees one hundred.
- Maximum limit of rupees two lakh in an account or all account hold by an account holder.
- A time gap of three months shall be maintained between the existing account and the opening of other account.
- Deposit shall be eligible for 7.5 per cent interest per annum.

CENTRAL BANK OF INDIA MUMBAI-23 C.C.D., C.O.

- Interest will be compounded quarterly.
- Account opened or deposit made in-contravention of rules will be eligible for interest @ PO Savings Account.
- 40% partial withdrawal of eligible balance can be taken after one year from the date of account opening.
- Premature closure will be done in case death of the account holder or on extreme compassionate ground (i) Life threatening decease of account holder (ii) death of the guardian on production of relevant documents.
- After two years from the date opening eligible balance i.e maturity amount will be paid to the depositor.
- All branches are authorized to open the Mahila Samman Saving Certificate -2023.
- This scheme is for fresh subscription up to 31.03.2025.**(Discontinued w.e.f: 01.04.2025)**
- Nodal Branch: - Link Cell, Nagpur (3819).

Note: - Full details of the scheme are available on website: - www.nsiindia.gov.in

6.5 National Pension Scheme:-

Introduction NSDL e-Governance Infrastructure Limited and The Pension Fund Regulatory and Development Authority (PFRDA) have entered into an agreement relating to the setting up of a Central Recordkeeping Agency (CRA) for the National Pension System (NPS). The NPS was introduced by Government of India for its new recruits (except the Armed Forces) joining w.e.f. January 1, 2004.

➢ CRA is the core infrastructure for the National Pension System and is critical for its successful operationalization. The main functions and responsibilities of the CRA include:
- Recordkeeping, Administration and customer service functions for all subscribers of the NPS.
- Issuing of unique Permanent Retirement Account Number (PRAN) to each subscriber, maintaining a database of all PRANs issued and recording transactions relating to each subscriber's PRAN.
- Acting as an operational interface between PFRDA and other NPS intermediaries such as Pension Funds, Annuity Service Providers, Trustee Bank etc. CRA will monitor member contributions and instructions and transmit the information to the relevant Pension Fund and schemes on a daily basis. CRA will provide periodic, consolidated PRAN statements to each member and discharge such other duties and functions as may be determined by the guidelines, directions and regulations issued by the PFRDA from time to time.
- Age: - 18-70 years(For Individuals)
- Tier: - I (Minimum Contribution Rs.500 and tax benefits are available)
- Tier: - II (Minimum Contribution Rs.1000)
- NODAL Branch: - Mumbai Main Office (0621)

Note:- Full details of the scheme are available on NPS website:- www.npstrust.org.in.

6.6 NPS Vatsalya.

Introduction: NPS Vatsalya is a saving-cum-pension scheme for minors that helps parents save for their children's future, it has been introduced in the month of September-2024. This scheme regulated and administered by the PFRDA.
- Min Rs. 1,000 /- and Max no limit
- Subsequent contribution: Min. Rs. 1,000 /- p.a. and Max no limit.
- Withdrawal up to 25% of contribution after lock-in-period of 15 years allowed for education, specified illness and disability. Max three times.
- Upon attainment of age of 18 years, Seamless shift to NPS Tier – II (All Citizen)
- Exit allowed on attainment of 18 years of age:

a) **Corpus more than Rs. 2.5 lakh:** 80% corpus is utilized for purchase of annuity and 20% can be withdrawn as lumpsump.
b) **Corpus less than or equal to Rs. 2.5 lakh:** entire corpus can be withdrawn as a lumpsum.

- On death, entire corpus would be returned to the guardian.
- All minor citizens (age till 18 years).
- Account opened in the name of minor and operated by Guardian.
- Minor to be sole beneficiary.
- NPS Vatsalya account can be opened through any branches.
- Online platform (my NPS link).
- KYC of Guardian shall be carried out by submitting Proof of Identity and Address (Aadhaar, Driving License, Passport, Voter ID card, NREGA Job Card, National Population Register)
- Date of Birth proof of the Minor (Birth certificate, School leaving certificate, Matriculation Certificate, PAN, Passport).
- NRE / NRO Bank Account (solo or joint) of the minor in case the guardian is NRI.
- Guardian can choose any one of the Pension Fund registered with PFRDA
- Investment Choices:
  (1) Default Choice: Moderate Life Cycle Fund -LC-50 (50% equity)
  (2) Auto Choice: Guardian can choose Lifecycle Fund - Aggressive -LC-75 (75%equity), Moderate LC-50 (50% equity) or Conservative-LC-25 (25% equity).
  (3) Active Choice: Guardian actively decides allocation of funds across Equity (upto 75%), Corporate Debt (upto 100%), Government Securities (upto 100%) and Alternate Asset (upto 5%).
- Nodal Branch- Mumbai Main Office-0621.

6.7 Special Deposit Scheme:-

The **Special Deposit Scheme** was launched by the Union Government on July 1, 1975, with an aim to provide better returns to non-government provident funds, gratuity and superannuation funds, surplus funds of LIC, ESIC etc. These funds also earn by investing in government securities and mutual funds.

ROI: - 7.1% (01.10.2024 to 31.12.2024)

6.8 Sovereign Gold Bond:-

SGBs are government securities denominated in grams of gold. They are substitutes for holding physical gold. The Bond is issued by Reserve Bank on behalf of Government of India time to time.

(As Per RBI FAQ dated 04.02.2019)

- Persons resident in India as defined under Foreign Exchange Management Act, 1999 are eligible to invest in SGB. Eligible investors include individuals, HUFs, trusts, universities and charitable institutions. Individual investors with subsequent change in residential status from resident to non-resident may continue to hold SGB till early redemption/maturity.
- Every application must be accompanied by the 'PAN Number' issued by the Income Tax Department to the investor(s).
- The Bonds are issued in denominations of one gram of gold and in multiples thereof. Minimum investment in the Bond shall be one gram with a maximum limit of subscription of 4 kg for individuals, 4 kg for Hindu Undivided Family (HUF) and 20 kg for trusts and similar entities notified by the government from time to time per fiscal year (April – March). In case of joint holding, the limit applies to the first applicant. The annual ceiling will include bonds subscribed under different tranches during initial issuance by Government and those

purchased from the secondary market. The ceiling on investment will not include the holdings as collateral by banks and other Financial Institutions

- Rate of interest @2.5% per annum.
- Customer can apply online through the website of the listed scheduled commercial banks. The issue price of the Gold Bonds will be ₹ 50 per gram less than the nominal value to those investors applying online and the payment against the application is made through digital mode.
- TDS is not applicable on the bond. However, it is the responsibility of the bond holder to comply with the tax laws.
- Payment can be made through cash (up to ₹ 20000)/ Cheques /demand draft/electronic fund transfer.
- Nodal Branch:- Mumbai Main Office(0621)

Note:- Full details of the scheme are available on RBI website.

6.9 Floating Rate Saving Bond,2020 (Taxable):-

Government of India has announced to launch Floating Rate Savings Bonds, 2020 (Taxable) scheme commencing from July 01, 2020 to enable person resident in India/HUF to invest in a taxable bond, without any monetary ceiling

- The Bonds are open to investment by individuals (including Joint Holdings) and Hindu Undivided Families. NRIs are not eligible for making investments in these Bonds.
- Subscription to the bonds will be in the form of cash (up to Rs. 20,000/- only)/drafts/Cheques or any electronic mode acceptable to the Receiving Office
- The Bonds will be on tap till further notice and issued in non-cumulative form only
- There will be no maximum limit for investment in the Bonds.
- The Bonds will be issued only in the electronic form and held at the credit of the holder in an account called Bond Ledger Account (BLA), opened with the Receiving Office.
- The interest on the bonds is payable semi-annually on 1st Jan and 1st July every year.
- The Bonds shall be repayable on the expiration of 7 (Seven) years from the date of issue. Premature redemption shall be allowed for specified categories of senior citizens.
- Interest on the Bonds will be taxable under the Income-tax Act, 1961 as amended from time to time and as applicable according to the relevant tax status of the Bond holder.
- The Bonds in the form of Bond Ledger Account shall not be transferable except transfer to a nominee(s)/legal heir in case of death of the holder of the bonds.
- The Bonds shall not be tradable in the secondary market and shall not be eligible as collateral for loans from banks, Financial Institutions and Non-Banking Financial Company (NBFC) etc.
- A sole holder or a sole surviving holder of a Bond, being an individual, can make a nomination.
- Nodal Branch: - Link Cell, Nagpur (3819).

Note: - Full details of the scheme are available in the 'Government Notification F.No.4 (10)-B (W&M)/2020 dated June 26, 2020'.



07. Branches undertaking Government Business- Scheme wise:

No. of Authorized Branches conducting Government Business:

Scheme/Activity	**No. of Authorized Branches**
Direct Tax Collection	**All Branches**
PPF/SCSS/SSA/MSSC	All Branches
RBI Saving Bonds	43
Pensions	All Branches
SGB	All Branches
GST	All Branches
NPS/NPS VATSALYA	All Branches

7.1 Details of e-Focal Point Branch for Direct Tax collection under TIN 2.0.

Direct Taxes collection:- TIN 2.0 (Tax Information Network) - It is an official portal of Income Tax Dept. The objective of this portal is to provide taxpayers with single window access to income tax related services including tax payments.

Mumbai Main office (MMO-0621) is e-Focal Point Branch for day to day settlement and reconciliation under TIN 2.0 transactions.

7.2) Indirect Taxes Focal Point Branch.

CBEC

Sr. no	Name of Nodal Branch	BSR C	Zonal Office
1	Arera Hills Bhopal	3312	Bhopal
2	NBO Indore	2760	Bhopal
3	Raipur MO	0803	Raipur
4	Sarvodaya Nagar Kanpur	1447	Lucknow
5	MMO	0621	MMZO
6	Parliament Street Branch(FPB Custom Duty collection)	0316	Delhi
7	Tiruvananthpuram (Custom Duty FPB)	0937	Chennai
8	Churchgate (e-FPB Service Tax)	0604	MMZO
9	Madras M.O.(e-FPB Excise)	0876	Chennai
10	Jan path Branch Delhi(e-FPB for customs)	0318	Delhi
	Raipur M.O.(**Our Raipur Main branch has been authorized for e-payment of Customs duty and duty draw back under EDI system.**	0803	Raipur

7.3) DMA (Departmentalized Ministerial Accounts of Government of India)-Focal Point Branch.

Sr.no	Name of Nodal Branch	Name of Ministry	BSR Code	Zonal Office
1	Safdarganj,Delhi	Ministry of Commerce	0319	Delhi
2	Udyog Bhawan	Ministry of Commerce, Ministry of Textiles, Ministry of Consumer Affairs, Ministry of food Processing, Ministry of Import/Export and Ministry of Industries (Industrial Policy and Promotions)	2209	Delhi
3	Kolkata MO	Ministry of Commerce, Ministry of Textiles, Ministry of Consumer Affairs.	0107	Kolkata
4	MMO	Ministry of Commerce, Ministry of Textiles, Ministry of Consumer Affairs.	0621	MMZO
5	Chennai MO	Ministry of Commerce, Ministry of Textiles.	0876	MMZO
6	Nungambakkam	Ministry of Consumer Affairs.	1207	Chennai
7	Nagpur MO	Ministry of Industries (Department of Explosive)	0695	Nagpur
8	Wadala	Ministry of Industries{Department of Patens, Desig and Trade marks(PDTM)}	0634	
9	Tonk Road Jaipur	Ministry of Industries (Department of Salt)	1478	Delhi

7.4) RAILWAY- Focal Point Branch.

Sr.no	Name of Nodal Branch	BSR Code	Zonal Office
1	Bara Bazar Kolkata	0102	Kolkata
2	Chandrasekharpur,Orisa	3184	Kolkata
3	Chennai MO,TamilNadu	0876	Chennai
4	Bilaspur,Chatishgarh.	0791	Raipur

7.5) Post & Telecom- Focal Point Branch.

Sr.no	Name of Nodal Branch	BSR Code	Zonal Office
1	M.I.Road Jaipur	0429	Delhi
2	TT Nagar Bhopal	1013	Bhopal

Note: PPF, SSA, SCSS & MSSC- Nodal Branch - Link Cell Nagpur (3819).

08. Operations of Government Business Transactions and Timeline of Remittance fund to Govt Account with RBI.:-

i) Government Businesses like Good & Services Tax (GST), Sovereign Gold Bond (SGB), State taxes through all its branches & Public Provident Fund (PPF), Senior Citizen Savings Scheme (SCSS), Sukanya Samriddhi Account (SSA) etc. also through all its branches (except few single linked branches). However, Collection of CBDT (physical mode), is being done through designated branches only. While, all Branches are authorized to handle pension payment and other Government payments are handled by the Branches, where the accounts are being maintained. Bank has been registered as Point of Presence (PoP) as well as Aggregator under Pension Fund Regulatory and Development Authority (PFRDA) and act as a distribution channel for NPS under all Citizen Model.

ii) State Govt. Transaction: For State Govt. online collection, Nodal Branches remit the collection fund in T+1 after verification with repots and claimed the quarterly commission from Local RBI office as per RBI guideline. For State Sub treasury transaction, all authorized branches are collecting state Government taxes & remit the fund along with challans copy to respective

Nodal Branch on same day. Nodal Branches remit the fund T+1 to RBI after verification with reports. Nodal Branches send the MIS report and other details to State Govt. Department/ offices. Nodal Branches claim quarterly commission from RBI. Quarterly commission details are being obtained and placed before Management for their perusal. The flow related to reporting mechanism of Government Business transactions Nodal Branch/Link Cell, Nagpur > Concerned Regional Office > Concerned Zonal Office > Head Office

iii) As per Govt. guideline, all the Branches of the Agency Banks are on CBS platform, all the Agency Banks (Public/Private Sector Banks), shall remit the physical government receipts collected by the Branches of the Banks to Government Account with RBI on the next working day i.e. T+1 (including put through) where T stands for the day when amount is received by the Dealing Branch.

09. Operating System of Government Business Transactions:-

Major part of Government Business transactions viz .PPF, SCSS, SSA,MSSC Taxes,GST,SGB etc, are being carried out in under CBS platform which is available in all the branches. A separate module GBM functions only for pension payment. The reconciliation and accounting process are carried out as per RBI guideline and Government of India guidelines.

10. Systems and Controls for conduct of Government. Business Transactions:-

Reserve Bank of India, every year, issues Master Circular on 'Conduct of Government Business by Agency Banks- Payment of Agency Commission' and 'Disbursement of Government Pension by Agency Banks' that, inter alia, deal with Systems and Controls in agency banks for conduct of Government business which in turn our bank also circulates and follows while doing Government business.
In addition, an agency bank must ensure that there is internal/concurrent audit at bank branches who verifies that government business is being conducted as per rules and regulations prescribed by Government / RBI. Accordingly, the internal/concurrent audit at bank branches ensures that various aspects of government business such as disbursing of pension and claiming of agency commission are being done properly. A check list as prescribed by RBI is provided to the inspecting officers/auditors for their checking and reporting.

11. Earnings under Government Business Transactions:-

The following types of Government business transactions undertaken by our bank are eligible for agency commission (Turnover Commission), which is paid by RBI at pre-determined rates:

a) Revenue receipts and payments on behalf of the Central/State Government

b) Pension payments in respect of Central / State Governments

c) Public Provident Fund (PPF) Scheme,1968

d) Senior Citizen Savings Scheme (SCSS),2004

e) Sukanya Samriddhi Accounts etc.

f) Any other item of work specifically advised by Reserve Bank as eligible for agency commission (viz. Savings Bonds / SGB etc. transactions)

12. Compliance & Other Statutory Obligations:-

Periodical Reports and Returns & other Statutory Obligations related to Government. Business of the bank to be complied by Government Transaction Deptt. HO or Link/Nodal branch as per requirement of the Central / State Government, RBI and Other Statutory Bodies. Bank submits the oversight quarterly and annual return to RBI as per guidelines.

13. Redressal of Grievance:-

Bank has a separate Grievance Redressal Policy for all its banking related operations. Pensioners and Other Customers can register their complaints into dedicated portals like CPGRAMS of Government. of India, Bank complaints portal etc. which is monitored by the dedicated persons. Bank also entertains complaints received on physical mode either at branch or at CPPC, Government. Business department, HO. All such complaints are redressed in a time bound manner to the satisfaction of the complainants.

14. Frauds Related to Government Business

FRMC Cell is functioning in the bank which is taking care the declaration of frauds as and when information received from zones/Regions.

15. Business Continuity Plan (BCP)

Bank has defined BCP policy and BCP server located at Disaster Recovery Cell, Hyderabad. Staff of Government Business Department is taking care by defined Manpower Policy.

16. RBI Master Circulars.01.04.2025

MASTER CIRCULAR ON AGENCY COMMISSION

Introduction

1. The Reserve Bank of India carries out the general banking business of the Central and State Governments through its own offices and through the offices of the agency banks appointed under Section 45 of the RBI Act, 1934, by mutual agreement. RBI pays agency commission to the agency banks for the government business handled by them. This Master Circular consolidates the instructions contained in the circulars listed in Annex 1.

Government transactions eligible for agency commission

2. Transactions relating to the following government business undertaken by agency banks are eligible for agency commission paid by RBI:

(a) Revenue receipts and payments on behalf of the Central/State Governments
(b) Pension payments in respect of Central / State Governments and
(c) Any other item of work specifically advised by Reserve Bank as eligible for agency commission

3. The Agency banks also undertake the work related to Small Savings Schemes (SSS) the commission for which is borne by Government of India. Though the settlement of

commission on such SSS is processed by RBI and settled at Central Accounts Section (CAS), Nagpur, the rates of agency commission related to SSS transactions are decided by Government of India. Agency commission claims on Special Deposit Scheme (SDS) related transactions (where mirror accounts are maintained in RBI) are also settled at CAS, Nagpur.

4. Short term/long term borrowings of State Governments raised directly from financial institutions and banks are not eligible for agency commission as these transactions are not considered to be in the nature of general banking business. Reserve Bank pays the agency banks separate remuneration as agreed upon for acting as agents for management of public debt.

5. Whenever agency banks collect stamp duty through physical mode or e-mode (challan based), they are eligible for payment of agency commission, provided the agency banks do not collect any charges from the members of public or receive remuneration from the State Government for doing this work.

6. If the agency bank is engaged by the State Government as Franking Vendor and it collects stamp duty from the public for franking the documents, it will not be eligible for agency commission since the State Government is paying commission to it as Franking Vendor. However, the agency bank which collects the stamp duty paid by the Franking Vendor for credit to the Treasury through challan in physical or e-mode for purchase of the franking bar, would be eligible for agency commission since it is a regular payment of Stamp Duty as stated above.

Government transactions not eligible for agency commission

7. Agency banks paying their own tax liabilities through their own branches or through authorised branches of any other agency bank including State Bank of India or offices of Reserve Bank of India wherever they do not have their own authorised direct tax collection branch should indicate the same separately in the scroll. Such transactions will not be eligible for payment of agency commission. Banks should furnish a certificate to the effect that own tax liabilities (TDS, Corporation Tax, etc.) paid by them have been excluded while claiming agency commission.

8. The following activities, inter alia, do not come under the purview of agency bank business and are therefore not eligible for payment of agency commission.

(a) Furnishing of bank guarantees/security deposits, etc. through agency banks by government contractors/suppliers, which constitute banking transactions undertaken by banks for their customers.

(b) The banking business of autonomous/statutory bodies/Municipalities/ companies/ Corporations/Local Bodies.

(c) Payments which have been classified as capital in nature by government to cover losses incurred by autonomous/statutory bodies/ Municipalities/ Corporations/Local Bodies etc.

(d) Prefunded schemes which may be implemented by a Central Government Ministry/Department (in consultation with CGA) or a State Government Department through any bank.

(e) Transactions related to Gold Monetisation Scheme, 2015

(f) Transactions arising out of Letters of Credit / Bank Guarantee opened by banks on behalf of Ministries/Departments etc. do not qualify for agency commission as RBI only reimburses the paid amount to the banks based on the mandate received from the governments.

(g) Any other item of work specifically advised by Reserve Bank or Central or State Government as ineligible for agency commission.

9. Agency Banks are advised to meticulously follow instructions issued by RBI from time to time regarding transactions which are not eligible for agency commission and submit their claims for agency commission accordingly. All agency banks while claiming agency commission should certify that no claim of agency commission is made on ineligible transactions.

10. Reporting of transactions by agency banks to RBI: After the operationalisation of NEFT 24X7 and RTGS 24X7, agency banks authorised to collect Goods and Service Tax (GST), Customs and Central Excise Duties through ICEGATE, Direct Taxes under TIN 2.0 channel shall upload their luggage files in RBI's QPX/e- Kuber on all days except the Global holidays, which are January 26, August 15, October 2, all non-working Saturdays, all Sundays and any other day declared holiday by RBI for Government Transactions due to exigencies. It is to be ensured that these luggage files are uploaded in RBI's QPX/e-Kuber on or before 1800 hours prescribed by Office of Principal Chief Controller of Accounts, Central Board of Indirect Taxes & Customs and Office of Principal Chief Controller of Accounts, Central Board of Direct Taxes. No extension in cut-off time will be allowed to agency banks by RBI beyond 1800 hours for uploading of these luggage files in QPX/e-Kuber.

11. The date of monthly balance transfer for the State Government transactions is 5th of the following month. The State Government transactions (electronic as well as in physical mode) of previous month reported after 4th of the succeeding month and those pertaining to earlier months should be reported to RBI through a separate statement for accounting, after being confirmed by the competent authorities of concerned State government.

12. For Central Government transactions (electronic as well as in physical mode) or any adjustments thereof, if reported after a gap of 90 days from the date of transaction, agency banks have to obtain prior approval from concerned Ministry/Department and submit the same to RBI separately at the time of reporting such transactions for settlement.

Rates for agency commission

13. As per agency bank agreement, RBI pays agency commission at rates determined by it. **The rates applicable has been revised with effect from 01.04.2025 are as under:**

Sr. No.		Type of Transaction	Unit	Revised Rate w.e.f 01.04.2025
a.	(i)	Receipts - Physical mode	Per transaction	₹40/-
	(ii)	Receipts - e-mode	Per transaction	₹12/-
b.		Pension Payments	Per transaction	₹80/-

c.	**Payments other than Pension**	**Per ₹100 turnover**	**7 paise per ₹100**

14. In this context, the 'Receipts-e-mode transactions' indicated against Sr. No. a.(ii) in the above table refer to those transactions involving remittance of funds from the remitter's bank account through Internet banking as well as such transactions which do not involve physical receipt of cash /instruments at all. For example, challan generated electronically and submitted to agency bank along with cash / instrument should be treated as transaction under physical mode.

15. With reference to the implementation of GST regime, it is advised that a single Common Portal Identification Number (CPIN), processed successfully leading to generation of a Challan Identification Number (CIN), under GST payment process, may be treated as a single transaction, even if multiple major head/sub major head/minor head of accounts are credited. This means that CGST, SGST, IGST and Cess etc. paid through a single challan would constitute a single transaction. Thus, all such records clubbed under a single challan i.e., CPIN have to be treated as a single transaction for the purpose of claiming agency commission effective July 1, 2017.

16. Similarly, in case of transactions not covered under GST, it is emphasised that a single challan (electronic or physical) should be treated as single transaction only and not multiple transactions, even if the challan contains multiple major head/sub major head/minor head of accounts that will get credited. Therefore, records clubbed under a single challan processed successfully have to be treated as a single transaction for the purpose of claiming agency commission.

17. Agency banks would be eligible to claim agency commission for pension transactions at the rate of ₹75 per transaction only when the entire work relating to disbursement of pension including pension calculation is attended to by them. If the work relating to pension calculations etc. is attended to by the concerned Government Department / Treasury and the banks are required only to credit the amount of pension to the pensioners' accounts maintained with them by a single debit to Government Account, such transaction is to be categorised under 'other than pension payment' and would be eligible for payment of agency commission @ 6.5 paise per ₹100/- turnover
w.e.f. July 1, 2019.

18. The number of transactions eligible for payment of agency commission should not exceed 14 per pensioner per year. This includes one monthly credit for payment of net pension and a maximum of two per year for payment of arrears on account of increase in dearness relief, if applicable. Cases involving payment of arrears on account of late start/restart of pension qualifies as a single transaction for claiming of agency commission. In other words, any payment of arrears on account of late start/restart of pension should be treated as a single credit transaction and not as separate monthly credits.

19. Agency commission is payable to an agency bank at the full rate provided the transactions are handled by the bank at all stages. Where, however, the work is shared between two banks, the agency commission is shared between the banks in the proportion of 75:25. Thus, broadly, the agency commission is payable to the agency banks as detailed below:

(a) At the full rate, in cases where the transactions are handled by the bank at all stages, i.e., up to the stage of dispatch of scrolls and challans / cheques to the Pay and Accounts Offices, and treasuries/sub-treasuries.

(b) At 75% of the applicable rate, where the dealing branch is required to account for the transaction by passing on the scrolls and documents to the local/nearest branch of Reserve Bank of India or by any agency bank conducting government business.

(c) At 25% of the applicable rate, in the case of agency branch which received the scrolls and documents from dealing branches of other banks and is responsible for the accounting of these transactions and dispatching of the scrolls and documents to the Pay and Accounts Offices, Treasuries, etc.

20. All agency banks should settle their agency transactions for both funds and agency commission directly with the concerned Regional Office of Reserve Bank instead of routing them through any other agency bank that acts as aggregator in certain cases. So also, for payments made by all agency banks on behalf of State government/s get directly settled with the concerned Regional Office of RBI. Agency Transaction details/scrolls may be sent directly by individual agency bank to the concerned State Government/Treasury. This new arrangement for settlement of State government funds on day to day basis (receipts and payments) directly with Reserve Bank is with effect from January 1, 2018.

Claiming agency commission

21. Agency banks are required to submit their claims for agency commission in the prescribed format (with GST details) to CAS Nagpur in respect of Central government transactions and the respective Regional Office of Reserve Bank of India for State Government transactions. However, agency commission claims with respect to GST receipt and transactions related to direct tax collection under TIN 2.0 regime, and transactions pertaining to collection of indirect taxes through ICEGATE reported to Mumbai Regional Office, RBI will be settled at Mumbai Regional Office of Reserve Bank of India only and accordingly all authorized agency banks are advised to submit their agency commission claims pertaining to the respective receipt transactions at Mumbai Regional Office only. The agency commission claim for Central Government transactions reported to CAS, Nagpur, RBI will be continued to be settled at CAS, Nagpur, RBI. The formats for claiming agency commission for all agency banks and separate and distinctive set of certificates to be signed by the branch officials and Chartered Accountants or Cost Accountants are given in Annex 2, Annex 2A and Annex 2B respectively. These certificates would be in addition to the usual Certificate from ED / CGM (in charge of government business) to the effect that there are no pension arrears to be credited / delays in crediting regular pension / arrears thereof.

22. Where the External Auditor is also the Concurrent Auditor / Statutory Auditor, claims can be certified by such Concurrent Auditor / Statutory Auditor. In addition to this, agency banks are required to ensure that the agency bank's internal inspectors / auditors verify the agency commission claims submitted by their branches and confirm their accuracy during the course of their inspection / audit.

23. Reference is also drawn to the instructions contained in our letter dated November 4, 2016 advising the process of claiming reimbursement of service tax (ST) on agency commission received for Central and State Government transactions, centrally from Reserve

Bank of India at Central Accounts Section, Nagpur. The same process continued even after Service Tax got subsumed into the Goods and Service Tax (GST) framework. This process of centralised claims submission has been replaced with a system whereby applicable GST (18% at present) shall be paid along with agency commission by the respective Regional Offices of RBI / CAS, Nagpur as the case may be.

24. For eligible Government transactions done with effect from July 01, 2019, agency banks shall submit the agency commission claims, including applicable GST amount, as per revised agency commission rates indicated above, to RBI at respective ROs / CAS, Nagpur as per the extant instructions issued by RBI in this regard. TDS on GST shall be deducted as applicable by RBI at the time of making agency commission payment in accordance with Government instructions in the matter.

25. However, for eligible Government transactions done by agency banks upto June 30, 2019, agency banks shall continue to submit agency commission claims as well as the centralized claims for ST/GST reimbursement as hitherto.

26. Agency banks are required to ensure that agency commission claims submitted to the Regional Offices of Reserve Bank of India / Central Accounts Section, Nagpur as applicable in the prescribed format are accurate. Agency banks may also alert their branches concerned to ensure that agency commission claims submitted to our Regional Offices are accurate. Such erroneous claims, if certified by the Internal / Concurrent Auditors, will defeat the very purpose of making such requirement an essential condition for making quarterly claims.

27. Agency banks are advised to furnish their claim on agency commission to Reserve Bank within 60 calendar days from the end of the quarter in which the transactions have been conducted. If the banks fail to lodge the claims within the stipulated period mentioned above, they may forward the same to RBI, only after giving reasons for delay.

Penal interest for wrong claims

28. As per the agreement that agency banks have with RBI, violation or non- compliance of instructions issued by Government or Reserve Bank shall attract imposition of penalty. Agency banks will be liable to pay penal interest at Bank Rate as notified by Reserve Bank of India plus 2% for any wrong claims of agency commission settled.

Annex 1

List of circulars consolidated in the Master Circular

No.	Circular No.	Date	Subject
1.	DGBA.GAD.No.H-190/ 31.12.010/2003-04	September 14, 2003	TDS on Agency Commission will not be effected by RBI
2.	DGBA.GAD.No.H-41/ 42.02.001/2003-04	July 22, 2004	Scheme for acceptance of Income and other direct taxes (Central Government) and Profession tax/other taxes of State Governments through agency banks.
3.	DGBA.GAD.No.H-1225-1258/ 42.02.001/ 2004-05	October 27, 2004	Scheme for acceptance of Income and other direct taxes (Central Government) and Profession tax/other taxes of State Governments through agency banks
4.	DGBA.GAD.No.H-2625-2658/ 31.12.010(C)/2004-05	December 17, 2004	Remuneration for conduct of Government business by agency banks – Payment of Turnover Commission
5.	DGBA.GAD.No.H-3568-3601/ 42.01.001/ 2004-05	January 13, 2005	Scheme for acceptance of Income and other direct taxes (Central Government) and Profession tax/other taxes of State Governments through agency banks
6.	DGBA.GAD.No.H-4530/ 31.12.010(C)/ 2005-06	October 27, 2005	Agency Commission claims submitted by agency banks – common irregularities
7.	DGBA.GAD.No.H- 11136/ 31.12.010(C)/ 2005-06	January 31, 2006	Agency Commission claims submitted by agency banks – common irregularities
8.	DGBA.GAD.No.H- 13118/ 31.12.010(C)/ 2005-06	March 2, 2006	Agency Commission claims submitted by agency banks – common irregularities
9.	DGBA.GAD.No.H.13034 / 31.12.010(C)/ 2006-07	February 27, 2007	Agency Commission on pension transactions
10.	DGBA.GAD.H-1800/ 31.12.010(C)/2009-10	August 21, 2009	Abnormal increase in agency commission claims
11.	DGBA.GAD.H-3903/ 31.12.010(C)/2009-10	November 11, 2009	Agency Commission claims to be certified by the External Auditor / Chartered Accountant
12.	DGBA.GAD.No.H.160/ 31.12.010(C)/ 2010-11	July 7, 2010	Agency Commission claims to be certified by the External Auditor
13.	DGBA.GAD.No.H-670/ 31.12.010(C)/ 2010-11	March 24, 2011	TDS on Agency Commission will not be effected by RBI
14.	DGBA.GAD.No.H-8852/ 31.12.010(C)/ 2010-11	June 21, 2011	Payment of agency commission on collection of Registration fee and Stamp Duty

No.	Circular No.	Date	Subject
15.	DGBA.GAD.No.7575/31.12.011/2011-12	May 22, 2012	Agency Commission on pension transactions
16.	DGBA.GAD.No.H.2529/31.12.010(C)/2012-13	October 31, 2012	Conduct of Government Business by Agency Banks – Payment of Agency Commission – Revised Format for claiming agency commission by banks-Implementation of Working Group recommendations
17.	DGBA.GAD.No.H-2995/31.12.010/2014-15	January 7, 2015	Payment of agency commission – Certification of claims by external auditors
18.	DGBA.GAD.No.617/31.12.010(C)/2015-16	August 13, 2015	Conduct of Government Business by Agency Banks – Payment of Agency Commission
19.	DGBA.GAD.No.1636/31.12.010/2015-16	November 10, 2015	Payment of agency commission – Certification of claims by external auditors
20.	DGBA.GAD.No.2278/31.12.010/2015-16	January 21, 2016	Payment of Agency Commission on pension accounts
21.	DGBA.GBD.No.3262/31.02.007/2016-17	June 15, 2017	Period for Submission of Agency Commission Claims
22.	DGBA.GBD.No.3333/31.02.007/2016-17	June 22, 2017	Payment of agency commission for government receipts
23.	DGBA.GAD.No.2294/15.04.001/2016-17	March 6, 2017	Gold Monetisation Scheme
24.	DGBA.GAD.No.1007/15.04.001/2017-18	October 17, 2017	Gold Monetisation Scheme, 2015
25.	DGBA.GBD.No.1324/31.02.007/2017-18	November 16, 2017	Agency Commission for GST receipt transactions
26.	DGBA.GBD.1472/31.02.007/2017-18	November 30, 2017	Reporting of Transactions by agency banks to RBI
27.	DGBA.GBD.No.1498/31.02.007/2017-18	December 7, 2017	Settlement of Agency transactions in certain cases (for Funds and Agency Commission) directly from Reserve Bank of India
28.	RBI/2018-19/16 DGBA.GBD.No.87/31.02.007/2018-19	July 12, 2018	Period for Submission of Agency Commission Claims
29.	DGBA.GBD.No.1590/44.02.001/2018-19	December 24, 2018	Payment of Agency commission to Agency Banks – Applicability of TDS provision under GST.
30.	DGBA.GBD.No.1870/44.02.001/2018-19	January 23, 2019	Payment of Agency commission to Agency Banks – Applicability of TDS provision under GST.
31.	DGBA.GBD.No.3144/31.02.007/2018-19	June 20, 2019	Rationalisation and Revision of Agency Commission Payable to Banks on Government Transactions
32.	DGBA.GBD.No.5/31.02.007/2019-20	July 31, 2019	Agency Commission- Furnishing reconciliation certificate
33.	DGBA.GBD.No.648/31.12.007/2019-20	September 25, 2019	Agency Commission- Furnishing reconciliation certificate

No.	Circular No.	Date	Subject
34.	CO.DGBA.GBD.No.S957/43-33-005/2022-2023	November 14, 2022	Agency Commission for Direct Tax collection under TIN 2.0 regime
35.	CO.DGBA.GBD.No.S295/31-12-010/2023-2024	June 14, 2023	Agency Commission for collection of indirect taxes through ICEGATE payment gateway
36.	CO.DGBA.GBD.No.S1234/31-12-010/2023-2024	March 13, 2024	Cut-off time for uploading of GST, ICEGATE and TIN 2.0 luggage files

Annex 2

Formats for claiming agency commission from RBI

Agency Commission Claim for the Quarter ended .....

PART 1- Tax Invoice**

Invoice / Bill No:

Date:

Reserve Bank of India (Recipient of Services)	**Name of the Agency Bank** (Supplier of services):
Address:	Address of Registered Office of the agency bank submitting the claim: State: State Code:
GSTN:	**GSTN**
PAN:	**PAN:**
Place of Supply Sate Name: State Code:	

PART 2- DETAILS OF CLAIMS

Particulars	**No. of transactions**		**Amount in ₹**	
	Physical	**Electronic**	**Physical**	**Electronic**
1. Gross Receipts				
2. Less:				
(a) Receipts representing Banks' own tax liability **				
(b) TDS on various other items under the IT Act				
(c) Transactions under Schemes/ Special schemes, if any, formulated by Central/State Government for senior citizens other than Senior Citizens Savings Scheme, 2004				
(d) Error scroll transactions				
(e) Other ineligible items (like receipts on account of repayments of long term borrowings of State Governments from FIs/banks, Letter of Credit (LC) transactions on behalf of Ministries / Departments, receipts under pension.)				
3. Net Receipts				

CENTRAL BANK OF INDIA MUMBAI-23 C.D., C.O.

4. Payments other than pension				
5. Less: (a) Schemes/Special schemes, if any, formulated by Central/State Government for senior citizens other than Senior Citizens Savings Scheme – 2004 (b) Error scroll transactions c) Other ineligible items such as payments under LC transactions etc.				
6. Net payments other than pension				
7. Total pension payments				
8. Less: (a) Payments under Pension Schemes, other than those meant for Central/ State Government employees (b) Error scroll transactions				
9. Net pension payments				
10. Total (3 + 6 + 9)				

Number of pension accounts	**Beginning of quarter**	**End of Quarter**

**Agency banks paying their own tax liabilities through their own branches or through authorised branches of any other agency bank including State Bank of India wherever they do not have their own authorised direct tax collection branches should indicate the same separately in the scroll and such transactions will not be eligible for payment of agency commission.

Total agency commission claimed		
Type of transaction	**Number of transactions**	**Amount (₹)**
Physical Receipts @ ₹40/- per transaction		
E-receipts @ ₹12/- per transaction		
Pension payments @ ₹80/- per transaction		
Payments other than pension @ 7 paise per ₹100 turnover		
Total		

Particulars of Supply	Rate	Amount in ₹
Service Description: Undertaking Government banking transaction		A
HSN/SAC Code: *997119* **HAS/SAC Code Description:** *Other financial services (except investment banking, insurance services and pension services)*		
CGST (%)	9	9
SGST/UTGST (%)	9	9
Or	Or	Or
IGST (%)	18	18
Total		**B**
INR of (B) Only (in words)		

Signature, name, designation of authorized official

ANNEX 2A

CERTIFICATE BY THE AGENCY BANK

Certified that the amount of ₹..... (Rupees... .....) claimed as agency commission has been arrived at correctly taking into account the number of transactions in respect of receipts' and 'pension payments' and the amount of transaction in respect of 'payments other than pension' as recorded in the daily scrolls of Government transactions furnished to the accounting authorities of the Central/ State Governments/RBI and other records available in the bank and that only eligible items as specified in RBI Master Circular on "Conduct of Government Business by Agency Banks - Payment of Agency Commission" have been considered while arriving at the said amount. It is further certified that agency commission claims for transactions included in the current claim has been made only once.

2. We also certify that the collections of Government receipts (both tax and non-tax) on behalf of Centre/State Governments have been duly scrolled and funds remitted to RBI and no transaction is pending for scroll with the bank pertaining to the period for which agency commission is being claimed.

3. Further, we certify that the month-wise breakup of eligible pensioner's account available with us is as per the table below, and the number of receipt transactions for which agency commission is claimed is exclusive of the transactions pertaining to own tax liabilities of the bank and the taxes deducted at source under various items of the Income Tax Act.

Sr. No.	*Month*	*No. of Pensioners*
1		
2		
3		

Signature, name and designation of the authorized signatory and seal of the bank



ANNEX 2B

CERTIFICATE BY THE CHARTERED ACCOUNTANT OR COST ACCOUNTANT

Certified that we have examined the records relating to the Govt. transactions carried out by the branch and that the amount of ₹..... (Rupees.....) claimed as agency commission has been audited and found correct taking into account the number of transactions in respect of 'receipts' and 'pension payments' and the value of transactions in respect of 'payments other than pension' as recorded in the books of the bank and in the daily scrolls of Government transactions furnished to the accounting authorities of the Central/ State Governments/RBI and other records available at the branch. It is further certified that agency commission claims for transactions included in the current claim has been made only once.

2. It has also been verified that the collections of Government receipts (both tax and non-tax) on behalf of Centre/State Governments have been duly scrolled and funds remitted to RBI and no transaction is pending for scroll with the bank pertaining to the period for which agency commission is being claimed.

3. It is also certified that the month wise breakup of eligible pensioner's account available with us is as per the table below, and the agency commission as aforesaid has been arrived at on the basis of only eligible transactions as per the extant instructions of RBI and that the receipt transactions are **exclusive** of the transactions pertaining to all tax liabilities of the bank.

Sr. No.	Month	No. of Pensioners
1		
2		
3		

Signature, Name, Registration No. and address of the Chartered Accountant or Cost Accountant

17. Standard Operating Procedure for Levying Penal Interest on Accredited Banks doing Government Agency Business (As per Ministry of Finance 'Department of Expenditure' OM S-11012/1(31)/AC(22)/2015RBD/332-424,dated 09.03.2016)

The issue of levy of Penal interest on delayed remittances of Government receipts into Government accounts has been a point of discussion in various meetings with the banks. The issue was also discussed in the APEX Committee meeting held recently. It has been decided that there should be a standard procedure prescribed which should be followed by the Banks as well as the various Ministries / Departments

17.1) As provided in the Civil Accounts Manual, all Pay and Accounts Offices of Government of India are required to levy Penal Interest on accredited banks doing government agency business in following cases.

17.1. a) Excess put through / double claim by the accredited banks in the Payment scrolls.

17.1.b) Delay in remittance of government receipts by accredited banks into government account

17.2) Payment of Interest on Excess put through/double claim by the accredited bank.

17.2.a) As per Civil Accounts Manual Para 13.6 (xv)} - Verification of the amounts " Put through" indicated in DMA-I statement with reference to the Date wise Monthly Statement (DMS) and the preparation of "Monthly Reconciliation Analysis" will throw light on the amounts of excess/double reimbursements obtained by the bank, if any. For such excess / double reimbursements of Rs.10 lakhs and above, interest will be claimed from the bank.

17.2. b) PAO should prepare the following reports in this regard :

i) A monthly statement in CAM -73 for cases of Rs.10 lakhs and above on which levy of interest on excess/ Double Reimbursement claimed by the bank is to be levied:

ii) Quarterly reports by the 15th April / July / October / January respectively in CAM-74. Indicating cases of Excess/Double Reimbursement attracting penal interest;

While in the case of (a) above, PAO should initiate action with FPB for recovery of penal interest, the reports mentioned at (b) above should be sent by the PAO to the Pr. AO for consolidation and onward transmission to the RBD Section in office of Controller General of Accounts.

17.3) Payment of Interest on delayed remittances

Para 15.20.2 of the CAM states all challans pertaining to direct taxes should be scrutinized to detect cases of delays in the remittance beyond maximum period These delays should be investigated to ascertain whether these have occurred at the receiving branch or the Nodal

Branch of the Bank. A record of all such cases of delayed remittance should be kept in the Pay Accounts Office in a register in the prescribed form.

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17.4) Calculation of Delay

'T' is the date of Transaction which will be counted from the date of receipt in case of cash payment, and date of realization in case of cheques / drafts at the receiving branch. Delayed period interest shall be imposed on the banks for the actual delayed period and not from the date of transaction (T). In other words, the delay period calculation will start from the day following the prescribed put through date (actual Put through' date will be included for calculation of delay) Concerned Account Offices will identify cases of delay and inform their headquarters All cases of recovery will be processed by the Accounts Officer and quarterly report will be submitted to their HQ for taking up the matter with the Head Office of the Banks

17.5) Timelines for credit of Government revenues

17.5.a) For Public Sector Banks for manual receipts*:

i) ***Local Transactions**** - The existing time limit for remittance of the Government receipts to the Central Accounts Section (CAS), Reserve Bank of India (RBI) shall continue i.e. wherever the collecting bank branch and the focal point branch of the bank are in the same city/agglomeration, the settlement of transaction with RBI shall be completed within T+3 working days (where T is the day when money is available to the bank branch) For calculating the working days, the RBI (CAS Nagpur) calendar will be followed.

ii) ***Outstation Transactions**** - The existing time limit for remittance of Government receipts to the Central Accounts Section (CAS). Reserve Bank of India shall continue, i.e. wherever the collecting bank branch and the focal point branch of the bank are in different city / agglomeration, the settlement of transaction with RBI shall be completed within T+5 working days (where T is the day when money is available to the bank branch) For calculating the working days, the RBI (CAS Nagpur) calendar will be followed

iii) ***For Remote, Difficult and Hilly areas**** - A period of T+12 working days (excluding put through date, where T is the day when money is available to the branch), is allowed with effect from 01 Of 2010 to Public Sector Banks for manual remittance of Government receipts to CAS, RBI, Nagpur in respect of branches located in Jammu & Kashmir, Leh, Uttarakhand, Himachal Pradesh, Sikkim, North Eastern Region (Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland and Tripura), Jharkhand The above norms for remote, difficult and hilly areas will not be applicable to Private Sector Banks.

iv) *In case of the local and outstation transactions**, the Put through date, i.e. the date of settlement with the CAS, RSI shall be kept outside (i. e. exclusive) this existing time limit of T+3/T+5/T+12 working days as stated above.

*{*The above time norms are excerpts taken from Ministry of Finance 'Department of Expenditure' OM S-11012/1(31)/AC (22)/2015RBD/332-424, dated 09.03.2016 and is used for reckoning of penal interest calculation by Govt Dept. Since these timelines thereafter amended by Govt of India from time to time therefore now the current remittance timeline for all type Government receipts to Government Account through RBI is T+1 for details please refer para 8. (iii)}*

17.5.b) For Private Sector Banks for manual receipts :

All Transactions - The existing time limit for remittance of the Government receipts to the Central Accounts Section (CAS), Reserve Bank of India (RBI) shall continue i.e. the settlement of transaction

with RBI shall be completed within T+3 working days (where T is the day when money is available to the bank branch). For calculating the working days, the RB1(CAS Nagpur) calendar will be followed **Put Through date would be inclusive in T+3 limits.**

17.5.c) For e-receipts (All Banks)

i) As per CGA's O.M. No.S-1012/3/P Intt(RP)/CGA/2007/RBD/1350 dated 08.07.2008 stipulated that remittance period in respect of Private Sector Banks for all Government transactions including EASIEST (CBEC) and OLTAS(CBDT) made through e-payments will be T+1 working day (including put through date) w.e.f 01/08/2008.

ii) As per CGA's OM No S-1012/3/P.Intt(RP)/CGA/2007/RBD/1350 dated 05.10.2010, w.e.f. 01/11/2010 and in supersession of order dated 08 07, 2008 mentioned above the remittance period in respect of all Government. transactions made through e-payments (including tax receipts of CBOT and CBEC) in respect of Public Sector Banks as well as Private Sector Banks will be T+1 working day (including Put through date)

iii) The following additional instructions for e-receipt collection by the accredited bank through Debit / Credit Cards / Net Banking were circulated vide this office O M no.S-11012/2(5)/Pvt.SB/2009/RBD/1391-1406 dated 15/12/2014

(iii.a) Remittance norms of T+1 working day including the Put Through day should be strictly followed "T" is the day money is available with the receiving bank branch of the agency/accredited bank

(iii.b) Penal interest should be levied on the delayed remittance of e-receipt into Government Account, i e. on delay beyond T+1 working day, if any

(iii.c) In respect of transactions occurring through Debit / Credit Cards and Net Banking the settlement should conform to the provisions contained in the Payment and Settlement Act 2007 of the Reserve Bank of India and rules and regulations made therein

17.6) For Small Savings Schemes of M/o Finance (PPF & SCSS etc.):- In respect of Small Savings Schemes of M/o Finance (PPF & SCSS etc.). the directions given in the M/o Finance. Dept of Economic Affairs. Budget Division O M no, F.17/1/2G08-NS-M dated 15th May 2008 (as amended from time to time) would be applicable This order lays down the following conditions for remittances and rate of interest of penal interest on delayed remittance.

17.6.a) All remittances shall be credited to Government Account at. RBI. CAS, Nagpur within 3 days (including holidays) for private sector banks and excluding holidays for Public Sector Banks

17.6.b) The Put-through Date is excluded from the grace period of 3 days (excluding holidays).

17.6.c) In case of delays beyond the above mentioned period, the penalty payable by accredited banks on such delayed remittances shall be the applicable rate of interest payable to the depositor plus 0 5% in case of delays up to 30 days and plus 1% in case of delays beyond 30 days

17.6.d) Observance of Rules and Regulations of the PPF Scheme and the SSCS Scheme as amended from time to time. Non-observance of rules and regulations would attract penal action including de-

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authorisation of branch / bank. Pecuniary liabilities, if any, arising from such non-observance shall be borne entirely by the bank

17.7) Rate of Penal Interest

17.7.a) CAM para 15.20.3 states The rate of interest to be charged is Bank Rate as prevailing (which is generally notified biannually on May 1 and November 1) plus 2% or as decided by Reserve Bank in consultation with CGA from time to time.
17.7.b) The period of delay in a transaction of Rs 1 lakh and above shall attract delayed period Interest at Bank Rate + 2%.
17.7.c) For the transaction below Rs 1 lakh in each case, the delayed period interest shall be levied only at the Bank Rate for delays up to 5 calendar days and above 5 calendar days at the Bank Rate + 2 % for the full period of delay.
17.7.d) For petty claims of delayed penal interest involving an amount of Rs.500/- or below will be ignored and excluded from the purview of penal interest (CGA's OM no S-11G12/3/P.Intt(RP)/CGA/2GG7/RBD/ 499 dated 06/04/2009). This limit of penal interest of Rs.500 is for per transaction.
17.7.e) In respect of Non-Tax and ail other Government receipts also, for permissible time limit, calculation of delay period and delayed period interest the above instructions shall be applicable.
17.7.f) The rate of penal interest in case of PPF / 5CSS schemes of M/o Finance is mentioned in para 5.4(ii) above.

17.7.g) Alt banks may build up their own internal control mechanism so that the preventive and corrective actions are taken by the bank for its branches well in time.

17.8) Reporting of Penal Interest

17.8.a) Total delayed amount, which has not been remitted in time as per the above timelines and the penalty due along with details of individual cases will be intimated by the concerned Pr.CCAs / CC As / CAs (for the Non Civil Ministries by the concerned Head of the Department) to the Head Office of the bank concerned on a quarterly basis by IS151 of the following month (e g. for the quarter ending June the cases should be sent by 15th July) along with all necessary documents.

17.8.b) Where penal interest payable is based on audit, all delays in remittance of receipts of Government along with Penal interest payable should be reported to the concerned banks within 3 months of completion of audit.

17.8.c) In exceptional cases where Ministry / Department is not able to lodge the penal interest claim within the stipulated time frame prescribed above, a case for seeking relaxation with full justification would be sent to CGA for consideration.

17.9) Payment of Penal Interest by Banks

Banks will pay penal interest for claims lodged by concerned Ministries/Departments within a period 3 months from the date of issue of claims by Ministries / Departments.

17.10 Resolution of any dispute

17.10.a) In case of any dispute in penal interest between the banks and the Ministries / Departments, such cases may be forwarded by the banks to the RBD section of CGA for necessary action.

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17.10.b) All cases of dispute forwarded by banks will be put up to a committee formed for this purpose The committee would be chaired by Additional CGA (RBD), O/o CGA with the following members.

i. Pr CCAs / CCAs / CAs (Independent charge) of the concerned Ministry for cases relating to Civil Ministries/Departments
ii. JS Level officer (in case of Non Civil Ministries)
iii. CGM. DGBA, RBI
iv. Representative from the concerned bank at CGM/GM level
v. Jt. CGA (RBD)-Member Secretary

17.10.c) In case the banks do not pay penal interest or lodge any dispute within the prescribed timelines given above, direct debit of the bank's account will be done for the amount of Penal interest in consultation with RBI.

17.11) Terms of Waiver

17.11.a) The penal interest levied on accredited banks cannot be waived. Only the period of delay counted for calculation of penal interest can be relaxed / condoned by die Committee / Controller General of Accounts on case to case basis. Following are some of the cases In which period of delay can be relaxed / condoned for calculation of penal interest:

(i) Force majeure such as war. riot or by an act of God' -The effective period of the Force majeure clause for relaxation of time period of delay will be decided by, the O/o CGA in consultation with RBI
(ii) Continuous holidays as per RBI calendar.
(iii) Annual / Half yearly closing of accounts of banks (1M of April & 1st of October)

17.11.b) The period of Strike by the Bank's staff will not be excluded from the permissible period for remittance of Government revenues. (O/o CGA O M no. S-11012/3(35)/CBDT/DE/2003-04/R8D/790 dated 14/05/2008)

17.11.c) The committee will take into account all factors responsible for delay and then condone only the period of delay.

17.12 Grounds for Appeal

In cases where the decision of the Committee is not found acceptable by either the Ministry / Department or the bank, an appeal can be filed with the Controller General of Accounts within 30 days of the decision of the committee The decision of the CGA will be final and binding

17.13 Effective date

The Standard operating procedure will be effective from 1st April. 2016 until further orders

This may be brought to the notice of all the field offices under your control for taking necessary action.

Note:- Circular regarding 'Recovery of Penal Interest on delay remittances of Government Receipt into Government Account' uploaded on bank website time to time.

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18. Central Pension Processing Centre (CPPC)

18.1 Introduction

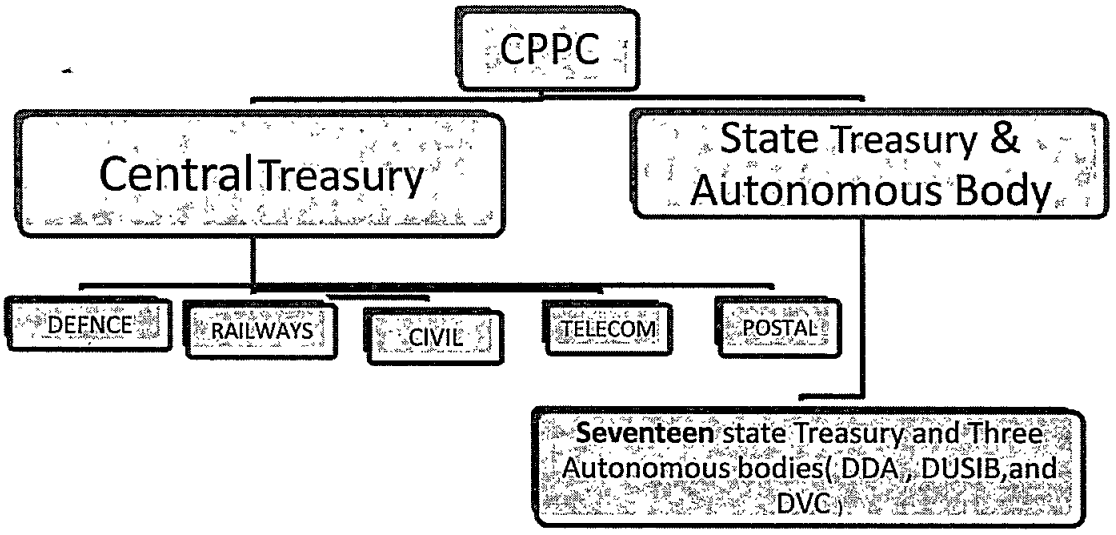
- Pension Payment business is a very lucrative business for the banks. Banks are not only getting low-cost deposit but also having big source of fee-based income as Turn over Commission on the pension payment amount. Apart from this Banks are also providing Retail Loans to the pensioners to earn the interest income.

- Pensioners are our valuable customers. The Bank is committed is provide best of the customer service to them. As a senior citizen, we recognize their valuable contribution. With a view to provide better and hassle-free services to all pensioners, Central Bank of India has centralized the payment of pension throughout the country at all pensions paying branches from the CPPC.

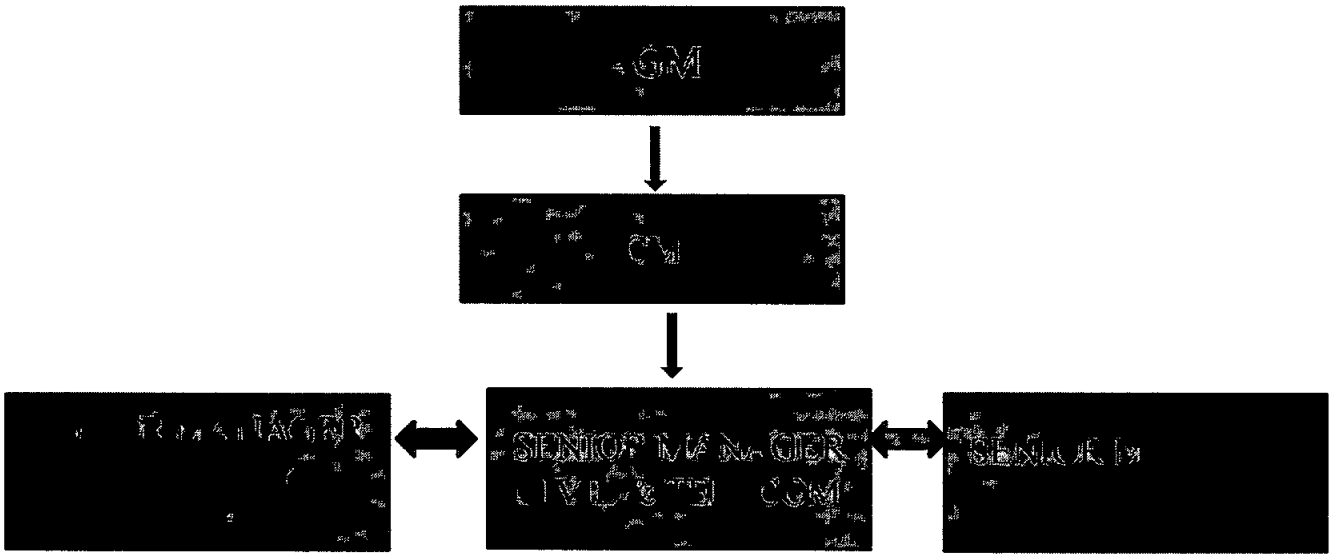
- In order to have a better control and centralizing the entire activity of pension, Bank has been accorded permission by Reserve Bank of India for establishing one Central Pension Processing Centre (CPPC) at Mumbai. The prime objective of centralizing the entire activity of Pension payments is to pay the pension more accurately and within the stipulated time to each individual pensioner. Further, any type of modifications, changes, implementation of new pension components issued by the Pension Disbursing Authorities from time to time can also be done as per guideline without any delay or error. Accordingly, CPPC was established and started its operation in the year 2012 under Government. Transaction Department (Planning, Development & Operation Department) at CO. The CPPC function include overseeing & managing the Pensioners query, accepting Life Certificate (Digital) and other requirements of the Pensioners like providing arrear payment details, etc. Branches have to accept Life Certificate in physical form as well as Digital form using V-KYC and Jeevan Pramaan portal (Government of India) including with the help of other services like DSBS.

At present CPPC Mumbai is handling entire Pension processing related to Central Treasuries such as Defense, Railway, Central Civil, Telecom and Postal. Also, CPPC is handling pension payment business in seventeen States and three Autonomous bodies (DDA, DUSIB, and DVC). Since PPOs from State and autonomous bodies are directly being sent to Branch/RO/ZO as per their arrangement with respective treasury, feeding of pension data in GBM is being done at Branch/RO/ZO under maker & checker concept. All type of pension is being processed and paid centrally through GBM by CPPC Mumbai

FUNCTION OF CPPC



SET UP OF CPPC



18.2 Functions of Central Pension Processing Centre:

- Bank deals with two types of Pension payment categorized as PENSION (Schematic) & PENSION (Non-schematic).

- Non-schematic Pensions are those pension accounts, where the Bank makes payment to the Pensioner and then claims reimbursement from respective Treasuries through RBI. In such category, the entire activities of Pension payment, such as receipt of PPO from Sanctioning Authority, checking of the same about its gentility, making entry into our system, record keeping of PPO and release of monthly and other payments rests with the Bank. The entire works are being done through GBM menu. Pension Sanctioning Authority releases the payments to the bank on receipt of Scroll / Claim through RBI. The Commission is also released by RBI based on the data submitted to them on quarterly basis. Bank is at present

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handling following types of non-schematic pensions:

i) Central Civil (CPAO),

ii) Defense,

iii) Railways,

iv) Postal,

v) Telecom,

vi) Freedom Fighters &

vii) Different State Pensions.

18.3 Legacy Pension Data

- Since our bank has been handling the process of pension payments prior to the present procedure of payment through GBM system, the PPO and the related data were distributed accordingly to branches. Bank migrated the existing data in GBM system. However, the original PPO is still maintained with the Branches.

- At present, all PPOs and Revisions have been receiving since 2012 for treasuries under Central Civil/CPAO, Defense, and Telecom; Postal, Freedom Fighters & Railways are being maintained at CPPC end for doing all types of jobs for payment of pension. Branches will get a scanned copy of the PPOs for their record and will be accepting Life Certificate in physical mode, V-KYC and Jeevan Pramaan portal (Government of India) every year. For PPOs of State Pension, the existing system of branch wise distribution as per mandate of the pensioner will prevail.

- An audit of documents and data migrated from branches to the CPPC to create the database needs to be carried out once the entire activity is complete. Such audit may be internal or external, which will closely scrutinize to ensure that the database is comprehensive, error free and reliable. Based on the report of the Audit team, the bank needs to undertake data cleansing and validation of data vis-á-vis the original records in GBM system. The exercise needs to be carried out multiple times to ensure that all data available in the database of CPPC is error free. The audit of the data shall form part of inspection activity while carrying out the inspection of the Department by the Internal Authority.

- Schematic Pension are those pension accounts, where the Bank is merely maintaining the Account of the Pensioners, facilitating the disbursement of Pension based on the data & fund provided by the Pension Sanctioning Authority and collecting the Life certificate of the Pensioners after its authentication.

- The Consolidated life certificate is passed on to the designated office of the Pension Sanctioning Authority. The Commission in such type of Pension falling under Schematic Pension category is based on the mutual agreement between the Bank & Pension Sanctioning Authority. For example, Payment made to Damodar Valley Corporation.

18.4 Roles and Responsibilities of CPPC as Paying Branch

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- On Receipt of PPO, Signature of Pension Sanctioning authority must be verified from Signature data provided by concerned Treasury.
- Indexing and scanning of PPOs done at CPPC.
- Data punching and verification of PPOs of Central treasuries are done at CPPC level.
- There after all scanned PPOs are uploaded in the GBM portal.
- The pension calculations will be done at the CPPC and credited to all pension accounts electronically.
- Commutation and Gratuity payment is to be paid immediately on receipt of PPO.
- The CPPC should ensure that the pension should be credited into the pensioner's account by any of the last four working days of the month to which pension relates, except in the month of March when it would be credited in the first working day of April.
- As the drawing and disbursing agency, the CPPC will be responsible for the deduction of TDS and report to different treasuries through scrolls and other reports as required by CBDT from time to time.
- CPPC ensures the preparation of pension scroll with help of DIT team and timely submission to concerned treasuries for claim of pension disbursed amount.
- CPPC/Branches, on receipt of transfer applications will ensure all necessary action for the transfer of pension account from one branch of the bank to another branch of the same bank or another bank.
- The undertaking for recovery of excess amount paid to the pensioner by the bank is a part of other pension papers which are to be submitted by the retiring Government Servant to Head of the Office before his/her retirement. The undertaking addressed to the branch manager of the bank will route from Pension Sanctioning Authority to the CPPC of the bank through different treasuries along with Pension Payment Order booklet (PPO).

- CPPC will claim the pension paid amount of Central Treasuries from RBI through Link Cell Nagpur after the payment of pension.
- CPPC will provide scrolls/e-scrolls to all nodal branches of state treasuries and autonomous bodies to claim the pension paid amount from RBI by them.
- The CPPC will furnish the Date-wise/ Monthly Statement and other documents to different treasuries for reconciliation.
- The CPPC is responsible for furnishing all periodical reports/ statements sought by concerned Treasuries from time to time, for budgetary and other requirements. The CPPC is also responsible for transmitting the electronic scroll to concerned Treasury.
- CPPC will receive Government orders and disseminate the same to all concerned branches/Offices for necessary action.
- The CPPC should have direct access to the websites of the Department of Pension & Pensioners' Welfare, M/o Home Affairs and Ministry of Health & Family Welfare so that these are regularly browsed and orders on Dearness Relief & Medical Allowance issued by various Departments are acted upon immediately.
- The dues of the pensioner accruing with time, based on age must be automatically paid to the pensioner by the CPPC on provisional basis for a period of six months. This should be fully automated, and exceptions watched for correction.
- At the time of credit afforded at CPPC, a confirmation report must be generated and monitored to ensure that the pension/ family pension in respect of all pensioners of the CPPC have been credited.

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- CPPC may exercise oversee on quality of service to pensioners including services to the handicapped pensioners.
- CPPCs may ensure that the responsibilities assigned to Home Branches are enforced so that the pensioners are not redirected to CPPC for redressal of grievances and information needs. Necessary performance measures and monitoring mechanisms, in co-ordination with the respective administrative structures (RO/ZO) to achieve the desired level of service delivery in Home Branches as well as CPPCs may be instituted by the bank.

18.5 Roles and Responsibilities of Home branches (Pension Account Service Branch)

- The Home Branch is the branch where the pensioner opens his pension account and has a direct contact with the pensioner. Home Branch is responsible for collecting the requisite certificates such as Non-Marriage/Remarriage Certificate, Non Employment certificate, Death Certificate (In case of start/conversion of Family pension), Letter of Undertaking, Life certificate etc. from the pensioners and providing them to CPPC with all customer related information.
- Vide circular no. CBI/CPPC/CO/2024-25/193 dated 01.06.2024, all financial transactions including conversion of normal pension to family pension of pension accounts pertaining to Central Treasuries have been disabled at branch level & only CPPC is authorized to carry out creation/modification in financial transactions w.e.f.01.06.2024. Accordingly, the roles of responsibilities of home branch will be as under.

Central Treasuries (Central Civil, Defense, Railway, Postal & Telecom)

For effective implementation of centralization of conversion of normal pension to family pension and other financial transactions of Central Govt Treasuries, Branches have to adopt the following Standard Procedure

1. **Procedure to be adopted for conversion of normal pension to family pension**

1.1 Branch will obtain application for starting Family Pension along and death certificate of pensioner along with KYC documents of applicant

1.2 Branch will verify the details of family pension from the PPOs and KYC with photograph

1.3 After verification, branch will obtain following documents from the pensioner.

a. Application from the claimant
b. KYC Documents
c. Life certificate
d. Non employment certificate
e. Non-Marriage certificate.
f. Letter of Undertaking
g. Copy of Original and Revision PPO

Note: Name and Date of Birth of Family Pensioner must be notified on PPO

1.4 Branch Manager or officer in charge will certify every document.

1.5 Branch will upload all these certified documents with recommendation letter in GBM portal under "Scanned Image". The path is as under

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GBM ⟹ Pension ⟹ Respective Treasury ⟹ Scanned image (Under Master Section).

Note: First scan all the documents and keep in a folder. After that it should be uploaded from the above-mentioned path.

1.6 Branches should communicate all the details latest by 20th of every month so that their family pension can be started in the same month.

1.7 TAT for branches to upload the documents is T+1.

1.8 All non-financial transactions such as seeding of mobile number, Aadhaar number, PAN number, mail id of pensioners, Life Certificate etc will be carried out at branch level only

2. **Standard Operating procedure for carrying out financial transactions other than conversion of normal pension to family pension**

2.1 With effect from 01.06.2024, the following financial transactions are also being stopped at branch level.

a) Any changes in pension component.
b) Any changes in date of birth of original pensioner or family pensioner.
c) Payment of any types of commutation/Gratuity/other payment/arrears payment.
d) Any types of recovery
e) Conversion of pay commission
f) Enabling/Disabling of DA/DR (Dearness Allowance/reliefs)
g) Deceased marking where no family pension is to be started.

2.2 For all the conversion of normal pension to family pension and other financial transactions, Branches will upload the related documents in GBM portal & communicate the same to CPPC through respective email IDs.

State Treasuries & Autonomous Bodies

The conversion of family pension & all financial transactions of all the state treasuries and autonomous bodies are to be done at branch level as it was done earlier. Branches are advised to take care while punching the data to avoid less/ excess payment of pension followed by customer complaint, adverse remarks from auditors and financial loss to the Bank.

- It is the responsibility of the Branch to punch the correct information in GBM portal in all the required fields either it is new pension account or conversion of normal pension into family pension.
- Ensure the pension slip and Form 16 is being delivered on time to the pensioners.
- Branch has to ensure timely receiving of life certificate and other requisite certificate from the pensioners in the month of November every year and also follow up with the pensioners who have not submitted life certificate in the month of November. The pensioners/Family pensioners aged 80 years and above may submit their Life Certificate w.e.f 1st October of each year which would be valid till 30th November of the subsequent year in order to provide Senior Pensioners with and exclusive window at Branches for the activity and avoid the general rush. Designated officer of the Branch to accept the life certificate will give the system generated acknowledgement from GBM duly signed with stamp of receiving Branch as prescribed in the proforma of Life

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Certificate.

- To provide the better customer service to the pensioners, branches should ensure issuance of Cheque book facility, ATM Card and net banking/Mobile banking or other delivery Channels.

- It is desirable that the requirements of the pensioners should be attended on his first visit. There should also be prioritized service to physically handicapped/ very old pensioners as well as seating arrangements/ people management should be available at all branches.
- Currently, the Home Branches across the country are the Nodal Point for providing service to pensioners at their doorsteps. The pensioners will continue to transact through the Home Branch where they maintain their pension account. It is intended that besides timely and automated payments; the pensioners should receive all information from the Home Branch.
- The pensioner is not required to visit the bank to activate the first payment of pension. On receipt of PPO Booklets, the CPPC itself will verify the identification details i.e. specimen signature, photos, permanent address etc. of the pensioner given in the PPO booklet & attached documents to it, from the details of "KYC" norms applied at the time of opening of bank account by the retiring Government. Servant and other details available in the CBS System. Pensioners half of PPO will be sent by CPPC to Home Branch for delivery to the pensioner, if required, as the Government Servant has to opt at the time of submitting pension papers to the Head of the Office before his/ her retirement as to whether he/she would prefer to have his/ her PPO booklet through Head of the Office along with other dues or through bank. On receipt of pensioner's portion of PPO the PAHB (Pension Account Holding Branches) shall immediately address the pensioner to collect the same. While handing over the pensioner's portion of the PPO to the pensioner Home Branch will obtain pensioners' signature as a proof of delivery of the same and archive the same in the relevant pensioner's folder at CPPC.
- If the pensioner is transferring his account to any new branch of the same authorized bank, he may submit an application for transfer of pension account at either the old branch or the new branch of the same. An arrangement to receive and acknowledge pensioner's application should be put in place.
- The Home Branch will meet all information needs of the pensioner using the CPPC system. The CPPC software will display on the computer screen, options and view of the details of calculation of pension and its breakup of the pension paid to the pensioner / family pensioner. The Home Branch will act as intermediary between the pensioner & CPPC and, besides providing accounts statement, provide to the pensioners the TDS, pension slip, the Due and Drawn Statement in respect of each arrear and the Annual Income Statement.
- For correct calculation of TDS amount, branch should ensure the timely punching of investment declaration in GBM portal and also branch should ensure that correct PAN No of pensioners is fed in the GBM portal.
- The Home branch will be responsible for reporting the relief sought in respect of income tax to enable CPPC to deduct tax at source. They will verify and upload the admissible reliefs claimed by pensioners and download and provide Form 16 to the pensioners.
- As per RBI guidelines and also Central Office guidelines, branch has to ensure to hold monthly pensioner's meeting for the redressal of pensioners grievances and business development.
- The Home Branch will interact with the pensioners and redress their grievances within

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the prescribed time limit, if necessary, in consultation with the CPPC.

- Any change in the status of the pension which originates at the Home Branch such as the death of the pensioner (subsequent application of family pension/Lifetime arrears, change in address, transfer to another branch or bank, non-operative pension account, etc. will be communicated without delay by the branch to the CPPC which in turn inform to the respective treasuries. All such cases shall be processed by the CPPC for further action as prescribed in the Scheme for Payment of Pensions to Central Government Pensioners through Authorized Banks. The CPPC will retain this information on its database with suitable audit trail.
- The Home Branch is required to act as a service delivery Point of Presence for the pensioners and also act as an intermediary of treasuries for uploading/ intimating first time identification issued by the bank on the basis of details of pensioner verified by the bank at the time of opening of bank account through KYC and available in its CBS system, life certificate etc.
- Home Branch will register grievances and redress the same. If the grievance does not pertain to the branch, then it shall be forwarded to respective treasuries under intimation to CPPC.

18.6 CPPC Requirements

CPPC should provide for the safe custody of all pension papers. It is a basic requirement that the Disburser's half of the PPO portion and revisions thereto, all SSAs, and all papers pertaining to one pensioner be securely placed in one file. Indexing of all such files and maintenance of proper archival and retrieval systems are necessary. It is imperative for efficient disbursement that the place of storage of these files should be within the precincts of the CPPC.
Digitization of all papers in the pensioner's file should be completed in respect of all Central treasury pensioners within a year from commencement of CPPC, and in any case before 31't March every Year.

18.6.1 Connectivity, hardware and software of CPPC

- ✓ It is necessary that the quality and configuration of the connectivity, hardware and software may be commensurate with the volume of transactions and user expectation. An efficient process may be designed for working with necessary validations in consultation with DIT.

- ✓ The configuration for hardware and networking should be reviewed from time to time by the Bank and improved with technological advancement and experience of CPPCs. Similarly, the software may require enhancement from time to time and suitable provision for maintenance may be provided for by the bank.
- ✓ The software should generate all reports and returns as may be required from time to time.

18.7 Creation of Database

- ✓ The Index Registers maintained in Link Branches in the pre CPPC system are migrated to the concerned CPPC, and the consolidated Index Register has to be prepared to ensure that data migration is complete in respect of all pension cases from the paying branches.

- ✓ An audit of documents and data migrated from branches to the CPPC to create the

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database may be carried out. All data entered may be closely scrutinized and/or audited by the bank to ensure that the database is comprehensive, error free and reliable. It shall be the responsibility of the CPPC undertake data cleansing and validation of data vis-a-vis the original records while migrating the pensioners' data on to the CPPC platform. This will be certified by the concurrent Auditor.

- ✓ Wherever PPOs/documents are found to be missing/ lost, the bank should obtain copies as per Para 25 of the Scheme for Payment of Pension to Central Government Civil Pensioners by Authorized Banks. Once obtained, the duplicate PPOs should be digitized, archived and also retained as paper documents in safe custody.

- ✓ The consolidated Index Register known as the CPPC Index Register will record the list of all PPOs or Revision Authority received in the CPPC. This Master List should be an integral part of the CPPC Software and all events relating to the movements of PPOs and Revision Authorities to Central treasuries or to any other branch should be recorded through the system and date stamped. This would provide a tool for exercising control over the processing and movement of PPOs/ Amendments in the domain of the bank to ensure adherence to performance standard for each activity.

18.8 Liquidation of suspense balances of Government

- An institutional mechanism in the CPPC shall be put in place to ensure that reconciliation is carried out on a fortnightly basis for the ongoing payments. This will also be subject to Concurrent Audit.

18.9 Maintenance of master directories

- CPPC to maintain a Branch-wise master directory containing detailed information on Branch name, Branch code, BSR code or branch, IFSC, Branch postal address with pin code, telephone numbers, e-mail ID and of Branch Managers.

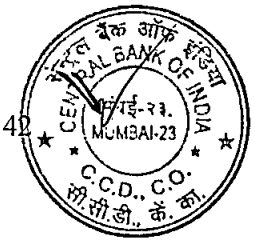
18.10 Capacity building of Home Branches

- Regular training sessions on CPPC systems/ procedure for Bank personnel dealing with pension matters to be organized. In view of the fact that bank personnel are constantly rotated, there is a need for such training to be conducted on an ongoing basis. HCM will arrange for such training.

- CPPC may be perceived by Home Branches as the custodian of records and responsible for servicing the pensioners. Therefore, there is a need to sensitize Home Branches to handle pensioners' queries and grievances in a proactive manner by accessing the data and records either available with them or with the CPPC.

18.11Grievance Redressal Mechanism

CPPC should have a sound grievance redressal system' After registration of any complaint received from a pensioner into the CPPC, Clear timelines and the processes for delivery of pensions and also for redressal of grievances of pensioners should be provided on the web site of the Bank.



Home Branches should provide services to the pensioner and under normal circumstances; the pensioner's problems should be efficiently redressed at the branches itself.

ESCALATION MATRIX:

CENTRAL GOVERNMNT PENSION		
1ST LEVEL	PENSION PAYING HOME BRANCH	TAT- 7 DAYS
2ND LEVEL	NODAL OFFICER REGIONAL OFFICE	TAT- BEYOND 7 DAYS
3RD LEVEL	NODAL OFFICER AT ZONAL OFFICE	TAT- BEYOND 14 DAYS
4TH LEVEL	CCPC MUMBAI	TAT- BEYOND 21 DAYS
STATE GOVERNMNT PENSION		
1ST LEVEL	PENSION PAYING HOME BRANCH	TAT- 7 DAYS
2ND LEVEL	RESPECTIVE NODAL BRANCH	TAT- BEYOND 7 DAYS
3RD LEVEL	NODAL OFFICER REGIONAL OFFICE	TAT- BEYOND 14 DAYS
4TH LEVEL	NODAL OFFICER AT ZONAL OFFICE	TAT- BEYOND 21 DAYS
5TH LEVEL	CCPC MUMBAI	BEYOND 28 DAYS

18.12 Agency Commission & Rates

As per Agency Bank agreement, RBI pays agency commission at rates determined by it. The rates applicable with effect from April 1, 2025 are as under:

SL NO	Type of Transaction	Unit	Rate
I	Pension Payments	Per transaction	Rs.80.00
II	Payments other than pension	Per Rs.100 turnover	7 paise

- Our bank deals with Central Civil, Defense, Telecom, Railway and other State pensions including Freedom Fighter pension, where works related to calculation and disbursement is made by the bank which entitles agency commission at the rate of Rs.80/- per transaction. The Bank normally is eligible for receipt of agency commission for a maximum of 14 transactions per pensioner per year. This includes twelve monthly credits for payment of net pension and a maximum of two per year for payment of arrears on account of increase in dearness relief, if applicable.

- Bank is eligible to get agency commission for payment of transactions at the rate of Rs.80/- per transactions only when the entire work relating to disbursing of pension including pension calculation works are done by us. If the work relating to pension calculations, etc., is done by concerned Government. Department / Treasury / Other Statutory Bodies and the bank is required only to credit the amount of pension to the pensioners' account maintained with the bank by a single debit to Government. / Treasury / Statutory Bodies Account, such transactions will be categorized under 'other than pension payment' and bank will be eligible for payment of agency commission @7 paise per Rs.100/- turnover or at a pre-determined rate.

18.13 Booking of Agency Commission by Branches /Offices:

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- All agency commissions related to Central Government. Business transactions are being claimed by our Nagpur branch (Link Cell) on quarterly basis from Central Accounts Section of RBI, Nagpur. Transactions related State Governments are being claimed by the respective Nodal branches from Regional offices of RBI.

- In order to give a boost to the branches for mobilizing more Government. business, bank has implemented booking of agency commission on monthly basis according to the performance of the branches into their P/L heads on the aforesaid rates from October 2018 vide Circular no.GT/Agency/52/OM-442/18-19 dated 04.10.2018and again vide circular no.GT/Agency/87/OM-761/18-19 dated 30.01.2019 instead of booking by the Link and, or Nodal branches. This will incentivize the Branches / Offices, who actually, scouting or garnering the Government business on behalf of the bank.

- The above mechanism of agency commission booking will also comply GST rules, since income from Government. Business is also liable for GST and the state GST (SGST) will be payable to respective State where the services are being rendered.

18.14 Claiming Agency Commission

- Bank is required to submit its claims for agency commission in the prescribed format to Central Accounts Section (CAS), Nagpur in respect of Central Government transactions and the respective Regional Offices of Reserve Bank of India for State Government. Transactions on quarterly basis. The formats for claiming agency commission are submitted with a set of certificates to be signed by the Branch Officials and External Auditor. These certificates are in addition to the usual Certificate from Executive Director / Chief General Manager (in charge of Government. business) to the effect that there are no pension arrears to be credited/delays in crediting regular pension/arrears thereof.

- Where the External Auditor is also the Concurrent Auditor/Statutory Auditor, claims can be certified by such Concurrent Auditor/ Statutory Auditor.

- In addition to this, bank is required to ensure that its internal inspectors verify the agency commission claims submitted by the branches and confirm their accuracy during the course of their inspection.

- Bank is also required to ensure that agency commission claims submitted to the Regional Offices of RBI / CAS, Nagpur as applicable in the prescribed format are accurate.

- Bank should furnish its claims on agency function to RBI within 60 calendar days from the end of the quarter in which the transactions have been conducted. If the bank fails to lodge the claims within the stipulated period mentioned above, it may forward the same to RBI only after giving reasons for delay.

- At Central Bank of India, we do not have any arrangement with any Bank for sharing the Government business of the Bank and Bank is claiming the entire commission from RBI.

18.15 General Instructions

Government orders on DR (Dearness Relief) etc. on websites

- In order to obviate the time lag between issue of DR orders and payment of DR to the beneficiary and to render expeditious service to senior citizens, it has been decided to discontinue the procedure of forwarding government orders in respect of dearness relief etc. to pension paying agency banks. Agency Banks may, therefore, act on the copies of government orders supplied by government to them through post, fax, e-mails or by accessing from the website and authorize their pension paying branches to make payments to the pensioners immediately.

Prompt implementation of Government's instructions by agency banks

- All agency banks are advised to scrupulously follow all the guidelines/ instructions contained in various notifications of Government (Central as well as States) and take necessary action immediately without waiting for any further instructions from RBI.

18.16 Timing of pension disbursement by agency banks.

- The pension paying banks will credit the pension amount in the accounts of the pensioners based on the instructions given by respective Pension Paying Authorities.

18.17 Recovery and Refund of Excess Pension Payment

No Recovery of excess amount from the pensioners shall be effected without his knowledge and consent or, without issuance of a prior Notice.

The Bank has to obtain Letter of Undertaking from the Pensioner to the effect that in case of any excess Pension credited to the account of the pensioner, the pensioner is bound to refund the same to the Bank upon receipt of a suitable notice from the Bank.

A.Agency Bank-Attributed Errors

(i)Whenever excess/wrongful pension payment is made to a pensioner due to bank-attributed errors such as clerical errors, arithmetical miscalculations or incorrect application of relevant instructions, the entire amount thereof should be credited to the Government account in lump sum immediately on detection.

(ii)The broad procedure to be followed by Bank for Recovery of Excess/Wrongful Pension Payment done due to Agency Bank-Attributed Errors.

As soon as the excess /wrong payment made to a pensioner comes to the notice of the pension disbursing bank, the pensioner should be immediately intimated through a written notice. The notice should invariably contain details of excess /wrong payment made, nature of error, proposed recovery method, and opportunity to make representation to the bank.

Recovery can be made through one or more of the following methods, in order of preference:

I.Available Balance Method: Recovery limited to surplus balance available in the account over a minimum protected amount.

II.Percentage of Pension Method: Deduction capped at an agreed percentage (e.g., 10-25%) of monthly pension,

III.Pensioner-Requested Method:

Lump-sum or customized Instalments as required by the pensioner.



However, in any case, cut-off period for recovery will be maximum 10-years from the date of detection of the error. No recovery shall be initiated after a defined cut-off period, unless:

- **Fraud or misrepresentation by the pensioner is established.**
- **Recovery is mandated by law or court order.**
- **If the excess/wrong payment cannot be recovered from the pensioner due to his / her death or discontinuance of pension, then action has to be taken as per the Letter of Authorization/undertaking given by the pensioner.**

B. Government-Attributed Errors :

Whenever such excess/wrongful pension payment is made due to Government attributed errors, the Bank shall make recoveries based on the instructions received from the Government, presuming that the latter have complied with all the requirements envisaged by law, including court orders. However, if recovery is to be made from the account balance of a pensioner (as distinguished from the amount payable as pension in a month), express authorization from the customer should be made available to the bank and the same should be kept in its records. If doubts arise regarding the instructions issued by the Government, the Bank shall take them up with the respective Government, without reference to the Reserve Bank of India.

18.18 Withdrawal of pension by old/ sick/ disabled/ incapacitated pensioners

1. In order to take care of problems/ difficulties faced by sick and disabled pensioners in withdrawal of pension / family pension from the banks, agency banks may categories such pensioners as under:

a. Pensioner who is too ill to sign a Cheque / unable to be physically present in the bank.

b. Pensioner who is not only unable to be physically present in the bank but also not even able to put his/her thumb impression on the Cheque/ withdrawal form due to certain physical defect / incapacity.

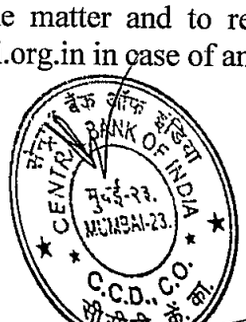
With a view to enabling such old/sick/incapacitated pensioners to operate their accounts, banks may follow the procedure as under:

i). wherever thumb or toe impression of the old/sick pensioner is obtained, it should be identified by two independent witnesses known to the bank, one of whom should be a responsible bank official.

ii). Where the pensioner cannot even put his/her thumb/ toe impression and also would not be able to be physically present in the bank, a mark can be obtained on the Cheque/withdrawal form, which should be identified by two independent witnesses, one of whom should be a responsible bank official.

2. The pensioner may also be asked to indicate to the bank as to who would withdraw the pension amount from the bank on the basis of Cheque/ withdrawal form as obtained above and that person should be identified by two independent witnesses. The person who would be actually drawing the money from the bank should be asked to furnish his signature to the bank.

3. Accordingly, the agency banks are requested to instruct their branches to display the instructions issued in this regard on their notice board so that sick and disabled pensioners could make full use of these facilities. Agency Banks are also advised to strictly implement the instructions issued by RBI regarding the facilities to be provided to the sick and disabled persons and sensitize staff members in the matter and to refer to the FAQs on pension disbursement hosted on RBI website www.rbi.org.in in case of any doubt.



Reimbursement of pension payments

4. Link branches of agency banks may submit reimbursement claims to Reserve Bank of India, Central Accounts Section, Nagpur / Government Banking Division at Regional Office for Central/State Government pension payments.

18.19 Continuation of Pension Account with either or survivor mandate after death of pensioner

1. All agency banks disbursing Central Government pension have been advised that in case the spouse (Family pensioner) opts for existing joint account for credit of family pension, banks should not insist on opening a new account when the spouse is the survivor and having a joint account with the pensioner and in whose favor an authorization for payment of family pension exists in the Pension Payment Order (PPO).

18.20 Life Certificate- Issuance of Acknowledgement

There have been complaints that life certificates submitted over the counter of pension paying branches are misplaced causing delay in payment of monthly pensions. In order to alleviate the hardships faced by pensioners, agency banks were instructed to mandatorily issue duly signed acknowledgements. They were also advised to consider entering the receipt of life certificates in their system and issue a system generated acknowledgement which would serve the twin purpose of acknowledgement as well as real time updation of records.

18.21 Single Window System for reimbursement of Pension Payments

Single Window System was introduced to facilitate prompt settlement of reimbursement claims and reconciliation. The underlying objective is to make each pension paying bank responsible in its own right to effect settlement without the intervention of RBI Offices or SBI (at District Headquarters) in the process eliminating cause of delay in reimbursement claims.

18.22 Customer Service.

i) All agency banks may issue instructions to their dealing branches to adhere to the recommendations of the Prabhakar Rao Committee relating to pension payments. A checklist may be provided to the inspecting officers/auditors, which may at a minimum include the items given in Annex 1. Agency banks may also instruct their internal auditors/inspectors to comment on the quality of customer service in their reports which may be made available to Reserve Bank's inspecting officers, as and when they visit the branches.

ii) Grievances of pensioners are not being addressed properly at the branch level especially after the setting up of Centralized Pension Processing Centre's (CPPCs). To provide hassle free service to the pensioners, there should be a forum for regular interaction and settlement of grievances. Accordingly, agency banks should appoint one/two nodal officers at each Region/Zone for monitoring the resolution of grievancesof pensioners on regular basis and the GM/CGM concerned should review the position at monthly intervals.

iii) At locations outside the CPPCs, there should be designated nodal officers for pension related complaints who should be easily accessible to pensioners and who should hold regular

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meetings at different locations in their jurisdiction on the lines of Pension Adalat. Each bank should establish toll free dedicated pension line manned by trained persons with access to the database to answer queries, note down and redress complaints.

iv) Following several complaints from pensioners alleging inordinate delay in disbursing revised pension and arrears, agency banks are advised asunder:

Interest On Delayed payment of Arrear /Pension (a)

- **Pension paying Bank should compensate the pensioner for delay in crediting pension/ arrears thereof at a fixed interest rate of 8 per cent per annum for thedelay after the due date of payment and the compensation shall be credited to the pensioner's account automatically without any claim from the pensioner on thesame day when the bank affords credit for revised pension/ pension arrears, in respect of all delayed pension payments made since October 1, 2008.**
- **In cases involving claims for payment of interest on delayed settlement of pension/arrears, the following sanctioning authorities (proposed Committee) shall be empowered to examine such claims and take an expeditious decision regarding payment of interest.**
  - **At Regional Office Level: Regional office is empowered to approve payment of Interest up to Rs.2.00 Lakh. For this purpose, the Committee shall consist of 5-delegatees as under:**
    Chairman
    -Regional Head
    Members
    1.Agm/CM/SM (in-charge of HCM Dept.)
    2.CM/SM
    3. Two Branch Heads in the Scale of V/IV/III of Local Branches.
    Quorum: Minimum-4 (Inclusive of Chairman with at least one member from Branch)
  - **At Zonal Office Level: Zonal office is empowered to approve payment of Interest above Rs.2.00 Lakh & up to Rs.5.00 Lakh. For this purpose, the Committee shall consist of 5-delegatees as under:**
    Chairman:
    Zonal Head
    Members
    1.Agm/DZH, ZO
    2. CM/SM (in-charge of HCM Dept.)
    3. Two Branch Heads in the Scale of V/IV/III of Local Branches.
    Quorum: Minimum-4(Inclusive of Chairman with at least one member Outside of Zonal office.)
  - **At Central office Level:**
    In cases where the interest payable on delayed payment of pension/arrears exceeds Rs.5.00 Lakh, Central Office, CCD, Committee headed by CGM/GM-CCD empowered to approve the payment.
- **The same committee at RO/ZO will approve and allow the concerned Branch to debit the BGL Head: "Interest on Delayed Payment of Pension Arrears" (New BGL account to be opened).**
- **The committee will take the decision to debit P& L Head "Interest paid on delayed**

payment of Pension / Arrear" after outcome of staff accountability laid down by Credit Monitoring Department.

(b)Pension paying banks have been advised to put in place a mechanism to obtain immediately the copies of pension orders from the pension paying authorities directly and make payments without waiting for receipt of instructions from the Reserve Bank of India so that pensioners should get benefits announced by the Governments in the succeeding month's pension payment itself.

(c)When the agency bank is calculating pension, the branch should continue to be apoint of referral for the pensioner lest he/she feel disenfranchised.

(d)All branches having pension accounts should guide and assist the pensioners in all their dealings with the bank.

(e)Suitable arrangements should be made to place the arithmetic and other details about pension calculations on the web, to be made available to the pensioners through the net or at the branches at periodic interval as may be necessary and sufficient advertisement is made about such arrangements.

(f)All claims for agency commission by banks in respect of pension payments must be accompanied by a certificate from ED/CGM in charge of government businessthat there are no pension arrears to be credited/ delays in crediting regular pension/arrears thereof.

(g)All agency banks disbursing pension are advised to provide considerate and sympathetic customer service to the pensioners, especially to those pensioners who are of old age.

(Annex 1)

Checklist relating to Government Business (pension related) for internal/ concurrent audit

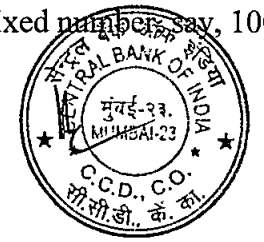
Internal inspections should assess branch performance in servicing pensioner customers. In this regard, the following may be ensured:

1. A specific questionnaire covering all aspects of pension payment may be devised for use during inspection of pension paying branches.
2. Inspecting officers may also, during inspections, call up pensioners at random and enquire about their satisfaction with pension-related services.
3. A detailed check-list relating to pension payments/government business may be givenby banks to internal auditors/inspectors in order to adhere to the recommendations ofthe Prabhakar Rao Committee, constituted by the Government of India, relating to pension payments/government business.

These include the following:

(a) Whether there is delay in payment of pension, revision of pension, revision in dearness relief etc.

(b) Whether the branch manager has structured interaction with a cross section of pensioners serviced at the branch on quarterly basis, where the number of pensioners of all governments and departments exceeds affixed number, say, 100 or 200.



(c) Whether nominations have been obtained for all pension accounts.

(d) Whether pension accounts have been converted into joint accounts wherever applicable.

(e) Whether the bank branch has an effective complaint redressal mechanism, and the complaints of pensioners are attended promptly and their grievances redressed expeditiously.

(f) Whether the pension is credited to pensioner's account during the last four working days of the month except for the month of March for which pension is to be credited on or after first working day of April.

(g) Whether the pension paying branch obtains Life Certificate/ Non-employment certificate/Employment Certificate from the pensioners in the month of November every year.

(h) Whether pension paying branches deduct income tax at source from pension payments wherever applicable.

(i) Whether paper tokens in acknowledgement of Cheques presented are invariably given by the tax collecting branches.

(j) Whether the challans are stamped giving bank's BSR code and Challan Identification Number (CIN) clearly.

(k) Whether the stamped challans are kept in the custody of bank's staff and handed over to the concerned taxpayer only on production of the paper token.

18.23 Deduction of TDS on Agency Commission

For eligible government transactions done with effect from July 01, 2019, agency banks shall submit the agency commission claims, including applicable GST amount, as per revised agency commission rates indicated above, to RBI at respective ROs / CAS, Nagpur as per the extant instructions issued by RBI in this regard. TDS on GST shall be deducted as applicable by RBI at the time of making agency commission payment in accordance with Government instructions in the matter.

18.24 Penal Interest on Agency Commission

As per the agreement that agency banks have with RBI, violation or non- compliance of instructions issued by Government or Reserve Bank shall attract imposition of penalty. Agency banks will be liable to pay penal interest at Bank Rate as notified by Reserve Bank of India plus 2% for any wrong claims of agency commission settled.

18.25 Reconciliation and claim of Commission /Scroll:

- ✓ The Branches undertaking Government Business are required to reconcile all the pool accounts created for routing Transactions on a monthly basis and attempt should be made to make such account with zero balance on any particular day. Branches should also reconcile the TOC received by them vis-à-vis transaction undertaken by them.

- ✓ Similarly, the Nodal Branch & Link Branch needs to reconcile on a daily basis and some officials needs to be entrusted with job under a proper office order, whose prime objective

will be reconciliation & remittance of the fund within the specified time.

18.26 Mobilization of new Pension Accounts

Bank will constantly evaluate the available options under Government Business segment as available in the market along with its vitality. MIS Department is involved to access the profitability of Bank under each segment of the Government Business. This serves as basis for Government to take a decision in respect of future course of action by the Bank.

FREQUENTLY ASKED QUESTIONS

1. Can the pensioner draw his/ her pension through a bank branch?
   Yes. Even the Government employees earlier drawing their pension from a treasury or from a post office will have the option to draw their pension from the authorized bank's branches.

2. Is it necessary for the pensioner to open a separate pension account for the purpose of crediting his/ her pension in authorized bank?
   The pensioner is not required to open a separate pension account. The pension can be credited to his or her existing savings/ current account maintained with the branch selected by the pensioner.

3. Can a pensioner open a Joint Account with his/ her spouse?
   Yes. All Central Government Pensioners and those State Governments which have accepted such arrangement can open Joint Account with their spouses.

4. Whether Joint Account of the pensioner with spouse can be operated either by "Former or Survivor" or " Either or Survivor".
   The Joint Account of the pensioner with spouse can be operated either by ''Former or Survivor" or "Either or Survivor".

5. What is the minimum balance required to be maintained in the pension account maintained with the banks?
   RBI has not stipulated any minimum balance to be maintained in pension accounts by the pensioners.
6. Who is the pension sanctioning authority?
   The Ministry/ Department /Office where the Government servant last served is the pension sanctioning authority. The pension fixation is made by such authority for the first time and

thereafter the refixation of pay, if any, is done by the pension paying bank based on the instructions from the Central/ State Government authorities.

7. Who sends the Pension Payment Orders (PPOs) to the authorized bank.
   The concerned pension paying authorities in the Ministries /Departments/ State Governments forward the PPOs to the bank where from the pensioner desires to draw his/her pension.

8. When is the pension credited to the pensioner's account by the paying branch?
   The disbursement of pension by paying branch is spread over the last four working days of the month depending on the convenience of the pension paying branch except for the month of March when the pension is credited on or after the first working day of April.

9. Can a pensioner transfer his/ her pension account from one branch to another branch of the same bank or to the branch of another bank?
   i. Pensioner can transfer his/ her pension account from one branch to another branch of the same bank within the same centre or at a different centre.
   ii. He/ She can transfer his/ her account from one authorized bank to another within the same centre (such transfers to be allowed only once in a year).
   iii. He/ She can also transfer his/ her account from one authorized bank to another authorized bank at different centre.

10. What is the procedure to be followed by the bank branch if the pensioner is handicapped /incapacitated and is not in a position to be present at the paying branch?
    If the pensioner is physically handicapped/incapacitated and unable to present at the branch, the requirement of personal appearance is waived. In such cases the bank official visits the pensioner's residence/hospital for the purpose of identification and obtaining specimen signature or thumb/toe impression.

11. Can the pension paying bank recover the excess amount credited to the pensioner's account?
    Yes. The paying branch before commencement of pension obtains an undertaking from the pensioner in the prescribed form for this purpose and therefore, can recover the excess payment made to the pensioner's account due to delay in receipt of any material information or due to any bonafide error. The bank has also right to recover the excess amount of pension credited to the deceased pensioner's account from his/ her legal heirs/nominees.

12. Is it compulsory for a pensioner to furnish a Life Certificate/Non- Employment Certificate or Employment Certificate to the bank in the month of November?
    Yes. The pensioner is required to furnish a Life Certificate/Non – Employment Certificate or Employment Certificate to the bank in the month of November. However, in case a pensioner is unable to obtain a Life Certificate from an authorized bank officer on account of serious illness / incapacitation, bank official will visit his/her residence/ hospital for the purpose of recording the life certificate.

13. Can a pensioner submit Digital Life Certificate (DLC)/Physical Life Certificate from own residence?

Yes, as under.

a) Pensioner can submit DLC from his residence, if the pensioner is having a PC/Laptop with internet connection and Registered Biometric Device.

b) Under the Door Step Banking (DSB) for non-financial transactions, Bank has provided the facility for pick-up of Life Certificate from the residence of pensioners having age of more than 70 years and differently abled or infirm persons (having medically certified chronic illness or disability) including those who are visually impaired.

In case of Senior Pensioners of the age of 80 years and above, Government has advised to submit/obtain their Life Certificate w.e.f. 01st October, every year, instead of November which would be valid till 30th November of the subsequent year.

14. What will happen if life certificate is not submitted in the month of November?

If life certificate is not submitted in the month of November of a year, payment of pension for December and onwards is not being paid to the pensioner, in accordance with the instructions of the Govt.

15. If life certificate is submitted in a subsequent month, when will pension for November and onwards get paid?

Once the Life Certificate is updated in the Pension System, pension will be paid along with arrears immediately on the next pension payment.

16. What is the procedure for the pension payment to NRI pensioner?

Pensioner is required to submit the following information:

Aadhaar No. is required for submitting the Digital Life Certificate through Jeevan Pramaan:

Present Address:

Telephone Number (if any)

Mobile Number (if any) this is required for sending pension slip and other useful message through SMS.

PAN (Income Tax) this is required for the proper calculation of TDS.

Date of birth of the spouse (with proof) this is a requirement of Government.

E-Mail address, for sending pension related information i.e. monthly pension slip etc.

17. Can a pensioner be exempted from personal appearance at the Pension Paying Branch for submission of Life Certificate?

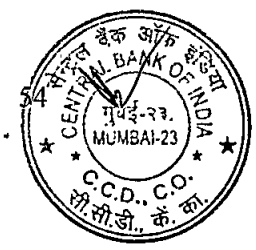
Yes, Pensioner, who produces a Life Certificate in the prescribed form in Annexure-XVII signed by any person specified hereunder, is exempted from personal appearance.

A person exercising the powers of a Magistrate under the Criminal Procedure code.
A Registrar or Sub-Registrar appointed under Indian Registration Act.
A Gazette Government servant.
A Police Officer not below the rank of Sub-Inspector in-charge of a Police Station;
A Postmaster, a departmental Sub-Postmater or an inspector of Post Offices.
A Class-I Officer of the Reserve Bank of India.
A Pensioned Officer who, before retirement, exercised the powers of a magistrate
A Justice of Peace
A Block Development Officer, Munsif, Tehsildar or Naib Tehsildar
A Head of Village Panchayat, Gram Panchayat, Gaon Panchayat or an Executive Committee of a Village
A Member of Parliament, of State legislatures or of legislatures of Union Territory Governments/Administrations
Treasury Officer.
In the case of a pensioner drawing his pension through a Public Sector Bank the Life Certificate may be signed by an officer of a Public Sector Bank.
In the case of pensioner residing abroad and drawing his pension through any other Bank included in the Second Schedule to the Reserve Bank of India, Act, 1934, the Life Certificate may be signed by an officer of the Bank.
Further, a pensioner not resident in India in respect of whom his duly authorized agent produces a Life Certificate signed by a Magistrate, a Notary, a Banker or a Diplomatic Representative of India is exempted from special appearance.

18. What is the procedure for the pension payment to NRI pensioner?
NRI Pensioner needs to submit a declaration at the pension paying branch that he/she is an NRI. On the basis of declaration the existing account will be converted into a Non Resident - Ordinary (NRO) account (a type of account for NRI) and NRI pensioner need to send a life certificate every year in the month of November to his/her pension paying branch.

19. Pensioner who is residing abroad, how can submit the Life Certificate?
In the case of pensioner residing abroad and drawing his pension through any bank included in the Second Schedule to the Reserve Bank of India, Act, 1934, the life certificate may be signed by an officer of the Bank. Further, a pensioner not resident in India in respect of whom his duly authorized agent produces a Life Certificate signed by a Magistrate, a Notary, a Banker or a Diplomatic Representative of India is exempted from special appearance.

20. Who is responsible for deduction of Income Tax at source from pension payment?
The pension paying bank is responsible for deduction of Income Tax from pension amount in accordance with the rates prescribed by the Income Tax authorities from time to time. While deducting such tax from the pension amount, the paying bank will also allow deductions on account of relief to the pensioner available under the Income Tax Act. The paying branch will also issue to the pensioner in April each year a certificate of tax deduction as per the prescribed form.



21. Can old, sick physically handicapped pensioner who is unable to sign, open pension account or withdraw his/ her pension from the pension account?

A pensioner, who is old, sick or lost both his / her hands and, therefore, cannot sign, can put any mark or thumb/ toe impression on the form for opening of pension account. While withdrawing the pension amount, he/ she can put thumb/toe impression on the cheque/withdrawal form and it should be identified by two independent witnesses known to the bank one of whom should be a bank official.

22. Can a pensioner withdraw pension from his/ her account when he/ she is not able to sign or put thumb/toe impression or unable to be present in the bank?

In such cases, a pensioner can put any mark or impression on the cheque/ withdrawal form and may indicate to the bank as to who would withdraw pension amount from the bank on the basis of cheque / withdrawal form. Such a person should be identified by two independent witnesses. The person who is actually drawing the money from the bank should be asked to furnish his/ her specimen signature to the bank.

23. When does the family pension commence?

The family pension commences after the death of the pensioner. The family pension is payable to the person indicated in the PPO on receipt of a death certificate and application from the nominee.

24. In case of Family Pension, which office should the dependents approach?

The Home Branch through which pension had been paid to the pensioner will be the contact point in the case of Family Pension also. The family member of pensioner, as indicated in the PPO, has to visit the Branch from where the pension was being released every month, with the following documents:

Death Certificate of the pensioner (original plus one photocopy) the original will be returned after verification by the bank.

Non remarriage certificate and non-employment certificate to be submitted.

Simple declaration to be attested by the Bank official or any gazetted officer. The Performa will be available at the Branch.

Life Certificate of the family pensioner along with other mandatory Certificates and

An Undertaking if FMA granted to Central Civil Pensioner on prescribed proforma (These Certificates and Undertaking are also mandatory to submit to Bank once every year in the month of November).

Once all the documents are processed, the family pension will start from next month and the same will be paid along with arrears if any.

25. What is the Eligibility & Procedure for granting of Fixed Medical Allowance (FMA)?

At the time of retirement, pensioners have the option to select Fixed Medical Allowance or Central Government Health Scheme (CGHS) Treatment Facility. If a Central Govt. Pensioner is not a member of CGHS and opted for Fixed Medical Allowance, the Fixed Medical Allowance may be granted to the pensioner and will be paid on the monthly basis. In this

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regard pensioner has to submit an undertaking on prescribed proforma every year along with other necessary Certificates.

However, if the pensioner wants to change the option or to know the other provisions/ details regarding CGHS etc., may contact his/her Department.

26. How the payment of Dearness Relief at revised rate is to be paid to the pensioners?

Whenever any additional relief on pension/family pension is sanctioned by the Government, the same is intimated to the agency banks for issuing suitable instructions to their pension paying branches for payment of relief at the revised rates to the pensioners without any delay. The orders issued by Govt. Departments are also hosted on their websites and banks have been advised to watch the latest instructions on the website and act accordingly without waiting for any further orders from RBI in this regard.

27. Where can a pensioner get information about the changes in the pension/ Dearness Relief or any pension related issue?

The pensioner can visit the Official Website of the concerned Government Department as also Reserve Bank of India Website (www.rbi.org.in) to get the information about pension related issues.

28. Can Bank record PPO number in the passbook of pensioners/family pensioners

Yes, the functionality of printing PPO No. in the Passbook by the system enabled along with other details on the 1st page itself.

29. What is the procedure of opening of pension account in GBM portal?

Pension of state treasuries are started at branch level. Pension of Central Treasuries are started at CPPC level after getting PPOs along with supportive Documents.

30. How to open pension account?

Pension account should be opened individually or jointly with spouse only. The pension account should be opened in proper code of pension (1020, 1401).

31. Can the pension account be opened with any other family members or other persons?

No, Pension account always should be opened individually or jointly with spouse.

32. When will the payment of pension commence in case of new PPOs?

The payment of pension, in respect of PPOs received at Centralized Pension Processing Cell (CPPC) up to one week before last date of a month, will normally commence from the same month provided the necessary pension documents are executed by Pensioner and received along with PPOs. In case, the Pension documents are not received by CPPC along with PPOs, the pension payment shall be commenced/started only after obtaintion of pension documents from pension payment branch (Home Branch).

33. When will the arrears get paid?



Payment of arrears, on account of revision of pension etc., received at Centralized Pension Processing Cell (CPPC) of the Bank shall be paid in the subsequent month along with monthly pension payment.

34. Which documents should be taken at the time of starting of pension?
We must take Letter of undertaking, Life certificate, non-employment certificate and non-marriage certificate (In family pensioner).

35. Where can we find the required documents at the time of starting of pension?
All the above-mentioned documents are available in GBM portal under "Format" section.

36. What are the superannuation pension and family pension?
The pension received by original pensioner is called superannuation and the pension received by family pensioner is called family pensioner.

37. Up to when the pensioner gets pension.
The original pensioner gets the pension for life while the family pensioner gets the pension as mentioned in the PPO.

38. What is commutation?
This is the lump-sum amount, calculated by pension sanctioning authority only, given to the pensioner at the time of retirement or later also. This amount is recovered in 15 years.

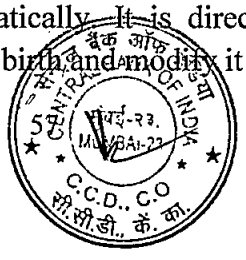
39. When is the commutation restored?
Commutation is restored after 15 years of payment of Commutation value. Commutation value can be given more than one, hence, restoration of commutation is done separately for different commutation value from the different dates of payment.

40. What is the additional pension?
Additional pension is besides the basic pension given to the pensioner after the attaining the age of 80 years.

41. What are the rates of additional pension?
Additional pension is given at the following rates.
a. After attaining the age of 80 years- 20% of basic pension.
b. After attaining the age of 85 years- 30% of basic pension.
c. After attaining the age of 90 years- 40% of basic pension.
d. After attaining the age of 95 years- 50% of basic pension.
e. After attaining the age of 100 years- 100% of basic pension.

Note: for State Govt pension, follow the age criteria guidelines of State GOVT.

42. Why additional pension is not credited?
Additional pension is credited automatically. It is directly related to the date of birth of pensioner. We should check the date of birth and modify it as the PPO.



43. What should be done if the date of birth on PPO and Aadhar card or pan card is different?
Date of birth should be updated as per PPO only. If there is any difference as per other KYC documents, pensioner should contact pension sanctioning authority for sanction corrigendum PPO with correct Date of Birth. Till date PDA can consider the date of birth as per KYC documents for only 6 months.

44. What should be done if additional pension was not paid due to wrong date of birth?
Branch should update the date of birth immediately in GBM portal so that pensioner can get additional pension from that month. For rest of previous months, if any, branch will have to punch the arrear manually. GBM doesn't calculate arrear of additional pension.

45. Does additional pension attract DA/DR?
Yes, Additional pension attracts DA/DR.

46. Is additional pension paid to family pensioner also?
Yes, additional pension is paid to family pensioner also.

47. Which certificates should be taken for superannuation pension and for family pension?
For superannuation, we should take life certificate and non-employment certificate and for family pension, we should take non-marriage certificate also in addition.

48. Why pension gets reduced?
Pension is reduced due to several reasons, for example- Deduction of TDS, monthly recovery, pension got transferred form enhanced pension to normal pension, etc.

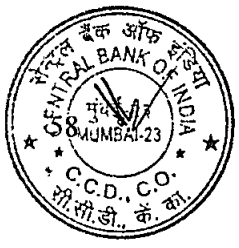
49. What is enhanced basic pension?
Enhanced basic pension is equals to superannuation basic pension.

50. What is normal basic pension?
Normal basic pension is 60 % of superannuation basic pension or enhanced basic pension.

51. Up to which date family pensioner gets the enhanced rated of basic pension?
Normally enhanced rate of basic pension is given up to 7 years after the date of death of original pensioner or 67 years from the date of birth of original pensioner, whichever is earlier. In special case these periods may vary and we should act according to the PPO.

52. What is the criterion of deduction of TDS in pension account?
TDS is applicable as per the rule of Income Tax department prevailing for all the individuals.

53. Do commutation and gratuity attract TDS?
No, TDS is not deducted in commutation and gratuity.



54. Who are exempted from TDS?

Gratuity Award Winner, pensioners who receives disability element and family pensioner are exempted from TDS.

55. Where can we see the TDS details of the pensioner?

TDS details of the pensioner can be seen in TDS Calculation Report in GBM portal.

56. Does old tax regime or new tax regime applicable for the pensioner?

Yes, old tax regime or new tax regime is applicable for the pensioner also?

57. What is the default tax regime applicable for the pensioner?

New tax regime is default tax regime for the pensioner.

58. How is arrear calculated of the pensioner?

Arrear of the pension is calculated both by manually or automatically by the system.

59. Can we see the PPOs and calculation sheet of arrears in GBM portal?

Yes, PPOs and calculation sheet of arrears are uploaded in GBM portal. We can see it in "Scanned Image Inquiry" in GBM Portal.

60. Will the branch upload the any PPO and calculation sheet in GBM portal?

Yes, Branch will have to upload all the PPOs and calculation sheet of arrears paid by it prior to CPPC in GBM portal.

61. Is pension pay slip generated by GBM portal?

Yes, pension pay slip is generated by GBM portal. We can download it from GBM portal from "PENSION PAY SLIP" menu.

62. Is pension pay slip given to the pensioners?

Yes, pension pay slip is forwarded automatically to all those pensioners whose mail id has been registered. Where it is not registered, branch must provide it to the pensioner every month.

63. What is SPARSH?

SPARSH (System of Pension administration, RAKSHA) is a new programme initiated by Govt. of India. All the Defence pension are being migrated to SPARSH. Now SPARSH will be PDA of the Defence pensioners, and it will process and pay the pension.

64. Who will provide the details of pension to pensioner whose pension has been migrated to SPARSH?

SPARSH cell will provide pension details along with pension pay slip to the pensioner.

65. Where will the pensioner of migrated to SPARSH can view the details of his or her pension?

Pensioner can view their pension paid details through its website.

66. Who will convert the normal pension into family pension of SPARSH migrated pensioner?
SPARSH Cell will convert the normal pension into family pension of SPARSH migrated pensioner.

67. How will normal pension be converted into family pension of SPARSH migrated pensioner?
Family pensioner will have to upload all the required details on the website of SPARSH. SPARSH cell, then, automatically convert it form their end.

68. Who will give arrear to SPARSH migrated pensioner?
SPARSH cell only will give the arrear to SPARSH migrated pensioner.

69. Who will do the recovery of SPARSH migrated pensioner?
Either SPARSH cell will recover the amount directly from their end or they will intimate us to recover the amount and to credit in the RBI's account.

70. Can a pensioner be allowed to operate his/ her account by the holder of Power of Attorney?
The account is not allowed to be operated by a holder of Power of Attorney. However, the cheque book/ATM/INB facility and acceptance of standing instructions for transfer of funds from the account is permissible.

