



OFFICE OF THE PR. CONTROLLER OF DEFENCE ACCOUNTS (PENSIONS)
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Through mail/website

Circular No. 218

AT/Tech/351/Vol-III

Dated: 08/09/2021

To

1. The Chief Accountant, RBI Deptt. of Govt. Bank Accounts,
Central office C-7, Second Floor, Bandre- Kurla Complex, P B
No. 8143, Bandre East Mumbai-400051
2. The Director of Treasuries of all States
3. The Mangers, CPPCs of all Public Sector Banks including IDBI
4. The CDA (PD), Meerut
5. The CDA-Chennai
6. The Nodal Officers (ICICI/ AXIS/HDFC Bank)
7. The Pay & Accounts Officers
8. Military and Air Attache, Indian Embassy Kathmandu, Nepal.
9. The all DPDOs
- 10 The Post Master Kathua

Sub: **Expeditious settlement of family pension cases by banks-regarding.**

Ref: (1)-Govt. of India, Min of Personnel, Public Grievances and Pensions,
Department of Pension and Pensioners' Welfare No. 3(8)/2021-
P&PW(H)-7246 dated 16/06/2021.

(2)-Ministry of Defence, Department of Ex-Servicemen Welfare, D(Pension/
Policy), Sena Bhavan, New Delhi-11 ID No.12(03)/ 2020/D(P/P)
dated 28.06.2021.

Govt. of India, Ministry of Personnel, Public Grievances and Pensions,
Department of Pension and Pensioners' Welfare has issued letter No. 3(8)/2021-
P&PW(H)-7246 dated 16/06/2021 regarding expeditious settlement of family pension
cases.

2. Govt. of India, Ministry of Personnel, Public Grievances and Pensions, Department
of Pension and Pensioners' Welfare have observed that instances have been brought
to the notice of above ministry, where, on death of a pensioner, the spouse/family
members of the deceased pensioner are asked by the Pension Disbursing Banks to

submit details and documents, which are otherwise not required for commencement of family pension. This amounts to harassment of the spouse and family members and often leads to avoidable delay in commencement of family pension by the Banks

3. The spouse/family member, whose name is included in the PPO issued to the deceased pensioner, is required to submit only the following details/documents for commencement of family pension to him/her.

I In cases where the deceased pensioner and spouse were holding a joint account:

- A simple letter/application for commencement of family pension
- Death certificate in respect of the deceased pensioner
- Copy of PPO issued to the pensioner, if available
- Proof of age/date of birth of the applicant
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The spouse/family member is not required to submit the details in Form-14 to the Bank for commencement of family pension.

II In cases where the spouse did not have the joint account with the deceased pensioner;

- Application in Form-14 bearing the signatures of two witnesses
- Death certificate in respect of the deceased pensioner
- Copy of PPO issued to the pensioner, if available
- Proof of age/date of birth of the applicant

Form-14 is not required to be attested by a Gazetted officer, etc. the paying Bank will identify the spouse/family member based on the information given in the PPO and its own "Know your customer" procedures.

III In cases where, on death of the pensioner and spouse, family pension has to pass over to another family member;

- If the other family member has co-authorized for family pension in the PPO, the same procedure as in sub-para II above shall be followed.
- If the name of other family member is not included in the PPO, he/she may be advised to approach the office which the Government servant/pensioner last served, for issue a fresh PPO.

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4. In view of the directives of the ministry, all pension paying branches as well as other Pension Disbursing Authorities are requested to obtain only the minimum essential details/documents, as mentioned above, from the claimants of the family pension. Please also ensure that the claimants of the family pension do not face any harassment by seeking unnecessary details and documents. **The details of family members, other than the applicant, are not relevant for commencement of family pension by the bank and the same should not, therefore, be sought from the Applicant under any circumstances.**

5. A half yearly statement on the progress of commencement of family pension may please be submitted to **Shri K.K. Pant, Sr. Accounts Officer (Audit-Coord), Audit Section, office of the PCDA(Pensions), Draupadi Ghat, Allahabad- 211014**, latest by 15th of October and 15th of April, in the enclosed format.

6. This may be treated as **MOST-URGENT**.

sd/-
(Abhishek Singh)
Dy.Controller (Pensions)

Copy to:-

1	Director, Govt. of India, Min. of PPG&P(DP&PW), 8th Floor, Janpath Bhavan, Janpath, New Delhi	For information
2	Dy. Secretary, Govt. of India, Min. of Defence, New Delhi	:For information
3.	Army HQrs, AG's Branch, PAPS4(6), DHQ, PO - New Delhi	:For information
4.	The CGDA, Ulan Batar Road, Palam, Delhi Cantt-10	:For information w.r.t. HQrs office letter No. 5637/AT-V/Audit & Payment/Vol.VI dated 07/07/2021
5.	Officer-in-Charge, Pension Grievance Cell, Ministry of Defence, New Delhi	: For information.
6.	Secretary, Kendriya Sainik Board, Min. of Defence, West Block-IV, Wing – V, New Delhi	: For information.
7.	The Pr.CDA (Navy), Cooperage Road Mumbai	: For information.
8.	The Jt. CDA (AF), Subroto Park, New Delhi	: For information.

9	PCDA(P) Secretariat	: For information w.r.t. PCDA E-Mail complaint No. 394 dated 07.07.2021
10	CDA(P) Secretariat	: For information.
11	All GOs O/o the PCDA(P)	: For information.
12	OICs of the all Sections O/o the PCDA(P)	: For information.
13	Guard File	



(S.C. Saroj)

Sr. Accounts Officer (Pensions)