



पूर्व तट रेलवे/EAST COAST RAILWAY

मुख्य कार्मिक अधिकारी का कार्यालय/
Office of the Chief Personnel Officer
रेल सदन, द्वितीय तल, भुवनेश्वर- 751 017
Rail Sadan, IInd Floor, Bhubaneswar-751 017

स्थापना क्रमांक/ Estt. Srl. No. 59/2016
पूतरे/कार्मिक/आर/ ECoR/ Pers/R/Pension.

RBA NO-33/2016

दिनांक/Date: 02.06.2016

सेवा मे,

सभी प्रमुख विभागाध्यक्षों/समन्वयक विभागाध्यक्षों, पू त रे/भुवनेश्वर
मं.रे.प्र/व.मं.का.अधिकारी/मं.का.अधिकारी-खोरधारोड,वालातेरू, संबलपुर,
मु:कारखाना प्रबंधक/कारखाना कार्मिक अधिकारी- मंचेश्वर, अतिरिक्त रजिस्ट्रार/रेल दावा अधिकरण,
व.का अधिकारी(नि)/भुवनेश्वर
महा सचिव/इकोर श्र. कां., महा सचिव/इकोर श्र. यू.,
महा सचिव/एआई ओ बी सी आर ई ए, महा सचिव/ ए आई एस सी एस टी आर ई ए

विषय/ Sub: Implementation of Single Window System (SWS) for reimbursement of
Railway Pensions with STATE BANK OF HYDERABAD.

पूतरे के विषय क्रमांक/ECoR's Subject Serial No. PS-8 /2016

उपर्युक्त विषय पर बोर्ड पत्र सं 2015/AC-II/21/8 दिनांक 12.05.2016 की प्रतिलिपि सूचना, मार्गदर्शन एवं आवश्यक कार्रवाई हेतु अशेषित है।

A copy of the Board's letter No. 2015/AC-II/21/8 dated 12.05.2016 on the above quoted subject is forwarded herewith for information, guidance and necessary action.

संलग्न/Encl: यथोक्त/As above,

(M. Ganga Bhavani)
Dy. Chief Personnel Officer(IR&W)
कृते मुख्य कार्मिक अधिकारी
For Chief Personnel Officer

प्रतिलिपि प्रेषित/Copy to : महाप्रबंधक के सचिव/पूर्व तट रेलवे, भुवनेश्वर

- 1) मुकाधि/मुकाधि(प्रशा.), उप म.प्र, अध्यक्ष(रेलवे भर्ती प्रकोष्ठ)
- 2) उप मुख्य प्रबंधक(सू.प्रौ), उप मुकाधि(औ.सं.एवं कल्याण), वकाधि(इंजी.)
- 3) वकाधि(मुख्या.), वकाधि(स्टाफ), वकाधि(राज. एवं न्याया.)मुकाधि के निजी सचिव/सहा.कार्मिक अधि.(मुख्या.-1),सहा.कार्मिक अधि.(कल्याण)

828
21/5/16
Government of India
Ministry of Railways
(Railway Board)

Ugent
RBA No. 33/ 2016

No. 2015/AC-II/21/8

New Delhi, dated 12.05.2016

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

E-Ca-R. Bhubaneswar as/2

Sub: Implementation of Single Window System (SWS) for reimbursement of
Railway Pensions with **STATE BANK OF HYDERABAD**.

The implementation of Single Window System for reimbursement of Railway
pensions disbursed through **STATE BANK OF HYDERABAD** was under
consideration in Board's office for some time due to the following advantages.

Advantages to the Zonal Railway: -

The designated Railways need to interact only with the nominated Nodal Branch for
both submission of PPOs and receipt of pension scrolls.

PPOs to be sent directly to the nominated Nodal Branch instead of the various Link
branches, which shall ensure timely dispatch thereof to their Central Pension
Processing Cell (CPPC) to ensure commencement of pension payment from the
month following which the pensioner retires.

Due to quick submission of monthly pension scroll in both physical form and
electronic form, better monitoring and reconciliation process of the pension debits
resulting in more accuracy in the projection of pension budget.

Better monitoring of grievances and redressal thereof.

Advantages to the Pensioner: -

The pension commences from the following month in which the pensioner retires

The pension is credited to the pensioner's account every month on time.

Minimize errors in amount of pension, arrears is calculated and paid.

The grievances redressal system would become more effective.

Controller General of Accounts (CGA) and Reserve Bank of India (RBI) have
approved the implementation of SWS with **STATE BANK OF HYDERABAD**.
It has been decided to implement the scheme w.e.f. 01.01.2016. The main features of
existing system vis a vis SWS are as under:

Present System: -

- FA&CAOs of all zonal railways and production units are authorized to issue PPO. (**Annexure 1**). FA&CAOs draw the PPOs against the bank opted by the pensioners and send the same to the nominated Link branch of that bank directly which further forwards the same to the Paying Branch concerned.
- The paying Branch takes the PPO on their record and thereafter credits the pension amount monthly in the pensioner's account and sends scroll to the Link Branch.
- The Bank's Link Branches compile the scrolls of all paying branches under them and sends the same to the designated FA&CAOs (**Annexure 2**)
- Simultaneously, Link branch also submits the claim for the reimbursement of pension payment to the designated nominated reimbursing agency i.e. nominated RBI /SBI Branch.
- The Reimbursing Branch claims the reimbursement from RBI, CAS.
- RBI/CAS/Nagpur credits the account of the reimbursing bank and debits the account of respective designated Railway.

Single Window System:-

- FA&CAO of all Zonal Railways / Production Units shall continue to be authorized for issue of PPOs (**Annexure 1**).
- STATE BANK OF HYDERABAD has nominated their nodal branches at the Headquarter of the 16 designated FA&CAOs both for receiving of the PPOs and submission of pension debit scrolls to the FA&CAOs. Copies of the special seal together with specimen signatures of the authorized signatories should be sent to the Nodal Branches for onward transmission to CPPC, to facilitate verification thereof by Bank.
- In case of new pension, both halves of PPOs (i.e. disburser's and pensioner's) sent by PPAs (Pension Paying Authority) will be received at the Nodal branches nominated by the Bank (**Annexure 3**) and subsequently they will send the pensioners' half to the respective Pension Paying Branch for onward delivery to the pensioners after due identification etc. and the Bank's half to the CPPC of the Bank.
- The images of the Pension Payment Order (PPOs) will be scanned and stored in the master database by CPPC, which will be visible to the Pension Paying branch also.
- CPPC would build up a master database (including scanned images of PPOs) for the existing valid Railway Pensioners of all the branches of Bank.
- The PPOs issued in a month by the Railways/PUs has to reach the nominated Nodal Branch of the Bank by 5th of the ensuing month. The Nodal Branch will thereafter forward the disburser's copy to the CPPC of the Bank and the pensioner's copy to the Paying Branch by 10th of the month. Thereafter, the CPPC will carry on the necessary scanning and other procedures so that payment of pension is ready to commence from the following month in which the pensioner retires. The paying branch will intimate the pensioner, immediately, on the receipt of pensioner's half so that pensioner fulfils the necessary formalities

with them and then advise CPPC in this regard so that pension is credited in the pension account invariably by the end of the month.

- Changes / modifications in the Pensioner's Data/Pension Scroll will take place at CPPC of the Bank. Pension will be processed at CPPC and scrolls will be generated.
- Based on the generated Scroll, CPPC will credit the pension to the pensioners' accounts of all the CBS branches. For non CBS branches, CPPC will send the Pension Scroll to Pension Paying Branches for doing the needful at their end.
- CPPC will send the designated FA&CAO wise scroll and claim alongwith the summary sheet under Single Window System (SWS) through Link Cell Nagpur, to RBI CAS Nagpur for reimbursement at Single Point.
- The nominated Nodal Branches at the Headquarter of the 16 designated FA&CAOs will be the point of local liaison and submission of Pension Scroll. The designated FA&CAO wise electronic Scroll will be sent to respective Nodal Branches by CPPC. The Nodal Branches will submit the pension debit scrolls in both physical form and electronic form to their respective FA&CAO of Railway for reconciliation and record (**Annexure 4**).
- The CPPC will also create a dashboard that can be viewed by the all the PPO issuing FA&CAOs and the Railway Board indicating the details of PPOs received in a month by their bank and the month of commencement of the pension of the pensioners along with the remarks for non-commencement of pension.
- The details of the pension payment viz Basic Pension, DA, Net Amount etc should be accessible/viewable by the pensioner online
- CPPC will calculate pension and arrears, if any, as per the guidelines of Pension Paying Authority. The details of pension calculation will be available on the Bank's network and the Pension Paying Branches will hand over a copy of the printout to the pensioner. This information should also be available online to the pensioners
- The Bank shall provide an online pension helpline wherein the pensioners can view their pension details, lodge complaints related to pension payment and the same will also be viewable to the FA&CAOs office concerned. The CPPC will have a sound grievance redressal mechanism /monitoring cell to track the pensioner's grievances lodged in the pension helpline or otherwise forwarded by Pension Paying Branches, Ministry, Authority or by directly by the pensioner.
- The PPOs against other banks would continue to be sent to their existing Link branches till they are covered under SWS.

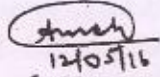
Further, the following instructions would be adhered to by the bank

- There would be a running serial number on the paying branch scroll. It should be ensured that no scroll number is repeated or left out.
- The same check would be done on Nodal Branch Summary Scroll.
- At the pension accounting authority all amounts booked against duplicate scroll numbers would be checked and the RBI would be asked to put back these amounts to the Government accounts.
- The entire process from the start of payment of pension to reimbursement at RBI, CAS, Nagpur will be handled by the concerned bank itself.

- The Nodal branches will be responsible for reconciliation with the Railways for settling discrepancies.
- As a onetime exercise authorized banks will send the nodal branch wise, paying branch directory structure with complete postal address, pin code, BSR code for proper and prompt settlement and reconciliation.

The Railways/Units may ensure implementation of the scheme with **STATE BANK OF HYDERABAD** w.e.f. **01.01.2016**. The scheme will be extended to other banks as and when they finalise the modalities and the approval of CGA and RBI is obtained. The feedback on the implementation of the scheme may be provided to Board's office.

DA: As above.


 12/05/16
(Amitesh Kumar Sinha)
Director Finance/CCA
Railway Board

Copy for information to:

1. Controller General of Accounts, Ministry of Finance, Department of Expenditure, Lok Nayak Bhawan, Khan Market, New Delhi. The scheme is being implemented w.e.f. 01.03.2016.
2. Chief General Manager, Reserve Bank of India, Department of Government & Bank Accounts, Central Office, Opp. Mumbai Central Railway Station, Byculia, Mumbai - 400 008. The scheme is being implemented w.e.f. 01.03.2016.
3. The Chairman & Managing Director, STATE BANK OF HYDERABAD, CPPC, Methoist Complex, Chirag-ali-lane, Abids, Hyderabad, Pin-500 001. The scheme is being implemented w.e.f. 01.01.2016.

ANNEXURE 1**LIST OF FA&CAOs AUTHORISED TO ISSUE PPOs**

S.No.	RAILWAYS & PRODUCTION UNITS
1.	FA & CAO, RCF/KAPURTHALA
2.	FA & CAO, ICF/CHENNAI
3.	FA & CAO, RWF/BANGALORE
4.	FA & CAO, CLW/CHITTARANJAN
5.	FA & CAO, DLW/VARANASI
6.	FA & CAO, DMW/PATIALA
7.	FA & CAO, METRO/KOLKATA
8.	FA & CAO, NORTHERN RAILWAY, NEW DELHI
9.	FA & CAO, SOUTHERN RAILWAY, CHENNAI
10.	FA & CAO, SOUTH WESTERN RAILWAY, HUBLI
11.	FA & CAO, SOUTH EASTERN RAILWAY, KOLKATA
12.	FA & CAO, NORTH EASTERN RAILWAY, GORAKHPUR
13.	FA & CAO, CENTRAL RAILWAY, MUMBAI
14.	FA & CAO, EASTERN RAILWAY, KOLKATA
15.	FA & CAO, NORTH FRONTIER RAILWAY, GUWAHATI
16.	FA & CAO, SOUTH CENTRAL RAILWAY, HYDERABAD
17.	FA & CAO, WESTERN RAILWAY, MUMBAI
18.	FA & CAO, EAST CENTRAL RAILWAY, HAJIPUR
19.	FA & CAO, EAST COAST RAILWAY, BHUBANESHWAR
20.	FA & CAO, NORTH WESTERN RAILWAY, JAIPUR
21.	FA & CAO, NORTH CENTRAL RAILWAY, ALLAHABAD
22.	FA & CAO, SOUTH EAST CENTRAL RAILWAY, BILASPUR
23.	FA & CAO, WEST CENTRAL RAILWAY, JABALPUR
24.	FA&CAO, RCF,RAE BARELI
25.	FA&CAO, RWP, BELA

LIST OF FA&CAOs AUTHORISED FOR SETTLEMENT OF PENSION DEBITS

S.No.	RAILWAYS & PRODUCTION UNITS
1.	FA & CAO, NORTHERN RAILWAY, NEW DELHI
2.	FA & CAO, SOUTHERN RAILWAY, CHENNAI
3.	FA & CAO, SOUTH WESTERN RAILWAY, HUBLI
4.	FA & CAO, SOUTH EASTERN RAILWAY, KOLKATA
5.	FA & CAO, NORTH EASTERN RAILWAY, GORAKHPUR
6.	FA & CAO, CENTRAL RAILWAY, MUMBAI
7.	FA & CAO, EASTERN RAILWAY, KOLKATA
8.	FA & CAO, NORTH FRONTIER RAILWAY, GUWAHATI
9.	FA & CAO, SOUTH CENTRAL RAILWAY, HYDERABAD
10.	FA & CAO, WESTERN RAILWAY, MUMBAI
11.	FA & CAO, EAST CENTRAL RAILWAY, HAJIPUR
12.	FA & CAO, EAST COAST RAILWAY, BHUBANESHWAR
13.	FA & CAO, NORTH WESTERN RAILWAY, JAIPUR
14.	FA & CAO, NORTH CENTRAL RAILWAY, ALLAHABAD
15.	FA & CAO, SOUTH EAST CENTRAL RAILWAY, BILASPUR
16.	FA & CAO, WEST CENTRAL RAILWAY, JABALPUR



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 Fax No :040-23382871

ANNEXURE -I

STATE BANK OF HYDERABAD - NODAL BRANCHES OF BANK TO WHICH THE
 RAILWAYS/Pus (AUTHORISED TO ISSUE PPO) SHALL SEND THE PPOs

S.NO	RAILWAYS & PRODUCTION UNITS	NODAL BRANCHES AT	ADDRESS & PHONE NUMBER OF NODAL OFFICE	TELEPHONE NOs	BSR CODE
1	RCF/KAPURTHALA	NEW DELHI	STATE BANK OF HYDERABAD 657-671 SANT BHAVAN FIRST FLOOR CHADNI CHOWK NEW DELHI 110006	011 - 23950264, 23954792, 23960001	0110279
2	NORTHERN RAILWAY	NEW DELHI	STATE BANK OF HYDERABAD 657-671 SANT BHAVAN FIRST FLOOR CHADNI CHOWK NEW DELHI 110006	011 - 23950264, 23954792, 23960001	0110279
3	DMW/ PATIALA	NEW DELHI	STATE BANK OF HYDERABAD 657-671 SANT BHAVAN FIRST FLOOR CHADNI CHOWK NEW DELHI 110006	011 - 23950264, 23954792, 23960001	0110279



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4	ICF/CHENNAI	CHENNAI	STATE BANK OF HYDERABAD 45, GROUND FLOOR II ND LINE BEACH MOORE STREET CHENNAI MAIN 600001	044- 25341215 25341216	0110242
5	SOUTHERN RAILWAY	CHENNAI	STATE BANK OF HYDERABAD 45, GROUND FLOOR II ND LINE BEACH MOORE STREET CHENNAI MAIN 600001	044- 25341215 25341216	0110242
6	RWF/ BANGALORE	HUBLI	STATE BANK OF HYDERABAD 1st Floor Umachigi Complex Koppikar Road HUBLI 580020	0836- 2265163	0110824
7	SOUTH WESTERN RAILWAY	HUBLI	STATE BANK OF HYDERABAD 1st Floor Umachigi Complex Koppikar Road HUBLI 580020	0836- 2265163	0110824



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8	CLW/CHITTARANJAN	KOLKATA	STATE BANK OF HYDERABAD 83-TOPSIA ROAD(S) Trinity Tower 83, Topsia Road(S) Opp.Viswakarma Building BRABOURNE ROAD KOLKOTA 700046	033- 22852061 22852062	0110273
9	SOUTH EASTERN RAILWAY	KOLKATA	STATE BANK OF HYDERABAD 83-TOPSIA ROAD(S) Trinity Tower 83, Topsia Road(S) Opp.Viswakarma Building BRABOURNE ROAD KOLKOTA 700046	033- 22852061 22852062	0110273
10	METRO/KOLKOTA	KOLKATA	STATE BANK OF HYDERABAD 83-TOPSIA ROAD(S) Trinity Tower 83, Topsia Road(S) Opp.Viswakarma Building BRABOURNE ROAD KOLKOTA 700046	033- 22852061 22852062	0110273



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11	EASTERN RAILWAY	KOLKATA	STATE BANK OF HYDERABAD 83-TOPSIA ROAD(S) Trinity Tower 83, Topsia Road(S) Opp.Viswakarma Building BRABOURNE ROAD KOLKOTA 700046	033- 22852061 22852062	0110273
12	DLW/VARANASI	GORAKHPUR	CPPC HYDERABAD STATE BANK OF HYDERABAD Centralised Pension Processing Cell, Methodist Complex, Chirag-ali- lane, Abids, HYDERABAD - 500 001, A.P.	Phone: 040- 23382881 / 23382882 Fax: 040- 23382871 Toll Free no. 1800 425 1450	0111019
13	NORTH EASTERN RAILWAY	GORAKHPUR	CPPC HYDERABAD STATE BANK OF HYDERABAD Centralised Pension Processing Cell, Methodist Complex, Chirag-ali- lane, Abids, HYDERABAD - 500 001, A.P.	Phone: 040- 23382881 / 23382882 Fax: 040- 23382871 Toll Free no. 1800 425 1450	0111019



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14	CENTRAL RAILWAY	MUMBAI	STATE BANK OF HYDERABAD 11-C MITTAL TOWER 210 NARIMAN POINT MUMBAI 400021	022- 22043826 22843629 22821461	0110001
15	WESTERN RAILWAY	MUMBAI	STATE BANK OF HYDERABAD 11-C MITTAL TOWER 210 NARIMAN POINT MUMBAI 400021	022- 22043826 22843629 22821461	0110001
16	NORTH EAST FRONTIER RAILWAY	GUWAHATI	CPPC HYDERABAD STATE BANK OF HYDERABAD Centralised Pension Processing Cell, Methodist Complex, Chirag-ali- lan, Abids, HYDERABAD - 500 001, A.P.	Phone: 040- 23382881 / 23382882 Fax: 040- 23382871 Toll Free no. 1800 425 1450	0111019





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17	SOUTH CENTRAL RAILWAY	SECUNDERABAD/ HYDERABAD	STATE BANK OF HYDERABAD 7-1-931 to 933 & 7-818 to 820 Gangishetty Arcadia Near Bata Circle R P ROAD SEC'BAD 500003	040- 27818608 27818607	0110084
18	EAST CENTRAL RAILWAY	HAJIPUR/PATNA	CPPC HYDERABAD STATE BANK OF HYDERABAD Centralised Pension Processing Cell, Methodist Complex, Chirag-ali- lane, Abids, HYDERABAD - 500 001, A.P.	Phone: 040- 23382881 / 23382882 Fax: 040- 23382871 Toll Free no. 1800 425 1450	0111019
19	EAST COAST RAILWAY	BHUBANESHWAR	STATE BANK OF HYDERABAD GROUND FLOOR IPICOL HOUSE JANPATH UNIT-IX BHUBANESHWAR 751022	0674- 2544560 2544559	0110549



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20	NORTH WESTERN RAILWAY	JAIPUR	STATE BANK OF HYDERABAD 942 TAKSALI MANSION SMS HIGHWAY CHOURA RASTA JAIPUR 302003	0141 - 2566621 2568281	0110702
21	NORTH CENTRAL RAILWAY	ALLAHABAD	CPPC HYDERABAD STATE BANK OF HYDERABAD Centralised Pension Processing Cell, Methodist Complex, Chirag-ali- lane, Abids, HYDERABAD - 500 001, A.P.	Phone: 040- 23382881 / 23382882 Fax: 040- 23382871 Toll Free no. 1800 425 1450	0111019



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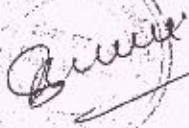
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22	SOUTH EAST CENTRAL RAILWAY	BILASPUR	CPPC HYDERABAD STATE BANK OF HYDERABAD Centralised Pension Processing Cell, Methodist Complex, Chirag-ali- lane, Abids, HYDERABAD - 500 001, A.P.	Phone: 040- 23382881 / 23382882 Fax: 040- 23382871 Toll Free no. 1800 425 1450	0111019
23	WEST CENTRAL RAILWAY	JABALPUR	CPPC HYDERABAD STATE BANK OF HYDERABAD Centralised Pension Processing Cell, Methodist Complex, Chirag-ali- lane, Abids, HYDERABAD - 500 001, A.P.	Phone: 040- 23382881 / 23382882 Fax: 040- 23382871 Toll Free no. 1800 425 1450	0111019


Chief Manager