



16.10.2015

CPAO/IT & Tech/Scheme Booklet/2015-16/1666

Office Memorandum

Subject:-Modification in the format of Life Certificate –Issue of Acknowledgement to pensioners.

Attention is invited to this office OM No. CPAO/Tech/Simplification/2012-13/325 dated-18.02.2013 directing the banks to allow pensioners/family pensioners to submit the life certificates as well as other certificates to any branch of the bank through which their pension are being disbursed. In this context, several instances of stoppage of payment of pensions have been reported citing non-receipt of life certificate even though the pensioners had submitted their life certificates to the bank, due to misplacement of the life certificate at the bank branches concerned. Instances of some pension paying banks not accepting life certificates given to them by pensioners and directing pensioners to submit the life certificate to CPPC have also been reported causing great inconvenience to pensioners, which results in either stoppage of payment of pension or delay in payment of pension.


In this context, to alleviate the hardship faced by the pensioners, RBI has also instructed all the Agency Banks handling government pension payment, vide Notification No. RBI/2014-15/ 587 DGBA. GAD No. H-5013/ 45.01.001/2014-15 dated-07.05.2015 that on receipt of life certificate submitted in physical form, banks to issue duly signed acknowledgement to the pensioners and to enter the same in their CBS immediately and issue a system generated receipt to serve the twin purpose of acknowledgement to the pensioners as well as real-time updation of records. ---

To facilitate the bank authorities, CPAO has prescribed a modified format of life certificate providing therewith acknowledgement of the receipt of the life certificate vide Correction Slip No. 24 to the Scheme for Payment of Pensions to Central Government Civil Pensioners by Authorized Banks. The acknowledgement is a part of the format of Life Certificate, which can be detached and given to the pensioner by the receiving bank. The format (Annexure) has been circulated to all concerned and the same has been made available on CPAO's website www.cpaonnic.in at the link "For Banks" → Guidelines for Master data.

The Chairmen/Chief Executive Directors of Authorized Banks are requested to ensure that their paying branches follow the above instructions scrupulously without fail.

This issues with the approval of Competent Authority

Encl:- As above


(Vijay Singh)
Sr. Accounts Officer (IT & Tech)
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To,

- 1) All the CMDs/Chief Executive Directors of Authorized Banks, (As per List)

Copy to:-

- 1) All the Heads of Govt. Business Departments of Authorized Banks, (As per List)
- 2) All the Heads of CPPCs of Authorized Banks, (As per List)

Part-A (Every year)
LIFE CERTIFICATE
(To be submitted by Pensioner once a year in November)

Certified that I have seen the pensioner Shri/Smt./Ms. _____
(Name of Pensioner)
holder of Pension Payment Order No. _____ and that he/she is alive on this date.

1. Present address of the pensioner/family pensioner.
2. Telephone/Mobile number (if any).
3. E-mail Address (if any).

Name
Place:
Date:

Designation of Authorised Officer
Seal

ACKNOWLEDGEMENT

Life Certificate of Pensioner/Family Pensioner of Shri/Smt/Ms. _____
(Name of Pensioner)
holder of Pension Payment Order No. _____ has been
received.

Date:-

Signature.....
Name.....

Stamp of the receiving Bank branch