

Tele 24196728

04 Apr 2022

No.A/90860/Misc/DGQA/ADM/JCM

रक्षा मंत्रालय/MINISTRY OF DEFENCE
मुआमनि/प्रशा/जेसीएम(DGQA/ADM/JCM)

TIMELY PAYMENT OF TERMINAL BENEFITS

1 Please find enclosed a copy of Ministry of Personnel & Public Grievance OM No. 3(6)/2021-P&PW(H)-7083 dated 09 March 2021 and OM No. 12/9/2020-P&W(C) 6450 dated 17 Jul 2022 alongwith its enclosures regarding timely payment of terminal benefits is circulated herewith for your info and further necessary action please.

Sd-
(Chitrasen Yadav)
Dy Dir(JCM)

Encl:- As stated above

DQA(A)

DQA(CV)

DQA(M&E)

DQA(S)

DQA(N)

DQA(V)

DQA(EE)

DQA(L)

DQA(WP)

DQA(R&S)

Copy to:-

SDCC - for uploading on DGQA website

No. 3(6)/2021-P&PW(H)-7083
Government of India
Ministry of Personnel & Public Grievance
Department of Pension and pensioners' Welfare

8th Floor, Janpath Bhavan,
Janpath, New Delhi,
Dated: 9th March, 2021

OFFICE MEMORANDUM

Subject:—Timely payment of retirement benefits to the retiring employees

The undersigned is directed to say that timelines have been prescribed under the CCS (Pension) Rules, 1972 for each activity involved in the processing of a pension case and for payment of pension and gratuity to a retiring Government servant. As per this timeline, the process of verification of service and other preparatory work should be undertaken one year before a Government servant is due to retire on superannuation, the Government servant should submit the forms six months before retirement, the Head of Office should send the pension case to the PAO four months before retirement and the PAO should issue PPO and send it to CPAO one month before retirement. The CPAO is required to issue the Special Seal Authority within 21 days, thereafter.

2. Instructions have been issued vide this Department's OM No 1/2//2011- P &PW (E) dated 01.08.2017 for handing over the copy of pensioner PPO to him/her at the time of retirement along with other retirement dues. The Rules also provide for sanction of provisional pension in cases where a Government servant is likely to retire before finalization of his pension and gratuity.

3. 'BHAVISHYA', the online Pension Sanction & Payment Tracking System, facilitates online tracking of pension sanction and payment process by the individual as well as the administrative authorities and keeps the retiring employees informed of the progress of pension sanction process through SMS/E-Mail. The system is, therefore, very useful for ensuring timely payment of pensionary benefits to the retiring Government servant.

4. In spite of the timelines prescribed in the rules/instructions and simplification/streamlining of the procedures through BHAVISHYA, issue of the PPO and payment of retirement benefits continue to be delayed in a large number of cases. A significant percentage of the grievances registered on the CPENGRAMS relate to non-payment of retirement dues for several months after retirement. Delay in settlement of retirement dues also leads to avoidable litigation. In a number of cases, the courts have directed payment of interest for the delayed period to the affected pensioners, besides making adverse comments on the functioning of the administration.

5. In order to ensure timely payment of retirement dues in all cases, it has been decided that the progress of the pension cases should be regularly monitored by the Heads of the

organizations and the Heads of Departments. An effective monitoring mechanism is required to be established in every office/Department to review the progress of processing of the pension cases. The information available from the BHAVISHYA software may be utilized for this purpose.

6. Farewell programs are often organized in the offices on the occasion of retirement of employees. This is one of the most appropriate occasions that can be utilized to review the progress of the pension cases and to sensitize the concerned staff about the importance of timely payment of retirement dues. Accordingly, in every farewell function, Heads of organizations/Departments/offices may review the progress of pension cases of all the employees of that organization/Department/office, who are due for retirement in the next six months. Wherever the processing of any pension case is found to be behind schedule, proactive action must be taken to ensure that all retirement dues are paid on time to the retiring Government servant.

7. A half-yearly statement may be submitted by each Department/organization/ office to the Secretary of the administrative Ministry/Department indicating the particulars of the Government servants in whose case issue of PPO was delayed by more than two months after retirement on superannuation. The statement may also contain the reasons for the delay in issuing the PPO and remedial action taken to avoid such delays in future.

8. All the Ministries/Departments are requested to bring the above instructions to the notice of the offices/field organizations under their administrative control for strict compliance.

Rajesh Kumar

(Rajesh Kumar)
Under Secretary to the Government of India

To,

1. Admin Division of all Ministries/Departments of Govt. of India:-for strict compliance.
2. NIC: to upload in the website of this Department

No. 3(6)/2021-P&PW(H)-7083
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2. Instructions have been issued vide this Department's OM No 1/27/2011- P &PW (E) dated 01.08.2017 for handing over the copy of pensioner PPO to him/her at the time of retirement along with other retirement dues. The Rules also provide for sanction of provisional pension in cases where a Government servant is likely to retire before finalization of his pension and gratuity.

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4. In spite of the timelines prescribed in the rules/instructions and simplification/streamlining of the procedures through BHAVISHYA, issue of the PPO and payment of retirement benefits continue to be delayed in a large number of cases. A significant percentage of the grievances registered on the CPENGRAMS relate to non-payment of retirement dues for several months after retirement. Delay in settlement of retirement dues also leads to avoidable litigation. In a number of cases, the courts have directed payment of interest for the delayed period to the affected pensioners, besides making adverse comments on the functioning of the administration.

5. In order to ensure timely payment of retirement dues in all cases, it has been decided that the progress of the pension cases should be regularly monitored by the Heads of the

6. The payment of provisional pension sanctioned in accordance with para 2 above, may initially continue for a period not exceeding six months from the date of retirement. The period of provisional pension may be further extended, in exceptional cases, with the concurrence of PAO and after approval by the Head of Department. However, the total period of provisional pension shall, in no case, be more than one year from the date of retirement.

7. The date from which the final pension shall be commenced by the Pension Disbursing Authority(PDA), may be indicated by the Pay & Accounts Office in the PPO. The date for commencement of final pension by the PDA shall be at least two months after the date of issue of the PPO, taking into consideration the time likely to be taken by CPAO and CPPC to process the pension case. Pay & Accounts Office shall record a note in the PPO, as mentioned below, while authorizing the final pension.

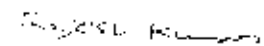
"Provisional pension has been/shall be paid by the office for the period from ----- to ----
---- @ Rs. ----- plus DA. The payment of final pension shall commence from the
bank w.e.f. -----."

The payment of provisional pension shall, accordingly, continue from the office till the date mentioned in the PPO for commencement of final pension by the PDA so that there is no gap between the date upto which the provisional pension is to be paid and the date of commencement of final pension by the PDA.

8. The instructions in this OM, in so far as they are at variance with the provisions of rule 64 shall be applicable till the work in offices is affected due to the outbreak of COVID-19. These instructions would be reviewed by this Department after normalcy is restored. The provisions of Rule 64 of the CCS (Pension) Rules, 1972 shall stand relaxed to the extent indicated above.

9. The Administrative Divisions of all Ministries/Department and attached/subordinate offices are requested to bring these instructions to the notice of all concerned for compliance.

This issues with the approval of the competent authority.



(Rajesh Kumar)
Under Secretary to the Government of India
Tel.No. 23310108

1. All the Ministries/ Department, Government of India
2. All Officers/Desks of the department
3. NIC, DoPP/W/ to incorporate the change in Bhavishya module

Copy to:- Controller General of Accounts, Mahatma Nyantrik Bhawan, Ministry of Finance, GPO Complex, Block E, INA Colony, New Delhi, Delhi 110023;- With reference to their UO Note No.TA-3-104/8/2019-TA-III/CS-568/285 dated 30th June, 2020.

No.....
Government of India
Ministry of
Department/Office.....

Dated the

To

Shri/Smt./Km.

.....
.....

(Name, designation and address of the Government servant)

Sub: Sanction of provisional pension and provisional gratuity in favour of
(Shri /Smt. /Km.....)

Sir,

I am directed to say that Shri/Smt./Km..... (Name and Designation) of this Ministry/ Department/office has retired/ is due for retirement from Government service with effect from..... However there is likely to be a delay in assessment and settlement of his/her pension and gratuity and issuing Pension Payment Order. Shri/Smt./Km.....was drawing/shall be drawing a basic pay of Rs..... on the date of retirement and he/she hasyears qualifying service on the date of retirement. Shri/Smt./Km..... has submitted Form 5 on/has not submitted Form 5 so far.

2. In accordance with Rule 64 of the Central Civil Services (Pension) Rules, 1972, sanction of the competent authority is hereby accorded authorizing payment of the following:

* (i) An amount of Rs...../- per month as provisional pension for a period commencing from (Date following the date of retirement of Government servant)

** (ii) An amount of Rs./- as provisional gratuity

* The amount of provisional pension shall be 100% of pens on calculated based on emoluments and qualifying service on the date of retirement;

** The amount of provisional gratuity shall be calculated after withholding 10% of the amount of gratuity from the amount of retirement gratuity calculated based on the emoluments and qualifying service on the date of retirement. In cases where it is not possible to verify the entire length of qualifying service immediately, provisional gratuity may be sanctioned in respect of the verified continuous spell of service immediately preceding the date of retirement.

3. The following are the details of Government dues which will be recovered out of the amount of provisional gratuity indicated in para 2 above.

(a) Balance of the house-building or conveyance advance	Rs.
(b) Overpayment of pay and allowances including leave salary	Rs.
(c) Income Tax deductible at source under the Income Tax Act, 1961 (43 of 1961)	Rs.
(d) Arrears of license fee for occupation of Government accommodation	Rs.
(e) The amount of license fee for the retention of Government accommodation for the permissible period beyond the date of retirement	Rs.
(f) Amount to be withheld as per intimation of the Directorate of Estates under rule 72(5), if any	Rs.
(g) Any other assessed/ dues and the nature thereof	Rs.
(h) Amount to be withheld on account of unassessed govt. due	Rs.
Total	

4. The payment of provisional pension shall continue for a period of six months for the period from to

OR

The payment of provisional pension has been further extended with the concurrence PAO for the period from ... to ... (Period to be specified, provided that provisional pension will not be extended in any case after one year of retirement.).

In case the PPO determining the amount of final pension and the amount of final gratuity is issued before the expiry of a period of six months from the date of retirement or the extended period, the payment of provisional pension shall discontinue from the date of commencement of final pension, to be indicated in the Pension Payment Order.

5. If the amount of provisional pension is found to be in excess of the final pension, the excess amount of pension shall be adjusted out of the withheld amount of gratuity tailing which it shall be recovered in installments by making short payments of the pension payable in future.

Yours faithfully,

Head of Office

Copy for information to: The Pay and Accounts Officer