



Govt. of India  
Ministry of Finance  
O/o Pr. Chief Controller of Accounts  
Central Board of Indirect Taxes and Customs  
Expenditure Coordination Section  
A.G.C.R. Building, I. P. Estate  
New Delhi-110002

Pr.CCA/CBIC/Coord-Expdr/Circular-Instruction/Vol.1/2023-24/13

Dated:-12/4/2023

**CIRCULAR**

**Sub : Timelines for completion of various activities in the process of authorization of pension/family pension and gratuity on retirement on superannuation of a Government servant and death while in service.**

Please find enclosed herewith CGA's O.M No. TA-3-6/3/2020-TA-III/CS-4308/127 dated 24.03.2023 on the above cited subject.

In the aforesaid Office Memorandum it has been mentioned that on many occasions, the pension/family pension cases are returned to the concerned office for rectification owing to common errors which need to be addressed to by the PAOs to avoid delay in authorization of pension/family pension.

An illustrated list of common defects/errors (but not the exhaustive one) observed by PAO is summarized as under :-

Sl. No	Category	Defects/errors
1.	General	(i) All Forms are not attached/not signed by competent authority.
		(ii) Form are correct, service book is also correct but documents are not attached with pension papers such as, specimen signature of the claimant, photographs, identification marks, death certificate, medical certificate, divorce certificate in case divorce, adoption deed from the competent authority in case of adopted child.
		(iii) Documents/Certificates are attached but not obtained from the competent authority e.g. death certificate, divorce certificate birth certificate issued by the Headman of the locality which is not acceptable.
		(iv) List of family members such as name of children and date of birth not recorded in service book or not match with Form 4
2.	Pay Fixation Statement as per Pay Commission	(i) Revised Pay fixation statement as per Pay Commission not attached/recorded in service book. After revision of Pay not fixed in particular Pay Band/Pay Matrix Level as per recommendation of pay commission, Pay fixation on account of promotion/MACP is not as per rule.

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3.	Service Book	(i)	Bio-data of the Govt. servant has been corrected (date of birth, name, date of entry etc.) without proper attestation. Name and date of birth of Govt. Servant not same as his/her initial appointment letter, supporting documents not attached/recorded in service book.
		(ii)	Service book incomplete/not updated i.e service verification period, Regulation of pay upto the date of retirement or death, leave record, suspension period(if, any), Entry of CGEGIS(as per respective Grade/Group), GPF A/c Number, Pay fixation order on account of promotion/MACP etc.
4.	Last pay Certificate (LPC)	(i)	Last pay as shown in service book does not tally with the last pay as shown in LPC or LPC not signed by the DDO
5.	Family Pension	(i)	Two widows prefer the claim without supporting documents (marriage certificate) whether they are legally married wife or not.
		(ii)	Mother/son/daughter/nephew/nieces prefer the claim for family pension instead of spouse of the deceased Govt. servant.
6.	Documents not attached with pension papers(for service pension/family pension)	(i)	Order of voluntary retirement (in case of voluntary retirement).
		(ii)	Two specimen signature.
		(iii)	Three copies of passport size joint photograph with spouse duly attested by the Head of Office.
		(iv)	Photocopy of the first page of Pass Book of the Bank Account in which the pension is to be credited or any other bank document showing the name and account details of Account Holder.
		(v)	Appointment order.
		(vi)	Spinster/Bachelor Certificate duly countersign by the Head of Office.
		(vii)	Reason for delay in submission if any.
		(viii)	Descriptive roll of the guardian/nominee, wherever applicable, showing the particulars of height and identification marks, self-attested.

It is therefore desirable that PAOs may remain in touch in close coordination with the Head of offices and DDOs concerned and ensure that the Head of Office undertake the preparatory work for processing of pension case one year before the date on which a Govt. servant is due to retire on superannuation, or on the date on which he proceeds on leave preparatory to retirement, whichever is earlier. (Rule 56 CCS Pension Rules 2021). At this stage HOD has responsibility/duty to ensure that the pension papers submitted to PAO office are correct and complete in all respects. To assist the HOD/DDO to effectively discharge their responsibility, this office has prepared a guidelines titled "Guidelines for Submission of Pension Cases" attached herewith which may be shared with the Head of Offices and the DDOs to facilitate timely settlement of the pension/family pension case.

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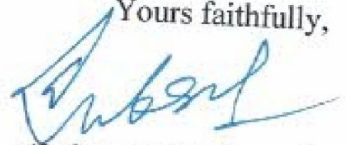
(3)

In view of above, all Zonal Heads of CBIC are requested to direct respective PAOs under their administrative control to bring the notice of this O.M to their respective DDOs for smooth functioning of pension cases.

This issues with the approval of the Competent Authority.

Encl : As above

Yours faithfully,



(Lakshman Dubruwal)  
Sr. Accounts Officer

To,

All zonal Heads/All PAOs of CBIC

Copy to:-

1. Sr. PS to Pr. CCA, CBIC
2. PS to CCA, CBIC
3. PA to DCA(HQ), O/o Pr. CCA, CBIC
4. Sr. AO(ITD), O/o Pr. CCA, CBIC with request to upload on the ARPIT portal.

## Guidelines for submission of Pension Cases

### **A. Points to be kept in Mind While Filling up the Forms on Bhavishya Portal by the retiring Government servant**

1. Joint account with spouse is mandatory unless exempted by Head of Office. This is important while sanctioning of family pension after the death of pensioner, the spouse will not face any difficulty, as the process for switch over from pension to family pension is much easier.
2. Primary account holder should be the pensioner. If the spouse is primary account holder, the pension case will be returned by the concerned bank.
3. Name in the bank account and service record should not be mismatched. For example, if the name in service record is Naresh Kumar Sharma, in bank account also it should be the same (instead of writing N.K. Sharma).
4. Name and Date of Birth of family members should be correct and matched from the service records and other supporting documents such as educational certificate/Aadhaar Card etc.
5. the retiring Government servant to submit Form 4 and Form 6 along with an undertaking to the Bank in Format 9, a common nomination form for arrears of pension and commuted value of pension in Form A appended to the Payment of Arrears of Pension (Nomination) Rules, 1983 and an option form for availing Fixed Medical Allowance or out-patient medical facility provided by the Government. not later than six months prior to his date of retirement.

### **B. Points to be kept in Mind While processing of pension case by the HOD**

1. The process for sanctioning pension claims is required to be initiated by the Head of Office 12 to 15 months in advance of the retirement date.
2. Head of Office will send the pension papers to P&AO in Form 4, Form 6 and an undertaking to the Bank in Format 9, form 7((including the check list and the pension calculation sheet) and the covering letter in Format 10, within 4 months prior to date of retirement.
3. Pension is authorized by the Accounts Officer who is required to issue the Pension Payment Order (PPO) not later than one month in advance of the retirement date. He will send the PPO/e-PPO to CPAO who will issue SSA to designated pension paying bank within 21 days thereafter.
4. If any delay is anticipated in this, the Head of Office is required to sanction provisional pension and provisional gratuity.
5. Order of eligibility in old pension scheme of those appointed on or after 01.01.2004.
6. Guardianship certificate issued under section 14 of the National Trust Act, 1999 by a local committee in case of family pension to mentally retarded son/daughter.
7. Unmarried certificate, income certificate from competent authority. Affidavit from Notary is not admissible because the fact is not verified in it.
8. Normally, family pension is also sanctioned to spouse at the same time as pension and indicated in the PPO. Family pension is to be drawn only after the death of the pensioner. In such cases no separate sanction for family pension is required. The spouse has to

## II

submit an application along with death certificate to the Bank, if he/she had a joint account with the deceased pensioner.

9. For getting family pension in other cases, the deceased pensioner's family should apply in form-14 to the pension disbursing authority for payment, if the name of family pensioner and amount of family pension is already indicated in the PPO, or to the Head of Office for sanction of family pension in all other cases.
10. While sanctioning pension/family pension and gratuity by the Head of Department and forwarding to the PAO for authorization of pension and DCRG, they are to ensure that:-
  - (i) All Forms is submitted by the Government servant is valid i.e common Nomination Forms (Form 3). Details of family (Form 4), Intimation regarding marriage/birth of a child after retirement (Form 5), Particulars of Government Servant (Form 6.) and Form for Assessing Pension/Family Pension and Gratuity (Form 7) are filled in completely and match with his/her service records.
  - (ii). Documents are attached with pension papers i.e., birth certificate, adoption certificate, divorce certificate, death certificate, medical certificate (in connection with invalid pension, physically handicapped children, commutation of pension) are issued by the competent authority.
  - (iii) In case of dispute where list of family members is not found recorded in the Service Book or where there is more than one claimant for family pension (for example where wife/spouse is alive but other persons are claiming the family pension on the strength of a succession certificate/affidavit), the Head of the Department/Office should investigate the case properly before sanctioning the pension/family pension in favour of any person and where it is found that the situation is not covered by the CCS(Pension) Rules 1972, the matter should be referred for a decision to DOP&PW/Law Department.
11. Every step in the official's career has been recorded and each entry attested by the HOD are correct and there are no erasures, overwriting etc. in service book.
12. Particular of Government servant i.e Date of Joining, Date of Birth must recorded in service book and match with appointment letter.
13. Service period of official verified under Rule 30 of CCS Pension Rule 2021 are recorded in service book.
14. PAOs may advised to fill all the column of PPO with due care to avoid errors which reported in issuance of PPO.

It is also advised that, in case, delay in anticipated in payment of pension/family pension, gratuity to the beneficiary concerned, then sanctioning authority may sanction provisional pension/family pension/gratuity to them, as per CCS(Pension) Rules, 2021 in this matter, the provision enunciated under the Rule of 65 CCS(Pension) Rules, 2021 may be taken into account.

### **C. List of forms/documents to be submitted in respect of Superannuation Retirement /Voluntary Retirement/ Invalid Pension/family Pension.**

**Form 1:** Application for permission to Central Services Officers to accept commercial employment within a period of one year after retirement.

**Form 3:** Common Nomination form for gratuity, GPF, CGEGIS

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- Form 4:** Details of Family
- Form 5:** Intimation regarding marriage/birth of a child after retirement
- Form 6:** Particulars to be obtained by the Head of Office from the retiring/retired Government Servant
- Form 7:** Form for Assessing Pension/Family Pension and Gratuity
- Form 7 A:** Form for Assessing Pension/Family Pension and Gratuity in respect of a Government servant against whom departmental or judicial proceedings were pending at the time of retirement and to whom provisional pension was sanctioned in accordance with Rule 8
- Form 8:** Application by a Government servant/pensioner or his/her spouse for including /co-authorization of names of permanently disabled child/dependent parents/disabled sibling as family pensioner in the Pension Payment Order
- Form 9:** Application for the Grant of Gratuity in respect of a deceased/missing Government Servant
- Form 10:** Application to the Head of Office for Family Pension on Death of a Government Servant or Pensioner or on Death or Ineligibility of a Family Pensioner or when a Government Servant or Pensioner or Family Pensioner goes missing
- Form 11 :** Assessment and Authorization of Payment of Family Pension and Death Gratuity when a Government Servant dies or goes missing while in Service
- Form 12 :** Application to be submitted to Pension Disbursing Authority by spouse/co-authorised family member for commencement of family pension on death of a pensioner or family pensioner
- Form 13 :** Application for the Grant of Residuary Gratuity on the Death of a Pensioner
- Format 1 :** Undertaking by Government servants who have worked in any Intelligence or Security-related organization.
- Format 2 :** Sanction for instituting departmental proceedings after retirement.
- Format 4:** Certificate of verification of Service for Pension and Gratuity.
- Format 6:** Medical Certificate
- Format 7 :** Indemnity Bond by Guardian for payment of gratuity to minor
- Format 8 :** Indemnity Bond (In case of missing pensioner/family pensioner only)
- Format 9 :** Bank Undertaking
- Format 10:** Forwarding papers of pension/family pension
- Format 11:** Grant of gratuity to nominee/family of a deceased/missing Government Servant
- Format 12:** grant of Family Pension to family member of a deceased/missing Government servant
- Format 13:** sanctioning Family Pension when a Pensioner dies/goes missing or a Family Pensioner dies/ceases to be eligible/goes missing.

\*\*\*END\*\*\*

No. TA-3-6/3/2020-TA-III /CS-4308/127  
Ministry of Finance  
Department of Expenditure  
Office of Controller General of Accounts  
Mahalekha Niyantarak Bhawan  
E-Block, GPO Complex, INA, New Delhi

OFFICE MEMORANDUM

*Sd/- 24.3.2023*

**Subject: Timelines for completion of various activities in the process of authorisation of pension/family pension and gratuity on retirement on superannuation of a Government servant and death while in service.**

Reference is invited to timeline prescribed for processing and payment of pension/family pension, gratuity and other retirement benefits prescribed under CCS (Pension) Rules and issued by DoP&PW and O/o CGA. It has been noticed that payment of retirement benefits is getting delayed in many cases and errors are also being reported in issuance of PPO.

2. In this regard, it is observed that PAO may receive number of pension/family pension cases where the pension forms are not properly filled and complete, particulars not furnished or authentication of HoO/DDO not given in the space provided, etc. These kinds of cases might have been returned to the concerned office for rectification / omissions which may result to delay in payment of pension/family pension. In this connection, it is advised that common errors noticed by PAO may be compiled and issued as internal guidelines. Accordingly, concerned HoO/DDOs may be advised to ensure due care while submitting pension/family pension cases to PAO so that pensioners/family pensioners get their dues well in time. PAOs may also be advised to fill all the columns of the PPO with due care.

3 It is further advised that, in case, delay is anticipated in payment of pension/family pension, gratuity to the beneficiary concerned, then sanctioning authority may sanction provisional pension/ family pension/gratuity to them, as per CCS (Pension) Rules,2021 so as to avoid hardship to the pensioner/family pensioner. In this matter, the provision enunciated under the Rule 65 of CCS (Pension) Rules, 2021 may be taken into account.

4. In view of above, all the Pr. CCAs/CCAs/CAs (I/Cs) of the respective Ministries/Departments are requested to ensure that pension/family pension cases are processed within the prescribed timelines.

*Parul Gupta*  
*24/3/23*  
(Parul Gupta)

Dy. Controller General of Accounts

To

1. All Pr. CCAs/CCAs/CAs (IC) of the Ministries/ Deptts. concerned.
2. Joint CGA, GIFMIS, O/o CGA, Maha Lekha Niyantarak Bhawan, E-Block, GPO Complex, INA, New Delhi.
3. CC(Pension), Central Pension Accounting Office (CPAO), Trikot-II, Bhikaji Kama Place, New Delhi-110066.

Copy to: 1. PPS to Additional CGA (A&FR)

2. PS to Joint CGA(AR,PR)