



भारत सरकार,  
कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,  
पेंशन एवं पेंशनभोगी कल्याण विभाग,  
लोकनायक भवन, खान मार्केट,  
नई दिल्ली-110003

GOVERNMENT OF INDIA,  
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES  
& PENSIONS,  
DEPARTMENT OF PENSION & PENSIONERS' WELFARE  
LOK NAYAK BHAWAN, KHAN MARKET,  
NEW DELHI-110003

Sanjiv Narain Mathur

Joint Secretary to Government of India

D.O. No. 3(8)/2021-P&PW(H)-7246

June 17, 2021

Dear Madam/Sir,

Some instances have been brought to the notice of this Department wherein, on the death of a pensioner, the spouse/family members of the deceased pensioner were asked by the Pension Disbursing Banks to submit details and documents, which are otherwise not required for commencement of family pension. Specially during the Covid-19 pandemic, this has also caused a lot of inconvenience to the families of Pensioners.

2. The Department of Pension & Pensioners' Welfare has therefore issued instructions vide OM of even number, dated 16.06.2021, re-iterating the documents which are required to be submitted by the spouse/family member of the deceased pensioner for commencement of family pension by the Banks. A copy of this OM is enclosed.

3. As you are aware, the Government is committed to Ease of Living of the Pensioners. I would request you to kindly issue suitable instructions to the CPPC(s) and the pension paying branches of your Bank to obtain only the minimum essential details/documents, as mentioned in the enclosed OM, from the claimants of family pension, and to ensure that they are not subjected to any inconvenience by seeking unnecessary details and documents.

4. The Branches of the Bank may please be instructed to give an acknowledgement to the claimant as soon as he/she submits the claim for family pension. The CPPC(s) and the Branches of the Bank may also be directed to ensure that the payment of family pension is commenced within one month of the receipt of the claim along with death certificate.

5. Special awareness programmes may kindly be conducted for sensitizing the concerned officers and staff of the CPPC(s) and the branches of the Bank to make them aware of the latest instructions as well as for compassionate handling of family pension cases. The Bank's website should prominently display the name and contact details of a nodal officer who can be contacted by a family pensioner in the event of any inconvenience faced in processing a family pension case after the death of a Pensioner. Administrative delay caused after receipt of the required documents by the claimant should be examined closely in order to prevent recurrence.

6. A half-yearly statement on the progress of sanction of family pension cases may be submitted to this Department latest by 15th of October and 15th of April, in the format attached with the enclosed OM.

Encl, As above

Warm regards,

Yours sincerely,

(Sanjiv Narain Mathur)

CMDs of all Pension Disbursing Banks

Copy to: Secretary, Department of Financial Services for kind information.



सूचना का  
अधिकार

Please visit our website : <http://www.pensionersportal.gov.in>

Tel. No. : +91 11 2462 5540 Fax : +91 11 2463 2463



सत्यमेव जयते

**No. 3(8)/2021-P&PW(H)-7246**

भारतसरकार / Government of India

कार्मिक, लोकशिकायत और पेंशन मंत्रालय / Ministry of Personnel, Public Grievances and Pensions

पेंशन और पेंशन भोगी कल्याण विभाग / Department of Pension and Pensioners' Welfare

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8 वीं मंजिल, बी-विंग, 8<sup>th</sup> Floor, B-Wing,  
जनपथ भवन, जनपथ, Janpath Bhawan, Janpath,

नई दिल्ली-110001 / New Delhi-110001

Dated: 16<sup>th</sup> June, 2021

**To,**

**The CMDs / CPPCs of all Pension Disbursing Banks**

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

Sir,

I am directed to say that instances have been brought to the notice of this Department 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.

2. 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

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 been co-authorized for family pension in the PPO, the same procedure as in sub-para II above shall be followed.
- If the name of the 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 of a fresh PPO.

3. You are requested to issue suitable instructions to the CPPC(s) and the pension paying branches of your Bank to obtain only the minimum essential details/documents, as mentioned above, from the claimants of family pension, and to ensure that they are not subjected to 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.**

4. A half-yearly statement on the progress of sanction of family pension may be submitted to this Department latest by 15th of October and 15th of April, in the enclosed format.

5. This may be treated as **MOST URGENT**.



**(Naresh Bhardwaj)**  
**Deputy Secretary to the Government of India**  
Tel No:- 23350020

Copy to:

Secretary, Department of Financial Services for kind information.

**Statement for the period from 1<sup>st</sup> April ..... to 30<sup>th</sup>September .... /1<sup>st</sup> October.... to 31<sup>st</sup> March, ..../**

No. of Family Pension claims brought forward	No. of Family Pension claims received during last six months	No. of cases in which family pension commenced during last six months in				No of family pension cases pending for				
		Less than one month	1-3 months	3-6 months	6-9 months	9-12 months	1-3 months	3-6 months	6-12 months	More than one year

In cases where family pension has been sanctioned after one month and the cases which are pending for more than one month, the reasons for the delay and remedial action taken to avoid delays in future may also please be indicated in the statement.