



**दक्षिण रेलवे/SOUTHERN RAILWAY**

सं./No.P(R)500/P/Vol.VII.

प्रधान कार्यालय/ Headquarters Office  
कार्मिक शाखा/ Personnel Branch  
चेन्नै/Chennai - 600 003  
दि./ Dated:17-06-2015

**पी बी सी सं/ PBC No: 73 / 2015**


All PHODs / DRMs / CWMs / CEWE / CAO / CPM / Dy.CPOs / Sr.DPOs /  
DPOs / SPOs / WPOs / APOs of HQ / Divisions / Workshops / other Units,  
etc.,

(As per mailing list -'A' )

विषय/Sub: Introduction of Single Window System (SWS) for  
reimbursement of Railway Pensions.

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A copy of Railway Board's letter No.2013/AC-II/21/8(part) dated  
25-05-2015 on the above subject is enclosed for information, guidance and  
necessary action.

  
(V.SRINIVASAN)  
वरिष्ठ कार्मिक अधिकारी/नियम  
Senior Personnel Officer/Rules  
कृते मुख्य कार्मिक अधिकारी  
For Chief Personnel Officer

प्रतिलिपि/Copy to :The Genl.Secy. SRMU  
The Genl.Secy. AISCSTREA  
The Genl.Secy. AIOBCREA

The Genl Secy NFIR



Government of India  
Ministry of Railways  
(Railway Board)

RBA No. 31/2015

No. 2013/AC-II/21/8(part)

New Delhi, dated 25.05.2015

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

**Sub: Introduction of Single Window System (SWS) for reimbursement of Railway Pensions.**

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Single Window System for reimbursement of Railway pensions disbursed through banks is being implemented on Railways on account of 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.

**Bank of India** has also sent a proposal in this regard, which has since been examined and approved in consultation with Controller General of Accounts (CGA) and Reserve Bank of India (RBI). Accordingly, it has been decided to implement the scheme with the said bank w.e.f. 01.07.2015.

The main features of the existing system vis-à-vis SWS are as under:

**Present System: -**

- FA&CAOs of all zonal railways and production units are authorized to issue PPOs (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**).
- **BANK OF INDIA** has nominated their nodal branches for 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 5<sup>th</sup> 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 10<sup>th</sup> 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 for 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 and 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 **BANK OF INDIA** w.e.f. **01.07.2015**. 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.

  
(Sanjeev Sharma)  
Joint Directoraccounts  
Railway Board

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

<b>S.No.</b>	<b>RAILWAYS &amp; PRODUCTION UNITS</b>
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, KOLKATTA
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 DESIGNATED FOR SETTLEMENT OF PENSION DEBITS  
ALONGWITH THEIR REGIONAL JURISDICTION**

SN	Address of Designated FA&CAO	State	Union Territory
1.	FA&CAO, Central Railway, Mumbai	Maharashtra	
2.	FA&CAO, Eastern Railway, Kolkata	West Bengal	
3.	FA&CAO, East Central Railway, Hajipur	Bihar	
4.	FA&CAO, East Coast Railway, Bhubaneswar	Orissa	
5.	FA&CAO, Northern Railway, New Delhi	Delhi, Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir	Chandigarh
6.	FA&CAO, North Central Railway, Allahabad	Uttar Pradesh	
7.	FA&CAO, North Eastern Railway, Gorakhpur	Uttaranchal	
8.	FA&CAO, North East Frontier Railway, Guwahati	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura	
9.	FA&CAO, North Western Railway, Jaipur	Rajasthan	
10.	FA&CAO, Southern Railway, Chennai	Kerala, Tamil Nadu	Andaman Nicobar Islands, Pondicherry
11.	FA&CAO, South Eastern Railway, Kolkata	Jharkhand	
12.	FA&CAO, South East Central Railway, Bilaspur	Chattisgarh	
13.	FA&CAO, South Central Railway, Secunderabad	Andhra Pradesh Telangana	
14.	FA&CAO, South Western Railway, Hubli	Karnataka, Goa	Dadra Nagar Haveli, Lakshadweep
15.	FA&CAO, Western Railway, Mumbai	Gujarat	Daman & Diu
16.	FA&CAO, West Central Railway, Jabalpur	Madhya Pradesh	

## LIST OF NOMINATED NODAL BRANCHES FOR SUBMISSION OF PPOs

S. No	RAILWAYS / PRODUCTION UNITS	Headquarter Office	Address Of The Nominated Nodal Branch
1.	Central Railway	Mumbai	70/80, Mahatma Gandhi Road, PB no. 238, Mumbai-400001 Tel: 22623656 BSR: 0220229
2.	Eastern Railway	Kolkata	23,AB-Netaji Subhas Road, PB NO. 220, Kolkata-700001 Tel: 22305645 BSR : 0220038
3.	East Central Railway	Hajipur	Bubna Centra, Rajendra Chowk, Hajipur,-844101 Tel: 260302 BSR: 0221001
4.	East Coast Railway	Bhubaneswar	129,Ashok Nagar, Unit II, Janpath -751009 Tel: 2535303 BSR: 0220560
5.	Northern Railway	New Delhi	54, Janpath, PB no. 357, Janpath-110001 Tel: 23320986 BSR: 0220091
6.	North Central Railway	Allahabad	Sangam Place, 1 <sup>st</sup> floor, 8/H/1A Clive Road, Civil Lines, Allahabad-211001 Tel: 2561403 BSR: 0220071
7.	North Eastern Railway	Gorakhpur	92,Lal Bahadur Shastri Marg, Golghar, Gorakhpur-273001 Tel: 2330279 BSR: 0220822
8.	North East Frontier Railway	Guwahati	Hembarua Road, PB No. 119, Kamarpati, Guwahati-781001 Tel: 2540449 BSR: 0220001
9.	North Western Railway	Jaipur	Chaudary Hotel Building., Mirza Ismail Road, PB No. 29 Jaipur-302001 Tel: 2361031 BSR: 0220123
10.	Southern Railway	Chennai	17, Errabalu Chelly Street, Star House, Bank of India Bldg., 1 <sup>st</sup> floor, PB No. 1387, Chennai-600001 Tel: 66777550 BSR: 0220441
11.	South Central Railway	Secunderabad	Mahatma Gandhi Road, PB No. 1459, Secunderabad-500003 Tel: 27721047 BSR : 0220843
12.	South Eastern Railway	Kolkata	23,AB-Netaji Subhas Road, PB NO. 220, Kolkata-700001 Tel: 22305645 BSR : 0220038
13.	South East Central Railway	Bilaspur	Dayalbandhu Nr. MPELS Office, Bilaspur-495001 Tel: 415900 BSR 0220832
14.	South Western Railway	Hubli	Sir Siddappa Kambli Road, Hubli, PB No. 150 PIN-580020 Tel: 2262312 BSR: 0220628
15.	Western Railway	Mumbai	70/80, Mahatma Gandhi Road, PB no. 238, Mumbai-400001 Tel: 22623656 BSR: 0220229
16.	West Central Railway	Jabalpur	Aashirwad Market, 1 <sup>st</sup> floor, Lordganj, PB No. 276, Jabalpur-482002 Tel: 4064385 BSR: 0220362
17.	RCF/Kapurthala	Kapurthala	54, Janpath, PB no. 357, Janpath-110001 Tel: 23320986 BSR: 0220091
18.	ICF/Chennai	Chennai	17, Errabalu Chelly Street, Star House, Bank of India Bldg., 1 <sup>st</sup> floor, PB No. 1387, Chennai-600001 Tel: 66777550 BSR: 0220441
19.	RWF/Bengaluru	Bengaluru	Sir Siddappa Kambli Road, Hubli, PB No. 150 PIN-580020 Tel: 2262312 BSR: 0220628
20.	CLW/Chittaranjan	Chittaranjan	23,AB-Netaji Subhas Road, PB NO. 220, Kolkata-700001 Tel: 22305645 BSR : 0220038
21.	DLW/Varanasi	Varanasi	54, Janpath, PB no. 357, Janpath-110001 Tel: 23320986 BSR: 0220091
22.	DMW/Patiala	Patiala	54, Janpath, PB no. 357, Janpath-110001 Tel: 23320986 BSR: 0220091
23.	Metro Railway/Kolkata	Kolkata	23,AB-Netaji Subhas Road, PB No. 220, Kolkata-700001 Tel: 22305645 BSR : 0220038
24.	RCF/Rae Bareli	Rae Bareli	Sangam Place, 1 <sup>st</sup> floor, 8/H/1A Clive Road, Civil Lines, Allahabad-211001 Tel: 2561403 BSR: 0220071
25.	RWP/BELA	Bela	Bubna Centra, Rajendra Chowk, Hajipur,-844101 Tel: 260302 BSR: 0221001

## ANNEXURE-4

## LIST OF NODAL BRANCHES FOR SUBMISSION OF PENSION DEBITS

S. No	RAILWAYS / PRODUCTION UNITS	Headquarter Office	Address Of The Nominated Nodal Branch
1.	Central Railway	Mumbai	70/80, Mahatma Gandhi Road, PB no. 238, Mumbai-400001 Tel: 22623656 BSR: 0220229
2.	Eastern Railway	Kolkata	23, AB-Netaji Subhas Road, PB NO. 220, Kolkata-700001 Tel: 22305645 BSR : 0220038
3.	East Central Railway	Hajipur	Bubna Centra, Rajendra Chowk, Hajipur, -844101 Tel: 260302 BSR: 0221001
4.	East Coast Railway	Bhubaneswar	129, Ashok Nagar, Unit II, Janpath -751009 Tel: 2535303 BSR: 0220560
5.	Northern Railway	New Delhi	54, Janpath, PB no. 357, Janpath-110001 Tel: 23320986 BSR: 0220091
6.	North Central Railway	Allahabad	Sangam Place, 1 <sup>st</sup> floor, 8/H/1A Clive Road, Civil Lines, Allahabad-211001 Tel: 2561403 BSR: 0220071
7.	North Eastern Railway	Gorakhpur	92, Lal Bahadur Shastri Marg, Golghar, Gorakhpur-273001 Tel: 2330279 BSR: 0220822
8.	North East Frontier Railway	Guwahati	Hembarua Road, PB No. 119, Kamarpati, Guwahati-781001 Tel: 2540449 BSR: 0220001
9.	North Western Railway	Jaipur	Chaudary Hotel Building., Mirza Ismail Road, PB No. 29 Jaipur-302001 Tel: 2361031 BSR: 0220123
10.	Southern Railway	Chennai	17, Errabalu Chelly Street, Star House, Bank of India Bldg., 1 <sup>st</sup> floor, PB No. 1387, Chennai-600001 Tel: 66777550 BSR: 0220441
11.	South Central Railway	Secunderabad	Mahatma Gandhi Road, PB No. 1459, Secunderabad-500003 Tel: 27721047 BSR : 0220843
12.	South Eastern Railway	Kolkata	23, AB-Netaji Subhas Road, PB NO. 220, Kolkata-700001 Tel: 22305645 BSR : 0220038
13.	South East Central Railway	Bilaspur	Dayalbandhu Nr. MPELS Office, Bilaspur-495001 Tel: 415900 BSR 0220832
14.	South Western Railway	Hubli	Sir Siddappa Kambli Road, Hubli, PB No. 150 PIN-580020 Tel: 2262312 BSR: 0220628
15.	Western Railway	Mumbai	70/80, Mahatma Gandhi Road, PB no. 238, Mumbai-400001 Tel: 22623656 BSR: 0220229
16.	West Central Railway	Jabalpur	Aashirwad Market, 1 <sup>st</sup> floor, Lordganj, PB No. 276, Jabalpur-482002 Tel: 4064385 BSR: 0220362