



दक्षिण रेलवे/SOUTHERN RAILWAY

स./No.P(R)500/P/Vol.VII.

प्रधान कार्यालय/ Headquarters Office
कार्मिक शाखा/ Personnel Branch
चेन्नै/Chennai - 600 003
दि./ Dated:05-05-2015


पी वी सी सं/ PBC No: 49 /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.

A copy of Railway Board's letter No.2013/AC-II/21/8 dated
07-04-2015 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.24/ 2015

No. 2013/AC-II/21/8

New Delhi, dated 07.04.2015

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

S. R. Chermu

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

The implementation of Single Window System for reimbursement of Railway pensions disbursed through **STATE BANK OF TRAVANCORE** was under consideration in Board's office for some time due to 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.

Controller General of Accounts (CGA) and Reserve Bank of India (RBI) have since approved the implementation of SWS with **STATE BANK OF TRAVANCORE**. It has been decided to implement the scheme w.e.f. **01.07.2015**. The main features of the existing system vis a 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**).
- **State Bank of Travancore** 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 5th 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 10th 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.

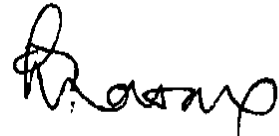
- Based on the generated Scroll, CPPC will credit the pension to the pensioners' accounts of all the CBS branches. For non CBS branches, CPPC will send the Pension Scroll to Pension Paying Branches for doing the needful at their end.
- CPPC will send the designated FA&CAO wise scroll and claim alongwith 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 **STATE BANK OF TRAVANCORE** 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 DIRECTOR ACCOUNTS
RAILWAY BOARD

Copy for information to:

1. Controller General of Accounts, Ministry of Finance, Department of Expenditure, Lok Nayak Bhawan, Khan Market, New Delhi. The scheme is being implemented w.e.f. 01.07.2015.
2. Chief General Manager, Reserve Bank of India, Department of Government & Bank Accounts, Central Office, Opp. Mumbai Central Railway Station, Byculla, Mumbai - 400 008. The scheme is being implemented w.e.f. 01.07.2015.
3. The Chairman & Managing Director, **STATE BANK OF TRAVANCORE**, Head Office, P.B. No. 34, Thiruvananthapuram-695001 The scheme is being implemented w.e.f. 01.07.2015.

LIST OF FA&CAOS AUTHORISED TO ISSUE PPOS

| S.No. | RAILWAYS & PRODUCTION UNITS |
|--------------|--|
| 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 |

| 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 | |
| 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.

| Sl. No | Railway and Production Unit | Headquarters office | Address of Nominated nodal branch |
|--------|-----------------------------|-------------------------|--|
| 1 | Central Railway | CST, Mumbai | STATE BANK OF TRAVANCORE - MAIN BRANCH, MUMBAI. CHARITIES BLDGS, 125, MAHATMA GANDHI ROAD, FORT, MUMBAI. MAHARASHTRA - 400023. |
| 2 | Eastern Railway | Fairlie Place, Kolkata | STATE BANK OF TRAVANCORE - MAIN BRANCH, KOLKATA. P.B.NO.9036, 36, CHOWRINGHEE ROAD, MIDDLE TOWN ROW P.O. KOLKATA. WEST BENGAL - 700071. |
| 3 | East Central Railway | Hajipur, Bihar | STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 |
| 4 | East Coast Railway | Bhubaneswar, Odisha | STATE BANK OF TRAVANCORE - BHUBANESWAR. PLOT NO. N1/40, I.R.C. VILLAGE, NAYAPALLI P.O., BHUBANESWAR. KHURDA. ORISSA - 751015 |
| 5 | Northern Railway | New Delhi | STATE BANK OF TRAVANCORE - PARLIAMENT STREET BRANCH, NEW DELHI. GATE NO.4A, 'JEEVAN TARA' BUILDING, 5 - PARLIAMENT STREET, NEW DELHI - 110001. |
| 6 | North Central Railway | Allahabad | STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 |
| 7 | North Eastern Railway | Gorakhpur | STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 |
| 8 | NE Frontier Railway | Maligaon/ Guwahati | STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 |
| 9 | North Western Railway | Jaipur | STATE BANK OF TRAVANCORE - JAIPUR BRANCH, G-1, P.B. NO 354, SHYAM ANUKAMPA, O-11, ASHOK MARG C-SCHEME, JAIPUR. RAJASTHAN. 302001 |
| 10 | Southern Railway | Part Town, Chennai | STATE BANK OF TRAVANCORE - MAIN BRANCH, CHENNAI. P.B.NO.7826, UNITED INDIA INSURANCE BLDGS, ESPLANADE P.O. CHENNAI TAMILNADU. 600108 |
| 11 | South Eastern Railway | Garden Reach, Kolkata | STATE BANK OF TRAVANCORE - MAIN BRANCH, KOLKATA. P.B.NO.9036, 36, CHOWRINGHEE ROAD, MIDDLE TOWN ROW P.O. KOLKATA. WEST BENGAL- 700071. |
| 12 | SE Central Railway | Bilaspur (Chhattisgarh) | STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 |
| 13 | South Central Railway | Secunderabad (AP) | STATE BANK OF TRAVANCORE - MAIN BRANCH, HYDERABAD. P.B.NO.21, KUSHAL CHAMBERS, 1ST FLOOR, BANK STREET, KOTI HYDERABAD. ANDHRA PRADESH - 500095 |

| Sl. No | Railway and Production Unit | Headquarters office | Address of Nominated nodal branch |
|--------|-----------------------------|---------------------|---|
| 14 | South Western Railway | Hubli (Karnataka) | <u>STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE.</u> 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 ✓ |
| 15 | Western Railway | Churchgate, Mumbai | <u>STATE BANK OF TRAVANCORE - MAIN BRANCH, MUMBAI.</u> CHARITIES BLDGS, 125, MAHATMA GANDHI ROAD, FORT, MUMBAI. MAHARASHTRA - 400023. |
| 16 | West Central Railway | Jabalpur (MP) | <u>STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE.</u> 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 ✓ |
| 17 | RCF/ Kkapurthala | Kapurthala | <u>STATE BANK OF TRAVANCORE.</u> <u>PARLIAMENT STREET BRANCH, NEW DELHI.</u> GATE NO.4A, 'JEEVAN TARA' BUILDING, 5 - PARLIAMENT STREET, NEW DELHI - 110001. ✓ |
| 18 | ICF/ Chennai | Chennai | <u>STATE BANK OF TRAVANCORE - MAIN BRANCH, CHENNAI.</u> P.B.NO.7826, UNITED INDIA INSURANCE BLDGS, ESPLANADE P.O. CHENNAI TAMILNADU. 600108 |
| 19 | RWF Bangalore | Bangalore | <u>STATE BANK OF TRAVANCORE - CITY BRANCH, BANGALORE.</u> P.B.NO.1808, TIPPUSULTAN PALACE ROAD, CHAMARAJPET P.O. BANGALORE. KARNATAKA - 560018 |
| 20 | CLW/ Chittaranjan | Chittaranjan | <u>STATE BANK OF TRAVANCORE - MAIN BRANCH, KOLKATA.</u> P.B.NO.9036, 36, CHOWRINGHEE ROAD, MIDDLE TOWN ROW P.O. KOLKATA. WEST BENGAL- 700071 ✓ |
| 21 | DLW/Varanasi | Varanasi | <u>STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE.</u> 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 ✓ |
| 22 | DMW/Patiala | Patiala | <u>STATE BANK OF TRAVANCORE</u> <u>PARLIAMENT STREET BRANCH, NEW DELHI.</u> GATE NO.4A, 'JEEVAN TARA' BUILDING, 5 - PARLIAMENT STREET, NEW DELHI - 110001. ✓ |
| 23 | Metro Railway | Kolkata | <u>STATE BANK OF TRAVANCORE - MAIN BRANCH, KOLKATA.</u> P.B.NO.9036, 36, CHOWRINGHEE ROAD, MIDDLE TOWN ROW P.O. KOLKATA. WEST BENGAL- 700071. |

LIST OF NODAL BRANCHES FOR SUBMISSION OF PENSION DEBITS

| Sl No | Railway | State/UT | Address of Nominated nodal branch | BSR Code | Phone & Fax No. |
|-------|-----------------------|--|---|----------|--|
| 1 | Central Railway | Maharashtra | STATE BANK OF TRAVANCORE - MAIN BRANCH, MUMBAI. CHARITIES BLDGS. 125, MAHATMA GANDHI ROAD, FORT, MUMBAI. MAHARASHTRA - 400023. | 0150002 | Phone: 022-22633164 Fax: 022-22674263 |
| 2 | Eastern Railway | West Bengal | STATE BANK OF TRAVANCORE - MAIN BRANCH, KOLKATA. P.B.NO.9036, 36, CHOWRINGHEE ROAD, MIDDLE TOWN ROW P.O. KOLKATA. WEST BENGAL - 700071. | 0150248 | Phone: 030-22266756 Fax: 030-22887564 |
| 3 | East Central Railway | Bihar | STATE BANK OF TRAVANCORE CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM, KERALA - 695014 | 0150908 | Phone: 0471-2326525 Fax: 0471-2326526 |
| 4 | East Coast Railway | Orissa | STATE BANK OF TRAVANCORE BHUBANESWAR. PLOT NO. N1/40, I.R.C. VILLAGE, NAYAPALLI P.O., BHUBANESWAR, KHURDA, ORISSA - 751015 | 0150611 | Phone: 0674-2550453 0674-2551258 Fax: 0674-2550453 0674-2551258 |
| 5 | Northern Railway | Delhi, Punjab, Haryana, Himachal Pradesh, J&K, Chandigarh | STATE BANK OF TRAVANCORE PARLIAMENT STREET BRANCH, NEW DELHI. GATE NO.4A, 'JEEVAN TARA' BUILDING, 5 - PARLIAMENT STREET, NEW DELHI - 110001. | 0150691 | Phone: 011-23341370 Fax: 011-23341371 |
| 6 | North Central Railway | Uttar Pradesh | STATE BANK OF TRAVANCORE - CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM, KERALA - 695014 | 0150603 | Phone: 0522-2377443 Fax: 0522-2377443 |
| 7 | North Eastern Railway | Uttaranchal | STATE BANK OF TRAVANCORE CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM, KERALA - 695014 | 0150908 | Phone: 0471-2326525 Fax: 0471-2326526 |
| 8 | NE Frontier Railway | Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura | STATE BANK OF TRAVANCORE CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM, KERALA - 695014 | 0150908 | Phone: 0471-2326525 Fax: 0471-2326526 |

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| Sl. No | Railway | State/UT | Address of Nominated nodal branch | BSR Code | Phone & Fax No. |
|--------|-----------------------|---|---|----------|--|
| 9 | North Western Railway | Rajasthan | STATE BANK OF TRAVANCORE JAIPUR BRANCH. G-1, P.B. NO 354, SHYAM ANUKAMPA, O-11, ASHOK MARG, C-SCHEME, JAIPUR, RAJASTHAN. 302001 | 0150612 | Phone: 0141-2367175 0141-2362596 Fax: 0141-2362596 |
| 10 | Southern Railway | Kerala, Tamil Nadu, Andaman Nicobar Island, Pondicherry | STATE BANK OF TRAVANCORE MAIN BRANCH, CHENNAI. P.B.NO 7826, UNITED INDIA INSURANCE BLDGS, ESPLANADE P.O. CHENNAI TAMILNADU. 600108 | 0150002 | Phone: 044-25353617 Fax: 044-25342538 |
| 11 | South Eastern Railway | Jharkhand | STATE BANK OF TRAVANCORE - MAIN BRANCH, KOLKATA. P.B.NO.9036, 36, CHOWRINGHEE ROAD, MIDDLE TOWN ROW P.O. KOLKATA. WEST BENGAL-700071. | 0150908 | Phone: 0471-2326525 Fax: 0471-2326526 |
| 12 | SE Central Railway | Chhattisgarh | STATE BANK OF TRAVANCORE CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 | 0150908 | Phone: 0471-2326525 Fax: 0471-2326526 |
| 13 | South Central Railway | Andhra Pradesh | STATE BANK OF TRAVANCORE MAIN BRANCH, HYDERABAD. P.B.NO.21, KUSHAL CHAMBERS, 1ST FLOOR, BANK STREET, KOTI HYDERABAD. ANDHRA PRADESH - 500095 | 0150264 | Phone: 040-24744880 Fax: 040-24608997 |
| 14 | South Western Railway | Karnataka, Goa, Dadra Nagar Haveli, Lakshadweep | STATE BANK OF TRAVANCORE CITY BRANCH, BANGALORE. P.B.NO.1808, TIPPUSULTAN PALACE ROAD, CHAMARAJPET P.O. BANGALORE. KARNATAKA - 560018 | 0150242 | Phone: 080-26709370 Fax: 080-26703121 |
| 15 | Western Railway | Gujarat, Daman & Diu | STATE BANK OF TRAVANCORE - MAIN BRANCH, MUMBAI. CHARITIES BLDGS, 125, MAHATMA GANDHI ROAD, FORT, MUMBAI. MAHARASHTRA - 400023. | 0150508 | Phone: 079-26446218 Fax: 079-26569972 |
| 16 | West Central Railway | Madhya Pradesh | STATE BANK OF TRAVANCORE CENTRALISED PENSION PROCESSING CENTRE. 3RD FLOOR, CHEMBIKALAM BUILDING, VAZHUTHACAUD, THYCAUD P.O. THIRUVANANTHAPURAM. KERALA - 695014 | 0150908 | Phone: 0471-2326525 Fax: 0471-2326526 |