



दक्षिण रेलवे/SOUTHERN RAILWAY

No.P(R)500/P/Vol.V

प्रधानकार्यालय/ Headquarters Office
कार्मिक शाखा/ Personnel Branch
चेन्नै/Chennai - 600 003
दि./ Dated: 14-08-2014

पी बी सी सं/ PBC No: 126 / 2014

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 dt. 28-07-2014 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

संलग्न/Encl: as above

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)**



No. 2013/AC-II/21/8

New Delhi, dated 28.07.2014

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

S. R. Jy, Chennai

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

As you are aware Single Window System for reimbursement of Railway pensions disbursed through Public Sector Banks (PSB) is being implemented on Railways 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 would 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 the month of retirement of Railway employees.
- 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 month following the month of retirement of a railway employee.
- The pension is credited to the pensioner's account every month on time.
- Errors in the calculation of amount of pension are minimized, arrears are calculated and paid in time.
- 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 Punjab and Sind Bank w.e.f. 01.07.2014. 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 send 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, Central Accounts Section (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**).
- The banks have nominated their nodal branches both for receiving the PPOs and also for the 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 record and to facilitate verification by Nodal Branches/CPPC of the Bank.
- In case of fresh pension cases, 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 Banks at the headquarter of the 16 designated FA&CAOs 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 have to reach the nominated Nodal Branch of the Bank by 5th of the ensuing month. The Nodal Branch (in case it is different from CPPC) 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 pensioner's 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 Core Banking System (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.
- The nominated Nodal Branches 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 the concerned designated FA&CAO for reconciliation and record.

- 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 along with the remarks for non-commencement of pension, if any.
- 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 also be available on the Bank's system 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&CAO's 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 directly by the pensioner.
- Allahabad Bank, Bank of Baroda, United Bank of India, State Bank of India, Dena Bank, Union Bank of India, Bank of Maharashtra, State Bank of Patiala, Central Bank of India, Indian Overseas Bank, State Bank of Bikaner and Jaipur, Canara Bank, Andhra Bank, Indian Bank, Punjab National Bank, Oriental Bank of Commerce and Vijaya Bank have already been covered under the above scheme.
- The PPOs drawn against these banks would be sent to their nominated nodal branches for further necessary action. The list of Nodal branches of banks to which the Railways/Production Units (issuing the PPOs) will forward the PPOs is placed at **Annexure 3**.
- Further, the FA&CAOs designated to settle pension debits as per their regional jurisdiction will receive the pension debit scrolls from the nodal branches as shown in **Annexure 4**, respectively.
- The PPOs against other banks (that are still not covered under SWS) 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 banks:

- 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 amount 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 to ensure proper and prompt settlement and reconciliation.

The Railways/Units may ensure implementation of this scheme with Punjab & Sind Bank w.e.f. 01.07.2014. The scheme will be extended to other banks after 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. 01.07.2014.
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. 01.07.2014.
3. General Manager, Punjab & Sind Bank, Bank House, 4th Floor, 21, Rajendra Place, New Delhi 110 008.

Annexure 1**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, KOLKATA
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

Annexure-2**REGIONAL JURISDICTION OF DESIGNATED FA&CAOS FOR SETTLEMENT OF PENSION DEBITS RECEIVED FROM PSBs**

S.No.	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	Chhattisgarh	
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	

Annexure 3

PUNJAB & SIND BANK

S. No	Railways & Production Units	Headquarters office	Address of Nodal branch	BSR CODE	PHONE NO.
1	Central Railway	CST, Mumbai	HAMAM STREET, FOR, MUMBAI - 400 023	0370395	022-2265173
2	Eastern Railway	Patlie Place, Kolkata	83-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 001	0370370	033-22432584
3	East Central Railway	Hajipur, Bihar	42, FRASER ROAD, PATNA - 800 001	0370184	0612-221850/ 2206405/ 6457250
4	East Coast Railway	Bhubaneswar,	150 f & g, ASHOK NAGAR, RAJ MAHAL CHOWK, BHUBANESHWAR - 751 009	0370367	0674-2533533
5	Northern Railway	New Delhi	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI -110063	0370985	011-25281210,25271585
6	North Central Railway	Allahabad	2076/53, RAJESHWARI COMPLEX, M.G.ROAD, CIVIL LINES, ALLAHABAD - 211 003	0370349	0532-2560653
7	North Eastern Railway	Gorakhpur	GOLGHAR, GORAKHPUR - 273 001	0370326	0551-2336527
8	Northeast Frontier Railway	Maligaon / Guwahati	LOHIA MARKER, FANCY BAZAR, GUWAHATI - 781 001	0370313	0361-2544060
9	North Western Railway	Jaipur	L.B.S.COLLEGER, JAIPUR - 302 004	0370648	0141-2621150
10	Southern Railway	Chennai	161, MOUNT ROAD, PB NO. 2729, CHENNAI - 600 002	0370209	044-28523048
11	South Eastern Railway	Garden Reach, Kolkata	83-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 003	0370370	033-22432584
12	South East Central Railway	Bilaspur	GURUDWARA SRI GURU SINGH SABHA, DAYAL BAGH, BILASPUR - 495001	0370894	0595-2412384
13	South Central Railway	Secunderabad	METRO ESTATE, 7 ABID ROAD, HYDERABAD - 500 001	0370180	040-24754330
14	South Western Railway	Hubli	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI -110063	0370985	011-25281210,25271585
15	Western Railway	Churchgate, Mumbai	HAMAM STREET, FOR, MUMBAI - 400 023	0370395	022-2265173
16	West Central Railway	Jabalpur	ANAND TALKIES ROAD, NEAR FOURTH BRIDGE, NAPIER TOWN, JABALPUR - 482 001	0370144	0761-2450784
17	Chittaranjan Locomotive Works,	Chittaranjan	83-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 001	0370370	033-22432584
18	Diesel Locomotive Works,	Varanasi	GOLGHAR, GORAKHPUR - 273 001	0370326	0551-2336527
19	Integral Coach Factory,	Chennai	161, MOUNT ROAD, PB NO. 2729, CHENNAI - 600 002	0370209	044-28523048
20	Rail Coach Factory,	Kapurthala	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI -110063	0370985	011-25281210,25271585
21	Rail Wheel Factory	Bangalore.	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI -110063	0370985	011-25281210,25271585
22	Diesel Component Works,	Patiala	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI -110063	0370985	011-25281210,25271585
23	Metro Railway, Kolkata	Kolkata	83-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 001	0370370	033-22432584

PUNJAB AND SIND BANK

S. No.	Railway	State/UT	Address of Nominated branch	nodal	ESR Code	Phone	Email id & Fax No.
1	Central Railway	Maharashtra	HAMAM STREET, FOR, MUMBAI - 400 023	HAMAM STREET, FOR, MUMBAI - 400 023	0370395	022-2265173	h0385@psb.org.in 022-2265173
2	Eastern Railway	West Bengal	83-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 001	83-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 001	0370370	033-22432584	02361@psb.org.in 033-22431416
3	East Central Railway	Bihar	42, FRASER ROAD, PATNA - 800 001	42, FRASER ROAD, PATNA - 800 001	0370184	0612-2221850/ 2206405/ 5457250	h0174@psb.org.in 0612-2206405
4	East Coast Railway	Orissa	150 f & g, ASHOK NAGAR, RAJ MAHAL, CHOWK, BHUBANESHWAR - 751 009	150 f & g, ASHOK NAGAR, RAJ MAHAL, CHOWK, BHUBANESHWAR - 751 009	0370367	0674-2533533	h0358@psb.org.in 0674-2533533
5	Northern Railway	Delhi, Punjab, Haryana, Himachal Pradesh, J & K, Chandigarh	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI - 110063	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI - 110063	0370985	011-25281210, 25271585	011-25281210 011-25281211
6	North Central Railway	Uttar Pradesh	2076/53, RAJESHWARI COMPLEX, M.G.ROAD, CIVIL LINES, ALLAHABAD - 201 003	2076/53, RAJESHWARI COMPLEX, M.G.ROAD, CIVIL LINES, ALLAHABAD - 201 003	0370349	0532-2560653	h0340@psb.org.in 0532-2560653
7	North Eastern Railway	Uttaranchal	GOLGHAR, GORAKHPUR - 273 001	GOLGHAR, GORAKHPUR - 273 001	0370326	0561-2336527	h0317@psb.org.in 0532-3012195
8	Northeast Frontier Railway	Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura	LOHIA MARKER, FANCY BAZAR, GUWAHATI - 781 001	LOHIA MARKER, FANCY BAZAR, GUWAHATI - 781 001	0370313	0361-2544060	h0304@psb.org.in 0361-2733642
9	North Western Railway	Rajasthan	L.S.COLLEGER, JAIPUR - 302 004	L.S.COLLEGER, JAIPUR - 302 004	0370648	0141-2621150	h0607@psb.org.in 0141-2624714
10	Southern Railway	Kerala, Tamil Nadu, Andaman Nicobar Island, Pondicherry	161, MOUNT ROAD, PB NO. 2729, CHENNAI - 600 002	161, MOUNT ROAD, PB NO. 2729, CHENNAI - 600 002	0370209	044-285239048	h0200@psb.org.in 044-28547957
11	South Eastern Railway	Jharkhand	89-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 001	89-85, NETAJI SUBHASH ROAD, CALCUTTA - 700 001	0370370	033-22432584	h0261@psb.org.in 033-22431416
12	South East Central Railway	Chhattisgarh	GURUDWARA SRI GURU SINGH SABHA, DAYAL BAGH, BILASPUR - 495001	GURUDWARA SRI GURU SINGH SABHA, DAYAL BAGH, BILASPUR - 495001	0370894	0595-2412384	h0836@psb.org.in
13	South Central Railway	Andhra Pradesh	METRO ESTATE, 7 ABED ROAD, HYDERABAD - 500 001	METRO ESTATE, 7 ABED ROAD, HYDERABAD - 500 001	0370180	040-24754330	h0170@psb.org.in
14	South Western Railway	Karnataka, Goa, Dadra Nagar Haveli, Lakshadweep	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI - 110063	HO.CPPC, A-25, 1 ST FLOOR, COMMUNITY CENTRE JWALA HERI, PASCHIM VIHAR, NEW DELHI - 110063	0370985	011-25281210, 25271585	011-25281211
15	Western Railway	Gujarat, Daman & Diu	HAMAM STREET, FOR, MUMBAI - 400 023	HAMAM STREET, FOR, MUMBAI - 400 023	0370395	022-2265173	h0385@psb.org.in 022-2265173
16	West Central Railway	Madhya Pradesh	ANAND TALKIES ROAD, NEAR FOURTH BRIDGE, NAPIER TOWN, JABALPUR - 482 001	ANAND TALKIES ROAD, NEAR FOURTH BRIDGE, NAPIER TOWN, JABALPUR - 482 001	0370144	0761-2450784	h0104@psb.org.in