

WESTERN RAILWAY

P.S.No.42/2011

Headquarter Office,  
Churchgate, Mumbai-20

No. EP/E(S) 789/0 Vol.XXI

Date: 18.04.2011


To,

All DRMs / CWMs & Units Incharge,  
C/- Genl. Secy., WREU-GTR / WRMS-BCT.  
C/- GS-All India SC/ST Ry Employees. Asen, 'W' Zone, Mumbai  
C/- GS-All India OBC Ry Empl. Asen, Mumbai.

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

A copy of Railway Board's letter No. 2010/AC-IV/21/2 dated 31.03.2011  
[RBE No.15/2011] is sent herewith for information, guidance and necessary  
action.

Encl: As above.

  
( S. Kadmani )  
For General Manager(E)



Government of India  
Ministry of Railways  
(Railway Board)

REA No. 15 /2011

No. 2010/AC-II/21/2

New Delhi, dated 01.03.2011

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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The implementation of Single Window System for reimbursement of Railway pensions disbursed through Public Sector Banks (PSB) was under consideration in Board's office for some time due to the following advantages:-

Advantages to the Zonal Railway: -

- o The designated Railways need to interact only with the nominated Nodal Branch for both submission of PPOs and receipt of pension scrolls.
- o 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.
- o 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.
- o Better monitoring of grievances and redressal thereof.

Advantages to the Pensioner: -

- o The pension commences from the following month in which the pensioner retires.
- o The pension is credited to the pensioner's account every month on time.
- o Minimize errors in amount of pension, arrears is calculated and paid.
- o 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 Bank of Baroda, Allahabad Bank and United Bank of India w.e.f. 01.04.2011. The main features of the existing system vis a vis SWS are as under:

Present System: -

- FA&CAOs of all zonal railways are authorized to issue PPOs (Annexure II J of Accounts Code). 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.

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- The Bank's Link Branches compile the scrolls of all paying branches under them and send the same to the designated PA&CAOs (Signature HQ of Accounts Code).
- 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:-

- PA&CAO of all Zonal Railways / Production Units shall continue to be authorized for issue of PPOs.
- The banks shall nominate their nodal branches at the headquarter of the 16 designated PA&CAOs both for receiving of the PPOs and submission of pension debit scrolls to the PA&CAOs. Copies of the special scroll 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. disbursement 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 PA&CAOs and subsequently they will send the pensioner's 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/PIs has to reach the nominated Nodal Branch of the Bank by 5th of the ensuing month. The Nodal Branch will thereafter forward the disbursement 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 PA&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 at the headquarter of the as designated FA&CAOs will be the point of local liaison and submission of Pension Scroll. The designated FA&CAO will submit Pension 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.
- 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 PIVs 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.
- Three banks viz, Allahabad Bank, Bank of Baroda and United Bank of India have been selected for this purpose. They have nominated one nodal branch at the Headquarter of each of the sixteen FA&CAOs authorized for settling of pension debits (list of nodal branches is placed at Annexure 1 and 2 respectively).
- Accordingly the PPOs drawn against these banks would be sent to the nominated nodal branches for onward submission to the respective CPPC. The list of Nodal branches to which the Railways/Production Units (issuing the PPOs) will forward the PPOs is placed at Annexure 4.
- The PPOs against other banks would continue to be sent to their existing Link branches till they are covered under SWS.

Further on per approval from CGA, the following instructions would be adhered to by the banks covered under SWS.

- 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 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 routine 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/PUs are requested to implement this scheme w.e.f. 01.04.2011. The scheme will be extended to other banks as and when they finish 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.

(Ravi Prakash)

Executive 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.
2. Chief General Manager, Reserve Bank of India, Department of Government & Bank Accounts, Central Office, Opp. Mumbai Central Railway Station, Byculla, Mumbai - 400 008.
3. Chief General Manager, Allahabad Bank, H.O. Govt. Accounts Deptt. 2, N.S. Road, Kolkata - 700 001.
4. Chief General Manager, Bank of Baroda, C-26, G-Block, Bandra-Kurla Complex, Mumbai - 400 051.
5. Chief General Manager, United Bank of India, 11, Hemanta Bhasu Senani, Kolkata - 700 001.



**Nodal Branches of Allahabad Bank vis-a-vis  
PA & CAO of Railway (Pension Form Submission/ Liaison etc.)**

Sl. No.	Name of Nodal Branch	Name of PA & CAO
1.	New Delhi Parliament Street	NORTHERN RAILWAY
2.	Kolkata Main	SOUTH EASTERN RAILWAY
		EASTERN RAILWAY
3.	Howrah	SOUTH WESTERN RAILWAY
4.	Chennai Mouni Road	SOUTHERN RAILWAY
5.	Mumbai Fort	CENTRAL RAILWAY
		WESTERN RAILWAY
6.	Gorakhpur Civil Lines	NORTH EASTERN RAILWAY
7.	Guwahati Main	NORTH FRONTIER RAILWAY
8.	Secunderabad	SOUTH CENTRAL RAILWAY
9.	Halduar	EAST CENTRAL RAILWAY
10.	Bhubaneswar	EAST COAST RAILWAY
11.	Jaipur M.I. Road	NORTH WESTERN RAILWAY
12.	Allahabad Civil Lines	NORTH CENTRAL RAILWAY
13.	Bilaspur	SOUTH EAST CENTRAL RAILWAY
14.	Jabalpur Civil Lines	WEST CENTRAL RAILWAY

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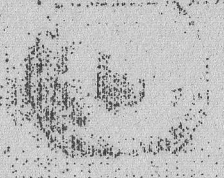
ALLAHABAD BANK, HEAD OFFICE





LIST OF NODAL BRANCHES OF BANK OF BARODA FOR EACH ZONE/CAO OF MINISTRY OF RAILWAYS FOR PENSION PAYMENTS

Sr. No.	Name of FA and CAO	State and UT Covered	Identified Focal Point Branch		
			Branch Address	SSR Code	Telephone No. / Fax No.
1	Central Railway, Mumbai	Maharashtra	Bank of Baroda Service Branch, 2nd floor, Laxmi Insurance Bldg. Fort, Mumbai - 400 001	022-935-22567513 022-935-22567527	022-23411257 022-23411258
2	Eastern Railway, Kolkata	West Bengal	Bank of Baroda India Exchange Branch 4, India Exchange Place, Kolkata 700001	033-222144161 222200075	033-234115123
3	East Central Railway, Hajipur	Bihar	Bank of Baroda Hapur Branch Rajendra Chowk, Gudri Road, Hajipur - 844101 BIHAR	0001240-04234-00352	
4	East Coast Railway, Bhubaneswar	Orissa	Bank of Baroda Bhubaneswar Mah. 0192, Bapuji Nagar, Bhubaneswar - 751009	0674-2532214	0674-2530018
5	Northern Railway, New Delhi	Delhi, Punjab, Haryana, Himachal Pradesh, J&K, Chandigarh	Bank of Baroda Service Branch, 2nd Floor, Bank of Baroda Building 16, Sansad Marg, New Delhi 110001	011-23220017-23220074	011-23220074
6	North Central Railway, Allahabad	Uttar Pradesh	Bank of Baroda Service Branch, 6, Pannalal Road, Allahabad - 211011 (U.P.)	0522-2255121	0522-2255241



*[Handwritten signature]*



Name of RA and CAO	State and UT Covered	Identified Focal Point Branch			
		Branch Address	BSR Code	Telephone No.	Fax No.
North Eastern Railway, Gorakhpur	Uttanchal	Bank of Baroda Gorakhpur Main, Golgrar, Gorakhpur 273005	0200072	0551-2333953	0551-2301866
North East Frontier Railway, Guwahati	Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura	Bank of Baroda Gauhati Branch S.R.C.B. Road, Fancy Bazar, Gauhati	0200001	0361- 2540176, 2543993	0361-2548551
North Western Railway, Jaipur	Rajasthan	Bank of Baroda Service Branch D-38 A, Ashok Marg Ahimsa Circle, C-Scheme Jaipur 302001 (RAJASTHAN)	0202185	0141-2330302, 2338808	0141-2366302
South Railway, Chennai	Kerala, Tamilnadu, Andaman Nicobar, Pondichery	Bank of Baroda Service Branch 1st Floor, Shakti Towers, 736, Anna Salai Chennai 600002 (TAMILNADU)	0201992	044-23454301, 23451259	044-23464301
South Central Railway, Secunderabad	Andhra Pradesh	Bank of Baroda Service Branch Raj Bahadur Venkatarami, Reddyst, Door No. 4-1-367 Hanuman Tekri, ABDS, Hyderabad 500004 (AP)	0202181	040-23455109, 23453198	040-23455113
South Eastern Railway, Kolkata	West Bengal	Bank of Baroda India Exchange Branch A, India Exchange Place, Kolkata 700011	0200623	033-22314240, 22301876, 22377000, 2425457	033-22308173

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Sr. No.	Name of EA and CAO	State and UT Covered	Identified focal Point Branch			
			Branch Address	ESR Code	Telephone No.	Fax No.
13	South East Central Railway, Bilsapur	Chattisgarh	Bank of Baroda Bilsapur Branch Link Road, Opp. Shilal Talkies Bilsapur - 495001	0200610	07752-236710/231405	07752-407136
14	South West Railway, Hubli	Karnataka, Goa, Dadra Nagar Haveli, Lakshadweep	Bank of Baroda Hubli Branch P B NO.642, Neelgiri Road, Hubli - 580029	0210775	0838-2342368	0838-2352514
15	Western Railway, Mumbai	Gujarat, Daman and Diu	Bank of Baroda Service Branch, 2nd floor, Laxmi Insurance Bldg., Fort, Mumbai - 400 001	0201995	022-2352589W 236623137 23662201	022-23411335 23413076
16	West Central Railway, Jabalpur	Madhya Pradesh	Bank of Baroda Jabalpur Main Branch 65D, Wright Town, Golbazar Jabalpur DISTT- JABALPUR	0202498	0761-2311475	0761-4054602





List of 14 Nodal Branches corresponding to 16 nos. of Designated FA & CAGs.

Sl. No.	Designated FA & CAG	NODAL BRANCHES
1	FA & CAG, Central Railway, Mumbai	Mumbai Branch, Mumbai
2	FA & CAG, Eastern Railway, Kolkata	Old Court House Street, Kolkata
3	FA & CAG, East Central Railway, Patna	Patna Branch, Patna
4	FA & CAG, East Coast Railway, Bhubaneswar	Bhubaneswar Branch, Bhubaneswar
5	FA & CAG, Northern Railway, New Delhi	Asaf Ali Road, Delhi
6	FA & CAG, North Central Railway, Allahabad	Allahabad Branch, Allahabad
7	FA & CAG, North Eastern Railway, Gorakhpur	Gorakhpur Branch, Gorakhpur
8	FA & CAG, North East Frontier Railway, Guwahati	Guwahati Branch, Guwahati
9	FA & CAG, North Western Railway, Jaipur	Jaipur (Rajasthan), Jaipur
10	FA & CAG, Southern Railway, Chennai	Madras (Chennai) Branch, Chennai
11	FA & CAG, South Central Railway, Secunderabad	Secunderabad Branch, Secunderabad
12	FA & CAG, South Eastern Railway, Kolkata	Old Court House Street, Kolkata
13	FA & CAG, South East Central Railway, Bilaspur	Bilaspur Branch, Bilaspur
14	FA & CAG, South West Railway, Hubli	Hubli-Dharwar Branch, Hubli
15	FA & CAG, Western Railway, Mumbai	Mumbai Branch, Mumbai
16	FA & CAG, West Central Railway, Jabalpur	Jabalpur Branch, Jabalpur

N.B.

Nodal branches will receive PFDs from corresponding FA & CAGs, and send pension scrolls to them and claim reimbursement from RAJ, CAS, Nagpur Bazar through out Link Cell (I), Nagpur Branch