

WESTERN RAILWAY

P.S.No.11/2015

Headquarter Office,
Churchgate, Mumbai-20

No. E(S)789/0 Vol.XXIII

Date: .02.2015

To,
All DRMs / CWMs & Units Incharge,
C/- Genl. Secy., WREU-GTR / WRMS-BCT.
C/- ZS-All India SC/ST Rly Employees. Assn, 'W' Zone, Mumbai
C/- ZS-All India OBC Rly Empl. Assn, Mumbai.

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 dated 13.02.2015
(R.B.A.12/2015) is enclosed herewith for information, guidance and necessary
action.

Encl: As above.


(Smita Mhasde)
APO(B&A)
For General Manager(E)



Government of India
Ministry of Railways
Railway Board

RBA No.12 / 2015

No. 2013/AC-II/21/8

New Delhi, dated 13.02.2015

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

W.R. Mumbhai

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 **Corporation Bank and UCO Bank** 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 **Corporation Bank and UCO Bank**. It has been decided to implement the scheme w.e.f. **01.04.2015**. 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 Banks' 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**).
- **Corporation Bank and UCO Bank** have nominated their nodal branches at the Headquarter of the 16 designated FA&CAOs both for receiving of the PPOs and submission of pension debit scrolls to the FA&CAOs (**Annexure 3&4 respectively**). 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 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.

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- 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 along with 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 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.
- The CPPC will also create a dashboard that can be viewed by all the PPO issuing FA&CAOs and 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 **Corporation Bank and UCO Bank w.e.f. 01.04.2015**. 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. 01.04.2015.
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. 01.04.2015.
3. The Chairman & Managing Director, Corporation Bank, Head Office P.B.No.88, Mangaladevi Temple Road, Pandeshwar, Mangalore. The scheme is being implemented w.e.f. 01.04.2015.
4. The Chairman & Managing Director, UCO Bank, Head Office, Operations & Services Department 3&4, DD Block, Sector-1, Salt Lake, Kolkata-64. The scheme is being implemented w.e.f. 01.04.2015.

Annexure 1

S.No.	RAILWAYS & PRODUCTION UNITS	NODAL BRANCHES AT
1.	RCF/KAPURTHALA	NEW DELHI
2.	ICF/CHENNAI	CHENNAI
3.	RWF/BANGALORE	HUBLI
4.	CLW/CHITTARANJAN	KOLKATA
5.	DLW/VARANASI	GORAKHPUR
6.	DMW/PATIALA	NEW DELHI
7.	METRO/KOLKATA	KOLKATA
8.	NORTHERN RAILWAY	NEW DELHI
9.	SOUTHERN RAILWAY	CHENNAI
10.	SOUTH WESTERN RAILWAY	HUBLI
11.	SOUTH EASTERN RAILWAY	KOLKATA
12.	NORTH EASTERN RAILWAY	GORAKHPUR
13.	CENTRAL RAILWAY	MUMBAI
14.	EASTERN RAILWAY	KOLKATA
15.	NORTH FRONTIER RAILWAY	GUWAHATI
16.	SOUTH CENTRAL RAILWAY	SECUNDERABAD/HYDERABAD
17.	WESTERN RAILWAY	MUMBAI
18.	EAST CENTRAL RAILWAY	HAJIPUR
19.	EAST COAST RAILWAY	BHUBANESHWAR
20.	NORTH WESTERN RAILWAY	JAIPUR
21.	NORTH CENTRAL RAILWAY	ALLAHABAD
22.	SOUTH EAST CENTRAL RAILWAY	BILASPUR
23.	WEST CENTRAL RAILWAY	JABALPUR

Annexure-2

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	

CORPORATION BANK

S. No.	Railway and Production Units	Headquarters Office	Nominated nodal branch	BSR CODE	PHONE NO.
1	Central Railway	CST, Mumbai	Mumbai, Fort, Veena Chambers, 21, Dalal st., Fort, Bombay-23	0350002	022-22671715
2	Eastern Railway	Fairlie Place, Kolkata	Kolkata-CANNING ST., 2 nd floor, Rampuria MKT, 86, B R Basu Road, Calcutta	0350154	033-22352146
3	East Central Railway	Hajipur, Bihar	PATNA, Opp. Republic Hotel, Exhibition Road, Patna-01	0350336	0612-2221636
4	East Coast Railway	Bhubaneswar, Odisha	Flat No. 121&122, Karvee Nagar, STN, SQ, Bhubaneswar-751001	0350347	0674-2534537
5	Northern Railway	New Delhi	Connaught Circus, M 41, PB No. 162, New Delhi 01	0350147	011-23412448
6	North Central Railway	Allahabad	59, Johnston Ganj, Allahabad-03	0350312	0532-2401221
7	North Eastern Railway	Gorakhpur	Ibrahim Arcade Bldg, 1 floor, Cinema Rd, Gorakhpur P.O. Golghar, -01	0350378	0551-2333105
8	NE Frontier Railway	Maligaon / Guwahati	21, M.L. Nehru Road, Pan Bazar, Guwahati-01	0350903	0361-2731455
9	North Western Railway	Jaipur	101 to 110, 1 floor, Anurakampa Tower, Church Rd., (Old Shalimar Rd) Jaipur-02	0350316	0141-2363455
10	Southern Railway	Park Town, Chennai	George Town, 49, Armenian St., PB No. 237, Madras-01	0350068	044-25341636
11	South Eastern Railway	Garden Reach, Kolkata	Kolkata-CANNING ST., 2 nd floor, Rampuria MKT, 86, B R Basu Road, Calcutta	0350154	033-22352146
12	South East Central Railway	Bilaspur (Chattishgarh)	LIC of India Jeevan Jyothi, 1 st floor, Magarpur Road, Bilaspur-01	0350736	07752-236883

13	South Central Railway	Secunderabad (AP)	1st floor, 15-1-522/25, Watan Plaza, Siddiambar Bazar, Hyderabad-12	0350006	040-24745587
14	South Western Railway	Hubli (Karnataka)	Ground floor, Laxminarayan Zone, 1 st Block, Karwar Rd., Arvind Ngr, Hubli-24	0350360	0836-2229045
15	Western Railway	Churchgate, Mumbai	Mumbai, Fort, Veena Chambers, 21, Dalal st., Fort, Bombay-23	0350002	022-22671715
16	West Central Railway	Jabalpur (MP)	Ground floor, Gurusing Sabha Bldg, Civic Centre, Marbatal, Jabalpur-02	0350381	0761-2310987
17	RCF/Kapurthala	Kapurthala	Connaught Circus, M 41, PB No. 162, New Delhi 01	0350147	011-23412448
18	ICF/Chennai	Chennai	George Town, 49, Armenian St., PB No. 237, Madras-01	0350068	044-25341636
19	RWF Bangalore	Bangalore	Ground floor, Laxminarayan Zone, 1 st Block, Karwar Rd., Arvind Ngr, Hubli-24	0350360	0836-2229045
20	CLW/Chittaranjan	Chittaranjan	Kolkata-CANNING ST., 2 nd floor, Rampuria MKT, 86, B R Basu Road, Calcutta	0350154	033-22352146
21	DLW/Varanasi	Varanasi	Ibrahim Arcade Bldg, 1 st floor, Cinema Rd, Gorakhpur P.O. Golghar, -01	0350378	0551-2333105
22	DMW/Patiala	Patiala	Connaught Circus, M 41, PB No. 162, New Delhi 01	0350147	011-23412448
23	Metro Railway	Kolkata	Kolkata-CANNING ST., 2 nd floor, Rampuria MKT, 86, B R Basu Road, Calcutta	0350154	033-22352146

UCO BANK

S. No	Railway and Production Units	Headquarters Office	Nominated nodal branch	BSR CODE	PH. NO. & EMAIL ID
1	Central Railway	CST, Mumbai	DN Road, (0003) Branch, UCO Bank Bldg., Bombay, P.O no. 833	0320352	022-2870256 mumbai@ucobank.co.in
2	Eastern Railway	Fairlie Place, Kolkata	Calcutta Main (0190) branch, 10 Brabourne Road, Calcutta-01	0320053	033-22254120 calcut@ucobank.co.in
3	East Central Railway	Hajipur, Bihar	Patna Main (0062) Branch, Exhibition Road, Patna, P.B. no. 78	0320018	0612-2222335 patna@ucobank.co.in
4	East Coast Railway	Bhubaneswar, Odisha	Ashoka Market(1785), Branch, Bhubaneswar, 751012	0321837	0674-2530455 ashoka@ucobank.co.in
5	Northern Railway	New Delhi	Parliament Street(0120) Branch, 5, Parliament Street New Delhi 110001.	0320203	011-23731451 parlia@ucobank.co.in
6	North Central Railway	Allahabad	(0032) Branch, 4, Sardar patel Marg, Allahabad, 211001	0320160	0532-2561237 allaha@ucobank.co.in
7	North Eastern Railway	Gorakhpur	(0056) Branch, lakshmi Niwaas, bank Road, Gorakhpur	0320165	0551-2335226 gorakh@ucobank.co.in
8	NE Frontier Railway	Maligaon / Guwahati	(0045) Branch, Pancy Bazaar, Guwahati, 781001	0320001	0361-2870256 gauh@ucobank.co.in
9	North Western Railway	Jaipur	Johari Bazar(0011) Branch, Zone-II, Jaipur, 302003	0320267	0141-2577140 jaipur@ucobank.co.in
10	Southern Railway	Park Town, Chennai	Chennai main (0041) Branch, 328 Thambu Chetty Street, Chennai. 600001	0320444	044-2534252 chennai@ucobank.co.in
11	South Eastern Railway	Garden Reach, Kolkata	DD Block Branch (1870) 3&4, DD block, Salt lake, Kolkata 700064	0321931	033-23216887 saltad@ucobank.co.in
12	South East Central Railway	Bilaspur (Chattishgarh)	Bilaspur(0260) Branch, M V Market, Telepara Road, Bilaspur-01	0320425	07752-228480 bilasp@ucobank.co.in
13	South Central Railway	Secunderabad (AP)	Hyderabad Main(0114)Branch, Koti, Pushpanjali Complex, Hyderabad-95	0320428	040-24741016 hydera@ucobank.co.in
14	South Western Railway	Hubli (Karnataka)	Hubli(0328) Branch, Desai Chambers, Koppikar Road, Hubli-20	0320442	0836-2369369 hubli@ucobank.co.in
15	Western Railway	Churchgate, Mumbai	Madam Cama Road (0386) Branch, YMCA Building Annexe 1B, Mumbai-39	0320358	022-2201675 mccama@ucobank.co.in
16	West Central Railway	Jabalpur (MP)	JawaharGanj, Jabalpur(0185) Branch, 723/724, Roop bhawan, Jabalpur-02	0320402	07612-311626 jabaljp@ucobank.co.in
17	RCF/Kapurthala	Kapurthala	Parliament Street(0120) Branch, 5, Parliament Street New Delhi 110001.	0320203	011-23731451 parlia@ucobank.co.in