

Through e-mail

From

Director General,
Treasuries & Accounts Department,
Haryana, Chandigarh.

To

1. Zonal Manager, Reserve Bank of India, Sector-17, Chandigarh.
2. General Manager, State Bank of India, Local Head Office, Sector-17, Chandigarh.
3. General Manager, Punjab National Bank, PNB House, Sector -17, Chandigarh.

Memo no. TA-HR(PDC)/2017/166-168

Dated: 02-06-2017

Subject: Minutes of meeting held on 26-05-2017 at 11.00 a.m. under the Chairmanship of the Worthy Additional Chief Secretary to Government Haryana, Finance Department to review the implementation of e-pension project.

A meeting was held on 26-05-2017 at 11.00 a.m. in the Committee room on 7th Floor, Haryana Civil Secretariat, Chandigarh under the Chairmanship of Worthy Additional Chief Secretary to Government Haryana, Finance Department to review the implementation of e-pension scheme. The minutes of meeting are enclosed herewith. Please send action taken report at the earliest.

D.A.: - as above.


Joint Director (PDC),
for Director General,
Treasuries & Accounts Deptt.,
Haryana, Chandigarh.

Endst No. TA-HR(PDC)2017/169-171

Dated: 02-06-2017

A copy of above is also forwarded to the following for information:-

1. Sh. Vivek Padam Singh, HCS, Joint Secretary to Government Haryana, Finance Department.
2. Sh. Virender Trivedi, Technical Director, National Informatics Centre, Chandigarh.
3. Sh. M.K. Gupta, Treasury officer, Jagadhri, Haryana.

D.A.: - as above.


Joint Director (PDC),
for Director General,
Treasuries & Accounts Deptt.,
Haryana, Chandigarh.

02/06/2017

Subject: Draft minutes of meeting held on 26-05-2017 at 11.00 a.m. under the Chairmanship of the Worthy Additional Chief Secretary to Government Haryana, Finance Department to review the implementation of e-pension project.

A meeting was held on 26-05-2017 at 11.00 a.m. in the Committee room on 7th Floor, Haryana Civil Secretariat, Chandigarh under the Chairmanship of Worthy Additional Chief Secretary to Government Haryana, Finance Department to review the implementation of e-pension scheme. The list of participants is at Annexure '1'.

Detailed discussions were held on the agenda items with the Bank Representatives, as under:-

Agenda item no. 1:

The status of shifting of PPOs as on 19-05-2017 was noted as below:

No. of PPOs online sent by Bank	No. of PPOs received (Hard copy)	No. of incomplete PPOs returned to Bank	No. of PPOs under process	No. of PPOs eligible for pension
67653	34736	32638	279	30734

From the above status, it was clear that the process of shifting of PPOs from Banks to Treasuries/ Sub Treasuries/ PDC is being carried out at a very slow pace. Therefore, the Banks were requested to speed up the process of shifting of PPOs to Treasuries/ Sub Treasuries/ PDC so that target of shifting of 1.5 lac PPOs may be completed at the earliest.

ACSF pointed out that the number of returned/ incomplete PPOs are more than number of PPOs received by Treasuries/ Sub Treasuries/ PDC. In this regard, directions were given as mentioned in point no. 4 of the minutes. **(Action to be taken by SBI, PNB and T&A Deptt.).**

Agenda item no. 2:

Revision of pension of State Govt. Pensioners, as per 7th Pay Commission recommendations and payment of arrear of Bank pensioners and

shifting of PPOs from Banks to Treasuries/ Sub Treasuries/ PDC after payment of arrears of 7th Pay Commission.

After detailed discussion, it was decided as under:

1. Banks should forward the format of undertaking to the Government which was taken at the time of opening of account by pensioner with the Bank so that validity of the undertaking vis-a-vis the undertaking required for 7th CPC pension revision, may be examined by legal authority in the Government/ FD.
2. Banks should also give the status of pensioners whose pension has been revised/ yet to be revised under 7th Pay Commission by 1st week of June, 2017.

Banks assured to release payment of arrears of pension by 31st May, 2017 to those pensioners who have already submitted their undertakings to Banks. **(Action to be taken by SBI and PNB).**

Agenda item no. 3:

Problems faced from Banks by Treasuries/Sub Treasuries/ PDC while implementing e-pension system were noted as under:-

- i. Incomplete information regarding pensioners in the PPOs:- Banks are not sending all relevant documents/ information like fixed/ open medical letter, commutation authority, complete statement of pension including recovery schedules (if any), photographs of pensioners, attested signatures of pensioners, PAN detail etc.
- ii. There are many cases of overpayment/ under payments due to wrong revision of pension, wrong deduction/ no deduction of commutation (CVP), normal/ enhanced family pension is not being given as per Rules/ Instructions.
- iii. Banks are sending the online data of PPOs to Treasuries/ Sub Treasuries but not sending the physical/ hard copy of PPOs in many cases.
- iv. The payment of pension is being made by Treasury Bank i.e. State Bank of India, Sector 8, Panchkula. It has been observed that Bank do not report to the PDC about the failed transactions of pension during credit of pension to the accounts of pensioners which results in delay in the payment of pension. In spite of pointing out by the pensioners/ PDC, the issues are not resolved by the Bank promptly.

Banks informed that they are also facing problems while shifting the PPOs to Treasuries/ Sub Treasuries/ PDC. After detailed discussion, it was decided that the Banks will send the list of issues faced by them while shifting the PPOs from Banks to Treasuries/ Sub Treasuries/ PDC to PDC, Panchkula through e-mail.

Treasury Officer, Jagadhri also brought to the notice that Banks are stopping the pension of the pensioners prior to receipt of requisite order for stopping pension from Treasuries/ Sub Treasuries in the form of Annexure A2.

In this regard, ACSF directed the Banks to follow the procedure of shifting of PPOs properly as per instructions issued by the Government and not to stop pension at their end prior to the receipt of Annexure A2 from Treasuries/ Sub Treasuries.

The following issues were also discussed:

1. Deputy Director, PDC, Panchkula brought to the notice that more than 100 cases are pending with State Bank of Patiala (now State Bank of India), Sector-8, Panchkula whose pension was not credited into pensioners' accounts due to failure of transactions on the part of Bank. Also, list of such failure transactions (if any) against every EPS are not provided by SBI to PDC, Panchkula on regular basis.

In this regard, General Manager, SBI informed that due to merger, the staff has been changed and now new staff will clear such pending cases very shortly.

- (i) For this purpose, the Bank will appoint a nodal officer in SBI, Sector-8, Panchkula for resolving failed cases of pension transfer so that pensioners may get pension in time.
- (ii) The SBI, Sector-8, Panchkula will provide the list of failure transactions to PDC, panchkula on regular basis.

2. Deputy Director, PDC, Panchkula also informed that a huge amount is lying in suspense account of Banks and Banks issue Banker's Cheque for the same and information of that should also be provided to Treasuries/ Sub Treasuries/ PDC.

In this regard, ACSF directed the Banks to get the list of Banker's Cheque/ amount lying undisbursed under suspense account of Treasury Banks and report to the Govt. accordingly.

GM, SBI, Chandigarh assured to provide the requisite information to the Govt. and resolve the matter as early as possible. **(Action to be taken by SBI and PNB).**

Agenda item no. 4:

Outsourcing of data entry/ scanning/ digitization of more than 50,000 PPOs (Pension Payment Orders) to be shifted from CPPC of State Bank of India, Sector-5 Panchkula to Pension Disbursement Cell, Sector-4, Panchkula.

While discussing the issues relating to PPOs transfer, it was pointed out by PDC that various discrepancies are noticed on the part of banks due to which many PPOs are returned. Further while examining the PPOs issues like overpayment/ underpayment, uneven recovery of commutation etc. have been observed.

On perusing such issue ACSF directed to **stop the process of PPO** transfer from SBI and PNB **for one month, i.e., from 1st June, 2017 to 30th June, 2017**. During this period SBI and PNB will provide a hassle free customised solution as per the requirement of Rules/ instructions of Haryana Government. Both the Banks agreed to this and assured to provide fool proof solution for hassle-free payment of pension as per Rules/ Regulations/ instructions. To facilitate this process, the list of problems faced by PDC/ Treasuries will be provided to SBI and PNB.

Further, ACSF directed to constitute a committee headed by Sh. Sanjeev Naryani, GM, SBI, LHO, Sector-17, Chandigarh having 2 representatives each from PNB, SBI and one from RBI and representative from F.D. and T&A Deptt. A review of the progress will be carried out in the 1st week of July, 2017. **(Action to be taken by SBI and PNB and T&A Deptt.).**

The following members were nominated for the committee:-

1. Sh. Sanjeev Naryani, General Manager, (NWZ) Local Head office, SBI, Sector-17, Chandigarh (Chairman).
2. Two Representatives each from SBI and PNB and one from RBI (to be nominated by the concerned Banks).

The following officers were nominated from Govt./ T&A Deptt., Haryana:-

1. Sh. Vivek Padam Singh, HCS, Joint Secretary to Government Haryana, Finance Department.
2. Sh. Virender Trivedi, Technical Director, National Informatics Centre.

3. Sh. Rajesh Miglani, Account officer, Pension Branch, Finance Department.
4. Sh. M. Beg, Joint Director, Pension Disbursement Cell, Treasuries & Accounts Deptt.
5. Sh. R.K. Rathi, Deputy Director, Pension Disbursement Cell, Treasuries & Accounts Deptt.
6. Sh. M.K. Gupta, Treasury officer, Jagadhri.
7. Smt. Ritika Kataria, Programmer, Pension Disbursement Cell, Treasuries & Accounts Deptt.

The meeting ended with a vote of thanks to the Chair.

Annexure-1

The list of officers who attended meeting held on 26-05-2017 in the Committee room on 7th Floor, Haryana Civil Secretariat, Chandigarh under the Chairmanship of Worthy Additional Chief Secretary to Government Haryana, Finance Department to review the implementation of e-pension scheme:-

Govt. of Haryana/ T&A Deptt.

1. Sh. P Raghavendra Rao, Additional Chief Secretary to Government Haryana, Finance Department, Chairperson.
2. Sh. Sunil Saran, Director, Treasuries & Accounts Deptt., Haryana.
3. Sh. Vivek Padam Singh, Joint Secretary, Finance Department, Haryana.
4. Sh. Virender Trivedi, Technical Director, National Informatics Center.
5. Sh. M. Beg, Joint Director, Pension Disbursement Cell, Treasuries & Accounts Deptt.
6. Sh. R.K. Rathi, Deputy Director, Pension Disbursement Cell, Treasuries & Accounts Deptt.
7. Sh. M.K. Gupta, Treasury officer, Jagadhri.
8. Smt. Savita Rathi, Assistant Treasury officer, Pension Disbursement Cell, Treasuries & Accounts Deptt..
9. Smt. Ritika Kataria, Programmer, Pension Disbursement Cell, Treasuries & Accounts Deptt..

Reserve Bank of India

10. Sh. Sudhir Sidhu, Manager, Reserve Bank of India, Sector 17, Chandigarh.

State Bank of India

11. Sh. Sanjeev Naryani, General Manager, (NWZ) Local Head office, Sector-17, SBI, Chandigarh.
12. Sh. S.L. Malhotra, Chief Manager, State Bank of India, Panchkula.
13. Sh. Pardeep Gupta, Assistant General Manager, State Bank of India, CPPC, Sector-5, Panchkula.

14.Sh. Pravin Raghvan, Deputy General Manager, CPPC, SBI,
Panchkula.

Punjab National Bank

15.Sh. Pramod Pande, Assistant General Manager, Punjab National
Bank, Zonal Office, Sector-17, Chandigarh.

16.Sh. C J Grover, Punjab National Bank, CPPC, Sector-17, Chandigarh.