



FEDERATION OF PENSIONERS' ASSOCIATION

FAMILY PENSION **DELAY IN SETTLEMENT**

At present, to avoid difficulty in calculating Family Pension due to non-availability of very old records on the death of pensioner and to facilitate the eligible member to draw family pension without delay, the family pension is simultaneously sanctioned along with pension as per Circular No. CDO/PM/CIR/13 dated 28th May, 1996. In the cases where pension and family pension have been sanctioned simultaneously, payment of family pension may be commenced immediately on receipt of the Death Certificate and application for payment of family pension after necessary identification. CSPPC (Centralised Staff Pension Processing Software) provides facility for updation of the date of death of pensioner in database at Branch level. On receiving application for family pension, Death Certificate and KYC documents, Branches are required to send the same to PPG Department of concerned Local Head Office. PPG Department at Local Head Office prepares a single page proposal and send it to CSPPC, Kolkata for conversion of normal pension account to family pension.

02. We are receiving representations at various levels that there is inordinate delay in commencement of Family Pension after the death of a pensioner. Examples are also cited stating that recorded family pensioners need to pass through cumbersome claim formalities including filling up of application form running in several pages. We, therefore, prescribe hereunder the standard guidelines for release of family pension for compliance by the operating functionaries:-

- i. Branches should update and approve date of death of the pensioner in CSPPC database immediately on receipt of the copy of the death certificate. They should forward the application for family

pension to LHO, PPG along with KYC documents and account number. Where the family pension is already sanctioned and recorded in the relevant Pension Payment Order, a simple application in plain paper giving personal details and bank account number will serve the purpose. The copies may be faxed to LHO to speed up the process.

- ii. On approval by the Branch, the payment of regular pension is discontinued / stopped.
- iii. On receipt of the same, LHO, PPG shall fill the required data for the purpose of conversion from pension to family pension, recover the excess amount of pension paid if any after the date of death and forward the papers to CSPPC, Kolkata.
- iv. CSPPC, Kolkata shall convert the pension account to family pension and then on the next scheduled date of payment of pension the family pension shall be commenced.

03. The main reason to introduce simultaneous sanction of family pension is to facilitate the member to draw family pension without delay and hardships. After introduction of CSPPC as centralised software, the process is simplified and if followed properly the family pension can be commenced immediately after discontinuing normal pension. **However, please note that in the cases where simultaneous sanction is not obtained or where a new family pensioner is require to be inducted or the existing one to be replaced, instances are very few, all the procedures for sanction and payment of family pension as stated, in our Circular letter No. PA/CIR/183 dated 15.12.1988 would continue.** Branches/offices should also endeavour constantly to record the family pension details in the PPO for the remaining cases by taking up suitably with the pensioner during their life time, for hassle free family pension payment.