

Pension Unit - Frequently Asked Questions

(FAQs)

S.No.	Questions	Answer
1.	What is Family Pension?	Family Pension is payable to the eligible family members of a deceased employee/pensioner.
2.	Who is eligible to receive Family Pension?	The spouse, children, and other dependents, in the order of priority laid down under the extant rules, as per the Pension Payment Order (PPO) issued by the Competent Authority.
3.	How should the death of a employee/pensioner/family pensioner be intimated?	A formal intimation of death, in the form of a Letter/E-Mail addressed to the Joint Registrar (Accounts), along with a copy of the Death Certificate , should be submitted to the Main Accounts Section, IIT Delhi. Simultaneously, the concerned Establishment Section (E-I/E-II) and Health Unit should also be informed to enable necessary administrative and record-keeping actions.
4.	Where should documents for Family Pension be submitted?	Documents for Family Pension are required to be submitted directly to the Pension Unit, Main Accounts Section, IIT Delhi, Hauz Khas, New Delhi-110016
5.	What documents are required for Family Pension?	The following documents are required for processing Family Pension: 1. Application for grant of Family Pension by the beneficiary addressed to the Joint Registrar (Accounts), stating following details – 2 copies: - Full Name of pensioner. - Date of Death (D.o.D) of the pensioner. - PPO no., Account No. and Employee Code of Pensioner. - Full Name of the family pensioner. 2. Death Certificate (Original) – 2 copies 3. Photograph and specimen signatures of the claimant, duly attested by a Group 'A' Officer / Professor / Registered Medical Practitioner of IIT Delhi – 2 copies 4. Self-attested copy of Aadhaar Card – 2 copies 5. Self-attested copy of PAN Card – 2 copies 6. Self-attested copy of first page of Bank Passbook – 2 copies 7. Copy of Pension Payment Order (PPO), if available 8. Prescribed format as given by SBI, duly attested by SBI Official (attached as Annexure I) Submission of the above documents to the Pension Unit, Main Accounts Section, IIT Delhi, may be taken on record to enable further necessary action in the matter.
6.	Who can attest to the pension papers?	Faculty Members of IIT Delhi or Group 'A' Officers of IIT Delhi, with name, designation, and official stamp..
7.	Whom to contact regarding enhanced pension/enhanced family pension, arrears, deductions or other account-related issues?	Such matters are dealt with by the Pension Disbursing Authority, i.e. State Bank of India, IIT Delhi Branch. A pensioner/family pensioner may approach the Branch/CPPC directly for redressal. E-mail: sbi.01077@sbi.co.in
8.	Whom to contact in case of any query?	Pension Unit, Main Accounts Section, IIT Delhi Hauz Khas, New Delhi – 110016 Phone: [011-2659-1786] , E-Mail: [draccounts@admin.iitd.ac.in]

पेंशन इकाई – अक्सर पूछे जाने वाले प्रश्न (FAQs)

क्र.	प्रश्न	उत्तर
1.	पारिवारिक पेंशन क्या है?	मृत कर्मचारी/पेंशनभोगी के पात्र परिवार के सदस्यों को पारिवारिक पेंशन देय है।
2.	परिवार पेंशन प्राप्त करने के लिए कौन पात्र है?	परिवार पेंशन, पेंशन अदायगी आदेश (पें.अ.आ.) के अनुसार, क्रमशः पति/पत्नी, संतान और अन्य आश्रितों को, प्रचलित नियमों में निर्धारित प्राथमिकता के क्रम में दी जाती है।
3.	कर्मि/पेंशनभोगी/पारिवारिक पेंशनभोगी की मृत्यु की सूचना कैसे दी जानी चाहिए?	मृत्यु की औपचारिक सूचना, संयुक्त कुलसचिव (लेखा) को संबोधित पत्र/ईमेल के रूप में, मृत्यु प्रमाणपत्र की प्रति के साथ, भा.प्रौ.सं. दिल्ली के मुख्य लेखा अनुभाग में प्रस्तुत की जानी चाहिए। साथ ही, संबंधित स्थापना अनुभाग (E-I/E-II) और स्वास्थ्य इकाई को भी सूचित किया जाना चाहिए, ताकि आवश्यक प्रशासनिक और अभिलेख संबंधी कार्यवाही सुनिश्चित की जा सके।
4.	परिवार पेंशन के लिए दस्तावेज कहाँ प्रस्तुत किए जाएँ?	परिवार पेंशन के दस्तावेज सीधे पेंशन इकाई, मुख्य लेखा अनुभाग, भा. प्रौ. सं. दिल्ली, हौज़ खास, नई दिल्ली – 110016 में प्रस्तुत किए जाने चाहिए।
5.	परिवार पेंशन के लिए कौन-कौन से दस्तावेज आवश्यक हैं?	परिवार पेंशन प्रक्रिया हेतु निम्नलिखित दस्तावेज आवश्यक हैं: 1. लाभार्थी द्वारा संयुक्त कुलसचिव (लेखा) को परिवार पेंशन के लिए आवेदन पत्र – 2 प्रति: - पेंशनभोगी का पूरा नाम - पेंशनभोगी की मृत्यु की तिथि - पें.अ.आ. संख्या, खाता संख्या एवं कर्मचारी कोड - परिवार पेंशनभोगी का पूरा नाम 2. मृत्यु प्रमाणपत्र – 2 प्रति 3. दावेकर्ता का फोटो और हस्ताक्षर, भा. प्रौ. सं. दिल्ली के समूह 'ए' अधिकारी / प्रोफेसर / पंजीकृत चिकित्सक द्वारा सत्यापित – 2 प्रति 4. आधार कार्ड की स्व-सत्यापित प्रति – 2 प्रति 5. पैन कार्ड की स्व-सत्यापित प्रति – 2 प्रति 6. बैंक पासबुक के प्रथम पृष्ठ की स्व-सत्यापित प्रति – 2 प्रति 7. पेंशन अदायगी आदेश (पें.अ.आ.) की प्रति, यदि उपलब्ध हो 8. SBI द्वारा प्रदत्त निर्धारित प्रारूप , SBI अधिकारी द्वारा सत्यापित (अनुरूप – अनुबंध-I) उपरोक्त दस्तावेजों को पेंशन इकाई, मुख्य लेखा अनुभाग, भा. प्रौ. सं. दिल्ली में प्रस्तुत करने पर इसे रिकॉर्ड में लिया जाएगा, ताकि आगे आवश्यक कार्यवाई की जा सके।
6.	दस्तावेजों का सत्यापन कौन कर सकता है?	भा. प्रौ. सं. दिल्ली के संकाय सदस्य या समूह 'ए' अधिकारी, अपने नाम, पदनाम और आधिकारिक मुहर के साथ दस्तावेजों का सत्यापन कर सकते हैं।
7.	बढ़ी हुई पेंशन/बढ़ी हुई पारिवारिक पेंशन, बकाया, कटौती या अन्य खाते से संबंधित मुद्दों के संबंध में किससे संपर्क किया जाए?	ऐसे मामलों का निस्तारण पेंशन वितरण प्राधिकरण अर्थात् भारतीय स्टेट बैंक, भा. प्रौ. सं. हौज़खास शाखा द्वारा किया जाता है। पेंशनर/परिवार पेंशनर शिकायत निवारण हेतु सीधे शाखा अथवा सीपीपीसी से संपर्क कर सकते हैं। ईमेल : sbi.01077@sbi.co.in
8.	किसी प्रश्न के लिए किससे संपर्क करें?	पेंशन इकाई, मुख्य लेखा अनुभाग, भारतीय प्रौद्योगिकी संस्थान दिल्ली, हौज़ खास, नई दिल्ली – 110016 फोन: [011-2659-1786] – ईमेल: draccounts@admin.iitd.ac.in

ANNEXURE-I

CHECK - LIST

FOR FAST CREDIT OF DECEASED FAMILY PENSION

PLEASE SEND FOLLOWING PAPERS WITHOUT FAIL:

1. **FORWARDING LETTER ON BRANCH LETTER HEAD** (FORMAT ENCLOSED)
2. **APPLICATION FROM THE CLAIMANT FOR GRANT OF FAMILY PENSION**
(ANNEXURE XXIV ENCLOSED)
3. **LIFE CERTIFICATE ON PRESCRIBED FORMAT**
(DULY ATTESTED BY BRANCH OFFICIAL WITH HIS NAME AND SS NO.)
4. **DEATH CERTIFICATE**
(DULY ATTESTED BY BRANCH OFFICIAL WITH HIS NAME AND SS NO.)
5. **LETTER OF UNDERTAKING FOR REFUND OF OVERPAYMENT**
6. **ZEROX OF PPO**
(DULY ATTESTED BY BRANCH OFFICIAL WITH HIS NAME AND SS NO.)
7. **TELEPHONE / MOBILE NO. OF PENSIONER**
8. **I P ADDRESS & MOBILE NO. OF DEALING OFFICER AND/ OR DEALING CLERK OF YOUR BRANCH**

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**FAX NO. 022-
27580963**

(Submitted on branch letter head)

The Chief Manager,
State Bank of India,
Centralized Pension Processing Centre,
CBD, Belapur, Navi Mumbai

Ref. No.:

Date :

Dear sir,

PENSION PAYMENT BY CPPC, MUMBAI –DECEASED FAMILY PENSION

We are forwarding herewith the original PPO / Corrigendum PPO / Xerox Copy of PPO along with the under mentioned documents in respect of following pensioner. Please do the needful.

1	NAME OF THE PENSIONER	
2	PENSION ACCOUNT NUMBER	
3	TYPE OF PENSION	DECEASED FAMILY
4	NAME OF THE PENSIONER (Deceased Pensioner)	
5	PENSION ACCOUNT NUMBER (Deceased Pensioner)	
6	CATEGORY OF PENSION (Tick relevant category)	DEFENCE / CIVIL / RAILWAY / TELECOM ETC
7	APPLICATION FROM FAMILY PENSIONER ENCLOSED	YES / NO
8	LIFE CERTIFICATE ENCLOSED	YES / NO
9	LETTER OF UNDERTAKING ENCLOSED	YES / NO
10	DEATH CERTIFICATE ENCLOSED	YES / NO
11	ORIGINAL PPO / XEROX COPY OF PPO ENCLOSED	YES / NO
12	AMOUNT PAID OR RECOVERED AT THE BRANCH	YES / NO
	ANY RECOVERY TO BE MADE BY THE CPPC	YES / NO
13	IF YES, GIVE DETAILS	
14	PENSION TO START FROM [GIVE DATE]	
15	REMARKS	

We certify That KYC norms have been observed in respect of above pension account

Yours faithfully

Branch Manager
Encls. : above

**APPLICATION FOR GRANT OF FAMILY PENSION ON THE DEATH
OF PENSIONER**

1. NAME OF THE APPLICANT :

ACCOUNT NO. OF FAMILY PENSIONER :

(I) WIDOW/ WIDOWER

(II) GUARDIAN
(If the deceased is survived by
minor child or minor children)

**2. NAME & AGE OF SURVIVING WIDOW/ WIDOWER
AND CHILDREN OF THE DECEASED GOVT.
SERVANT/PENSIONER**

S.NO.	NAME	Relationship with deceased Pensioner	Date of birth (DD/MM/YYYY)

3. NAME OF THE DECEASED PENSIONER :

4. A/C NO. OF THE DECEASED PENSIONER :

5. DATE OF BIRTH OF PENSIONER :

6. DATE OF RETIREMENT OF PENSIONER :

7. PPO NO. :

8. CATEGORY :
{CIVIL / DEFENCE / RAILWAY / TELECOM ETC}

**9. DATE OF DEATH OF THE GOVT. SERVANT/
PENSIONER :**

10. OFFICE/DEPARTMENT/MINISTRY IN :

**WHICH THE DECEASED GOVERNMENT
SERVANT/PENSIONER SERVED LAST**

**11. IF THE APPLICANT IS A GUARDIAN, DATE :
OF BIRTH OF MINOR AND RELATIONSHIP
WITH DECEASED GOVERNMENT SERVANT/
PENSIONER**

**12. IF THE APPLICANT IS WIDOW/WIDOWER :
THE AMOUNT OF SERVICE PENSION
WHICH SHE/HE MAY BE IN RECEIPT ON THE
DATE OF DEATH OF THE HUSBAND/WIFE**

13. FULL ADDRESS OF THE APPLICANT :

TELEPHONE NO. / MOBILE NO. :

**14. PLACE OF PAYMENT OF PENSION AND :
GRATUITY (PUBLIC SECTOR BANK
BRANCH / PAY ACCOUNTS OFFICE)**

**15. SIGNATURE OR LEFT-HAND THUMB :
IMPRESSION OF APPLICANT:**

16. ATTESTATION BY BRANCH OFFICIAL :

NAME :
DESIGNATION :
BRANCH :
SS NO. :

17. WITNESSES :

(i)

(ii)

(LIFE CERTIFICATE FORMAT)

SB A/C No. :
Name Of The Branch :
Category Of Pension : DEFENCE / CC / RAILWAY / TELECOM / OTHERS

LIFE CERTIFICATE

Certified that I have seen the Pensioner _____
_____ holder of P.P.O. No. _____ and
S.B.Account No. _____ of State Bank of India,
_____ Branch and that he/she is alive as on this date.

	Signature	:
	Date	:
	Name	:
Signature of Pensioner	Designation	:
	SS No.	:

NON-EMPLOYMENT CERTIFICATE

I declare that I have accepted/not accepted any employment.

I declare that I have been employed/re-employed in the office of the _____
with effect from _____.

Place :	Signature of Pensioner
Date :	

NON-REMARriage CERTIFICATE

I declare that I have not remarried after the death of my husband/wife, who was a pensioner of your Bank. I shall inform the Bank as soon as I remarry.

Place :	
Date :	Signature of Pensioner

Letter of undertaking to be obtained from pensioners whose pension is paid by Bank under the scheme for payment of Pensions by Public Sector Banks

The Branch Manager,

STATE BANK OF INDIA

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In consideration of the State Bank of India having agreed at my request to credit to my Saving Bank / Current account in my single name the amount of pension, payable to me from time to time by the Government of India, as it falls due, under the scheme of payment of civil pensions of Central Government Pensioners by Public Sector Banks, I the undersigned,

Shri,

S/o.

Shri _____ Aged _____

Of _____

(Address) _____ agree

and undertake to make good to the Bank any amount to which I am not entitled or any excess Amount which may be credited to my account over that to which I am or would be entitled and agree that the amount of money when demanded by Bank from me as due and payable to the bank in respect there of shall be inclusive as to the amount and shall be binding on me. I also hereby so as to bind myself and my heirs, executors and administrators agree, undertake to indemnify the Bank in so crediting my pension to my account under the scheme and to forthwith pay the sum to the Bank and also irrevocably authorise the Bank to recover the amount in respect there of by debit to my said account or any other deposit belonging to me in the hands of the Bank.

2. I further agree and consent that the bank furnish to the president of India or any authority specified or nominated in this behalf by President of India such information relating to pensions in question which have been paid by the Bank as may be called for by such authority from time to time having regard to the provisions of any law which may for the time being in force or the practice among bankers in regards to the secrecy of the information relating to their customer's account.

Date: _____

(Signature of the Pensioner)

Witness:-

1) Signature :-

Name :-

Address :-

2) Signature :-

Name :-

Address :-

