



INTER-OFFICE MEMORANDUM

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| From, The General Manager, Head Office, Terminal Benefits Division. HR Dept. | To, The Zonal Manager All Zones H.R. Department |
| Ref. No. HO:TBD:SSM: 898 | Date : 15.10.2020 |

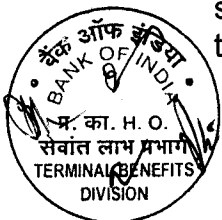
OBTEENTION OF LIFE CERTIFICATE FROM- OUR EX-EMPLOYEES DRAWING PENSION

You are aware that obtention of Life Certificate from Pensioners / Family Pensioners every year by the Pension Paying Branches is mandatory requirement as per Bank's Pension Regulations. Accordingly, all the pensioners including family pensioners drawing pension are required to submit their Life certificate in the month of November every year to the pension paying branch. In addition to life certificate, family pensioners are also required to submit Non-Marriage/Remarriage Certificate, Non-Employment Certificate in the month of November every year (In case of spouse – Non Remarriage certificate and in case of Child – Non Marriage and Non Employment certificate). The necessary guidelines including procedure to be followed by the branches have been already issued by us from time to time. We enclose formats of Life Certificate, Non-marriage/Remarriage Certificate, Non-Employment Certificate.

2. As per the extant guidelines, all the pensioners / family pensioners are required to submit their life certificate to the pension paying branch. However, in view of ongoing Covid-19 pandemic and the vulnerability of our elderly Ex-Staff Pensioners / Family Pensioners to Corona Virus, it has been decided as one-time measure, to permit them for submission of "SCANNED COPY OF LIFE CERTIFICATE" / Non-marriage/remarriage / Non-Employment Certificate to their Pension Paying Branch from **1st November, 2020 to 31st December, 2020.** Pensioners may submit their life certificate and other applicable certificates for family pensioners as mentioned above either in physical format or through email to pension paying branch. Email Ids of pension paying branch is printed on Saving Bank Pass Book of pension Account. Alternatively pensioner may search the same on our Bank Web Site, under the head 'Locate Us' by giving branch name, state and city of the branch.

3. While ensuring the above arrangements, the Pension Paying Branch will follow the process and guidelines as enumerated below:-

- (i) Ex-Staff Pensioner will duly sign the format of Life Certificate and send scanned copy of the same to the official email id of Pension Paying Branch as per the timeline given above.
- (ii) Family Pensioner will also duly sign the format of Life Certificate along with Non-Marriage/remarriage / Non-Employment Certificate as applicable and send scanned copy of the same to the official email id of Pension Paying Branch as per the timeline given above.



(iii) The Pension Paying Branch will download the Life Certificate and will duly verify the signature of the pensioner / family pensioner on the form with signatures in Finacle as per the pension account.

4. These measures are aimed to help reducing unavoidable rush at Branches and also meet the requirement of social distancing while obtaining Life Certificates from our Ex-Staff Pensioners / Family Pensioners.

5. As per our regular practice, the facility of entering details of life certificate in HRMS will be assigned to the Branch Manager and Designated A & S in all branches. They can access the relevant page in HRMS. Branches have to enter the details in HRMS as per the copy of Life Certificate downloaded from Email or as per the physical copy of Life Certificate on same day of the receipt of life certificate positively. **They have to add one new row and put a tick mark in the life certificate box and save the same. The branches will keep the life certificate on their records after entering the details of life certificate in HRMS. Under no circumstances Life Certificates are to be forwarded to Head Office.** The navigation in HRMS is as under :-

Bank's Pension > Income Tax > Pension Live Certificate Page

6. Please note that the above exercise should be completed by 31.12.2020 without any exception by all the branches. Please also importantly note that if any pensioner/family pensioner fails to submit life certificate before the stipulated date, his / her payment of pension will be discontinued from the month of January 2021. The rights given in HRMS to branches will be withdrawn, once the pension is discontinued. The life certificates received thereafter should be forwarded by the branches after confirming signature on life certificate to their respective Zonal Offices for entering in the HRMS. The Zones are advised to inform us the names of such pensioners who submit their Life Certificates late, after entering the same in HRMS. The pension once discontinued will be restored with arrears only after confirmation from Zonal Office regarding entering of life certificate details in HRMS.

7. The branches having Ex-Gratia Staff Pensioners Account are paying pension by debiting their P & L Miscellaneous Charges. Such branches are also required to obtain life certificate in the month of November every year and discontinue the pension from the month of January 2021 of such pensioners whose life certificate is not received on or before 31.12.2020.

8. You are advised to bring the contents of this circular to the notice of all the branches under your jurisdiction by way of circulating a copy of the same by e-mail and issue instruction to the branches to put up copy of the notice (attached) on the branch notice board to avoid complaints. You are also advised to provide the names of officials with their contact numbers who are supposed to monitor the entire exercise.

Please ensure strict compliance.



A K Pathak
(A K Pathak)
General Manager (HR)