



Pensioners' Charter

- A pensioner is required to open a Savings Bank account with any Branch of the Bank to draw his/her pension and all other pension related benefits admissible to him/her
- Pension account may be opened jointly only with the spouse (**whose name is in the PPO for being entitled to enjoy family pension**) of the pensioner to be operated under "Either or Survivor / Former or Survivor" clause
- A pension account cannot be operated by a holder of Power of Attorney except in case of account of former President of India or of the spouse of the deceased president
- On receipt of PPO, the Paying Branch will immediately address the pensioner through a letter advising the pensioner to appear at the branch along with a copy of intimation letter issued by the Pension Sanctioning Authority for completing some formalities for commencement of pension
- Before commencement of a pension, a customer is required to submit the following documents with the Branch:
 - Life Certificate
 - Letter of undertaking
 - Non-reemployment certificate
 - Life-time arrears nomination (optional)
 - Non-marriage/remarriage certificate
- Before commencement of pension, a pensioner is entitled to receive the pensioner's copy of PPO from the Pension Paying branch
- All Central Government Pensioners are entitled to draw their pension during the last four working days of the current month
- No monthly pension will be paid to the pensioners in March every year which will be paid on the 1st working day of April
- Pensioner is entitled to get the detailed break-up of pension through "**Pension Slip**" from the Pension Disbursing Branch whenever there is a change in pension
- A pensioner is entitled to get "Due & Drawn" Statement in case of arrear payment made to the Pensioner
- Pensioner's copy of PPO is to be updated, as and when desired by the pensioner
- The pension account may be transferred from one branch to another branch of the bank

- Family Pension, **if mentioned in the PPO with joint photograph and 'Descriptive Roll'**, will be paid by the Pension Disbursing branches after observing the prescribed formalities without further authorization by the Pension Sanctioning Authority
- Restoration of the commuted value of pension will be made by the Pension Paying branches after 15 years from the date of Payment of commuted value of Pension
- If a physically handicapped pensioner is unable to present himself / herself at the branch, a designated bank official can visit the pensioner's residence/ hospital of the purpose of identification and obtaining specimen signature/life certificate etc. For this purpose, the pensioner will be required to submit to the paying branch a certificate from a registered medical practitioner, about his / her being physically handicapped
- The paying branch will issue to the pensioner in April each year a certificate of tax deducted from the amount of pension even in cases, where no income taxes deducted at source, if the pensioner applies for such a certificate in writing
- The pensioner would be required to furnish a Life Certificate and non-employment certificate in the month of November each year **at any branch of the Bank**
- Re-marriage certificate is required to be submitted by the widow pensioner only once at the time of commencement of family pension but the widower is to submit such certificate twice in a year i.e. May and November of every year
- The pension including element of dearness relief for November and onward may not be credited by the Bank in case the pensioner fails to submit requisite certificate except non-employment and re-employment certificate on due date. In absence of non-employment / re-employment certificate, only the elements of dearness relief for November and onward may not be credited by the Bank but basic pension will continue to be credited
- Pension will be credited for the day of pensioner's death irrespective of the time of death. In case, life-time arrears nomination submitted by the deceased pensioner during his/her life-time exists, arrear pension will be paid to the nominee of the pensioner. In absence of any nomination the paying branch will seek instruction of the Special Seal authority/ Pension Sanctioning Authority about payment of arrear pension to the legal heirs of the deceased pensioner
- If the pensioner's portion of PPO is lost or torn and the pensioner seeks renewal of the PPO, the paying branch will forward the request of the pensioner along with the pensioner's half of the PPO to the Pension Sanctioning Authority through the link/ Nodal branch for renewal of PPO
- Commuted portion of pension is not to be deducted from the amount of family pension
- On completion of 80 years of age , the pensioners are entitled to get additional pension at the following rates:
 - 80 years to less than 85 years : 20% on Basic Pension
 - 85 years to less than 90 years : 30% on Basic Pension
 - 90 years to less than 95 years : 40% on Basic Pension
 - 95 years to less than 100 years : 50% on Basic Pension
 - 100 years and above : 100% on Basic Pension

- If Date of Birth is not noted in the PPO, the pensioner has to submit any of the following seven documents (duly attested by MLA/Gazetted Officer) for being entitled to get additional pension on completion of 80 years of age:
 - Matriculation certificate
 - Pan Card
 - Passport
 - CGHS card
 - Driving license
 - Voter's ID card
 - Aadhar Card (in case of Defence Pensioner)

- **If Life Time Arrear nomination had not been submitted by the pensioner during his/her lifetime:**
 - ✓ Legal heir(s) of Central Govt. Pensioner (except Defence) may get the Life Time Arrears on submission of the following documents:
 - I. Pensioner's death certificate
 - II. Heirship certificate
 - III. Pensioner's portion of PPO

 - ✓ The family pensioner of deceased Defence Pensioner is entitled to get Life Time Arrear on submission of application only.

- In case of Political i.e. Swatantrata Sainik Samman (SSS) Pension, after the expiry of Freedom Fighter, his/her spouse is entitled to obtain family pension at the same rate as received by the Freedom Fighter

- After the expiry of Pensioner and his/her spouse, three unmarried and unemployed daughters can enjoy Political (Swatantrata Sainik Samman) Family Pension at a time to the maximum @ Rs.1,500/- p.m. plus dearness relief admissible from time to time

- In case of any complaints pertaining to you Pension account the same can be put as per the Grievance Policy of the Bank defined at the following link <https://www.axisbank.com/contact-us/grievance-redressal/retail-banking-grievance-redressal>