

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" mode of operation.
- 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 completion of formalities commencement of pension.
- Before commencement of pension, a customer is required to submit the following documents with 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. The same 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 for 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 form 16/TDS certificate to the pensioner before 31st May, every year for the previous financial year 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. In case if pensioner is of 80 years and above, he/she can submit the yearly certificate from the month of October onwards.
- 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 nonemployment 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 lifetime 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.
- In cases in which pensioner's portion of the PPO is lost, worn or torn and it is sought to be renewed, the Pensioner has to submit the request to paying branch. Post receipt of such intimation CPPC raise the request with respective treasury for issuance of duplicate copy. Treasury will verify the particulars of the pensioner from the details available in its data base and issue the duplicate PPO to the concerned CPPC for onward handover the documents to pensioner.
- 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 must 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 Lifetime 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 Lifetime Arrears on submission of the following documents:

 - Pensioner's death certificate
 - Heirship certificate
 - Pensioner's portion of PPO

The family pensioner of deceased Defence Pensioner is entitled to get Lifetime 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 Pension account the same can be put as per the Grievance Policy of the Bank defined at the following link:

https://application.axisbank.co.in/webforms/axis-support/index.aspx?_ga=2.243524547.756972901.1716809270-1245842116.1704087959

- Pension paying banks should compensate the pensioner for delay in crediting pension/ arrears thereof at a fixed interest rate of 8 per cent per annum for the delay after the due date of payment and the compensation shall be credited to the pensioner's account automatically without any claim from the pensioner on the same day when the bank affords credit for revised pension/ pension arrears, in respect of all delayed pension payments made since October 1, 2008

Sample of Month Wise TDS Calculation for Pension (Old Regime)	
Name of Pensioner	XXXXXXXXXX
PPO No.	XXXXXXXXXX
Birth Date	DD/MM/YYYY
Pan No.	XXXXX0000X
Income	
Income up to January	11,00,000.00
Income of February	1,00,000.00
Adjustment amount	
-	
Total Income (A)	12,00,000.00
Standard Deduction (B)	50,000.00
Investment (C)	
-	
Gross Income (A-B-C) -D	11,50,000.00
Basic Exemption Limit (60 to 80 years) (E)	3,00,000.00
Net taxable income (D-E)	8,50,000.00
3 Lacs to 5 Lacs (5%)	10,000.00
5 Lacs to 10 Lacs (20%)	1,00,000.00
Above 10 lacs (30%)	45,000.00
Gross TDS	1,55,000.00
Education Cess (4%)	6,200.00
Net TDS (Yearly TDS)	1,61,200.00
TDS already deducted up to January	1,03,400.00
TDS for the month of February	57,800.00

Note:

- Reduced Basic Pay= Basic Pay – Commuted Value
- DA relief Amount = (Basic Pay + Disability Pension + Additional Pension) * DA%