

सत्यमेव जयते

Department of Telecommunications
Ministry of Communications
Government of India



सम्पन्न जीवन, निश्चिन्त जीवन

System for Accounting and Management of Pension (SAMPANN)

COMPREHENSIVE PENSION MANAGEMENT SYSTEM

Handbook for Retiree

Version: 1.1

Tuesday, July 9, 2019

Document Version

Sl. No.	Version	Release Date	Remarks
1	1.0	2-6-2019	First version of Handbook for retirees
2	1.1	18-6-19	Some modification made in handbook

Executive Summary

SAMPANN is an initiative undertaken by the Controller General of Communication Accounts (CGCA), Department of Telecommunications. SAMPANN or “System for Accounting and Management of Pension” is the brand name for Comprehensive Pension Management System(CPMS) vide which direct disbursement of pension to Telecom pensioners is being carried out by Department of Telecom via CCA (Controller of Communication Accounts) offices. It is a seamless pension processing system through integrated software, which would bring the processing, sanctioning, authorisation and payment units under a common platform.

SAMPANN has been rolled out PAN India after inauguration on 29.12.18 by Hon’ble Prime Minister. Rolled out in four phases, SAMPANN has been rolled out PAN India by 24.5.19.

Benefits for pensioners

- I. Direct disbursement of pension on timely basis without intermediaries
- II. Single window system for complete pension process
- III. Online grievance management for the pensioners reducing paper work
- IV. Tracking of pension status from home encourages transparency and accountability
- V. Faster processing of arrears and revision of pension

This document aims to explain the features available on SAMPANN Portal on the pensioners Dashboard with help of screenshots. Retiree’s Dashboard is created with the intention to increase transparency and accountability in the system. Also, it aims to reduce the dependency on physical documents by taking documentation to the online platform.

Table of Contents

Document Version	1
Table of Contents.....	3
Definitions and Acronyms.....	4
1.1 SAMPANN	5
1.2 Logging into CPMS	5
1.3 Retiree Dashboard	6
1.4 Fill & Submit Forms.....	7
1.4.1 Pensioners Details	7
1.5 Updation of Mobile, Email and address	13
1.5.1 Mobile Number Update	14
1.5.2 Email ID Update	15
1.5.3 Address Update	16
1.6 Lodge Grievance.....	17
1.7 View documents and Ledger	18
1.8. Process of DLC Generation	19
1.9 Document Submission in case of death after retirement	23

Definitions and Acronyms

Abbreviation / Term	Description
AAO	Assistant Account officer
ACCA	Assistant Controller of Communication Accounts
AO	Accounts Officer
CCA	Controller of Communication Accounts
CGCA	Controller General of Communication Accounts
DH	Dealing Hand
DSC	Digital Signature Certificate
HoO	Head of Office
LPD	Last Pay Drawn
M / BDR	Month / Before Date of Retirement
PAO	Pay & Accounts Office
PDA	Pension Disbursement Authority
PFMS	Public Financial Management System

1.1 SAMPANN

SAMPANN or “System for Accounting and Management of Pension” - the brand name for Comprehensive Pension Management System(CPMS). CPMS is a web portal for Pension Processing, Direct Disbursement, Accounting and Auditing of Pension and Pensionary Benefits to Pensioners of Department of Telecommunication. It has been designed with the following objectives:

- Direct Credit of pensionary benefits and pension to Pensioners’ Bank Account.
- Bringing greater transparency in processing of pensions.
- Reducing delays in disbursement of pension and arrears of pension.
- Digitization of forms and streamlining in HoO and CCA offices to reduce time and effort.
- Optimum utilization of resources in processing and disbursement of pension.
- Providing timely updates and alerts to the Pensioners.
- Creating a platform for direct interaction with pensioners for serving them better.
- Improving the quality of service through consistent and standardized work programs.
- Creating a faster and more responsive online grievance registration and redressal system.
- Providing real time MIS to CCA and senior officers of DoT and Controller General of Communication Accounts (CGCA).

1.2 Logging into CPMS

Pensioner have to take following steps in order to login in to CPMS application.

1. Enter URL www.dotpension.gov.in in web browser to go to login screen(Fig 1.1)
2. Enter User Name. Username has been sent to pensioners via SMS along with Password. For further help, one may call the national Helpline 1800-113-5800 or mail his grievances/query to sampann.cpms-dot@nic.in.
3. Enter Password.
4. Enter Captcha.
5. Click on Login button.

It may be noted that there will be no change for the Telecom Pensioners drawing pension from Banks/Post offices and they will continue in the current system till order for migration is issued. The existing pensioners will be migrated to the new system followed by announcements and proper intimations. Such Pensioners will not be able to access the dashboard till migration.



Fig 1.1

1.3 Retiree Dashboard

- Retiring officer/official can see the progress of his/her application at the top of the dashboard till pension Authorisation. (Fig 1.2)
- Milestones completed will be shown in GREEN colour dots and the pending ones with RED colour dots.
- Retiree can see the pensionary benefits and lodge their grievance, if any, using the dashboard.
- Retiree can see his/her pension details by clicking on pension ledger.

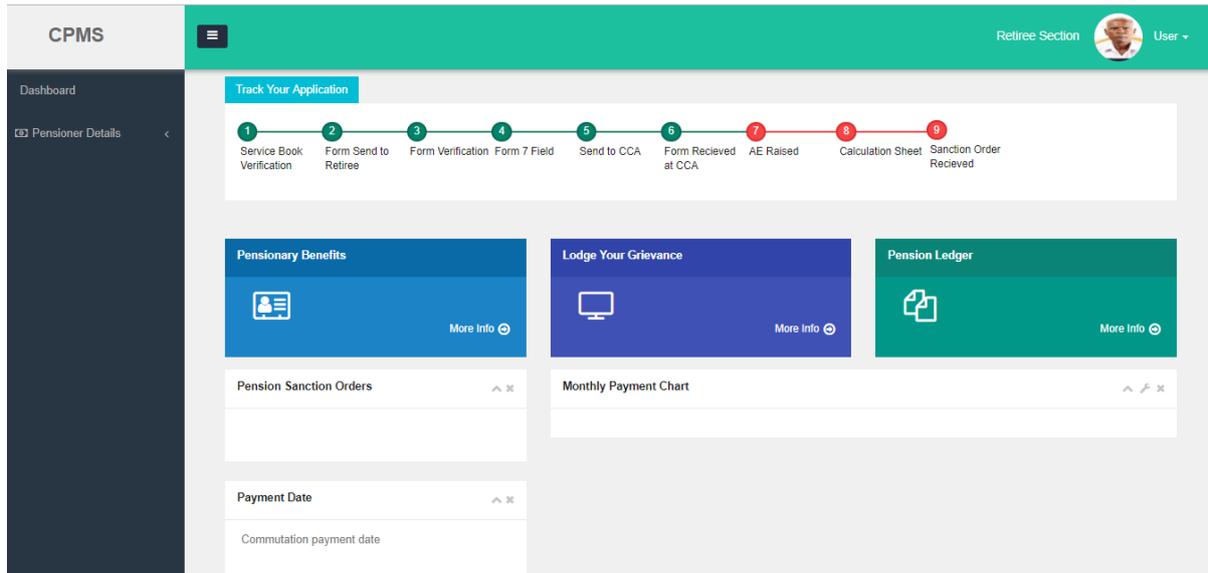


Fig 1.2

1.4 Fill & Submit Forms

Retiree can fill the forms by following the following steps. It may be noted that currently the forms are being filled by CCA offices on behalf of the pensioner based on physical documents submitted by him/her. Once BSNL offices are brought on board and they start using online system and retiree can fill/submit their forms online.

1.4.1 Pensioners Details

- **Click on Pensioners Details >> Profile.**
- Few details will be pre-populated in the profile of the retiree and rest of the details will be filled by the retiree (In case there is any discrepancy in the pre-populated details of the retiree, he/she may write to CCA and get the same rectified).

Personal Details Tab:

- Click on Personal Details Tab and fill the same. After filling the same click on Save button and move on to next tab 'Commutation and FMA'. Fig 1.3

CPMS
Retiree Section
User

Dashboard
CPMS Pensioner Details

Pensioner Details

Personal Details
Commutation & FMA
Family Details
Nomination Form1
Nomination FormA
Bank Details
Check List
Preview/Print Forms

Personal Details

Name :	Gender :	Male
PAN :	Type of Retirement :	Superannuation
DDO Code :	PAO Code :	077142
CCA Name :	SSA Name :	
Ministry :*	Department:	Department of Telecommunications
Office:*	Division :	Select Division
Designation:	Emp. Code :	
Date of Birth :	Date of Appointment :	31/10/1989
Date of SuperAnnuation :	Date of Retirement :	31/12/2017

Father's/Husband's Name : _____ Mothers Name: _____

I consent the use of my Aadhaar number for the purpose of establishing the identity and generation of Annual Digital Life Certificate for Pension. The Aadhaar Number will be shared with O/o CCA, DOT(PDA). :

Email :	Alternate Email:	<input type="text" value="Alternate Email"/>
Mobile No. :	Height (in cm) :*	<input type="text" value="Height"/>
Blood Group :	Do you have family :	<input type="checkbox"/>
Aadhaar No. :		

Present Address

State :*	District :*	<input type="text" value="Select District"/>
City :*	Address :*	<input type="text" value="Address"/>
Pincode :*	<input type="text" value="Pincode"/>	

Same As

Permanent Address

State :*	District :*	<input type="text" value="Select District"/>
City :*	Address :*	<input type="text" value="Address"/>
Pincode :*	<input type="text" value="Pincode"/>	

Personal Identification Marks :*

1. <input type="text" value="A Black mole on right side chest"/>	2. <input type="text" value="A Scar on right side of the forehead"/>
--	--

Indicate whether the family pension is admisable from any other source:

Upload scanned image of photograph No Image Available

Note: Size should not exceed 70 KB!! Only „JPEG„JPG file is allowed :

User to Enter details

Fig 1.3

Commutation and FMA Tab:

In this tab user will fill the FMA and Commutation details. The commutation percentage can be maximum 40%. Fig 1.4

In case FMA is applicable, retiree needs to select his/her area of residence as CGHS or non-CGHS. Other requirements may also be filled in.

Fig 1.4

Family Details Tab:

- Retiree will fill information about his/her family members in this tab.
- Then the Retiree should fill the nominations, alternate nominees etc. and keep clicking save button to move on to the next tabs. Fig 1.5
- The Retiree should NOT fill his/her own details in this tab.

CPMS Retiree Section User

Dashboard Pensioner Details

Pensioner Details

Personal Details Commutation & FMA **Family Details** Nomination Form1 Nomination FormA Bank Details Check List Preview/Print Forms

Family Details

Title :* Select First Name :* FIRST NAME
 Middle Name: MIDDLE NAME Last Name: LAST NAME
 Date of Birth :* Date of Birth Relation With Govt. Servant :* Select
 Remarks (If any): Remarks Suffering From Disability :* Select
 Aadhaar No. : Aadhaar No. Identification Mark (If any): Identification Mark
 Address :* Address Marital Status :* Select
 State :* Select District :* Select

City :* City Pincode :* Pincode

Upload scanned image of photograph :
 *Note: Size should not exceed 70 KB!! Only .JPEG,.JPG file is allowed. Upload a file

No Image Available

Note: Married Sons & Daughters are also part of family.

Save

Pensioner Family Details

Name of the family member	Date of birth	Relation With Govt. Servant	Marital Status	Image	Edit/Delete
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Fig 1.5

Nomination Form 1: Fig 1.6

CPMS Retiree Section User

Dashboard Pensioner Details

Personal Details Commutation & FMA Family Details **Nomination Form1** Nomination FormA Bank Details Check List Preview/Print Forms

Common Nomination Form For GRATUITY & GPF(Form 1)

Nomination For :* Please Select

Nominee Details

S.No	Select Nominee	Percentage share to be paid	Contingencies on happening of which nomination shall become invalid
1	Please Select	%Percentage	Contingence Detail

Save

Nomination Details

S.No	Nominee Name	Nomination For	%age share to be paid	Alternate Nominee (If any)	Contingencies on happening of which nomination shall become invalid	Action
------	--------------	----------------	-----------------------	----------------------------	---	--------

Fig 1.6

Nomination Form A Fig 1.7

S.No.	Select Nominee	%age share to be paid	Contingencies on happening of which nomination shall become invalid
1	Please Select	100	In case of death

Fig 1.7

Bank Details Tab:

Retiree will fill the bank details in this tab. He/she should be careful while entering these details as this is important information for the pension disbursement. Fig 1.8

- After filling the bank details, bank undertaking will be printed (button provided on screen as **Print Bank Undertaking**). Pensioner will himself/herself sign the same and also get signed from bank authorities. Retiree will then upload the signed Bank Undertaking on CPMS (**upload a file**).

The screenshot shows a form interface with a dark blue header on the left. On the right, there are four buttons: 'Print Bank Undertaking', 'Upload a file', 'Save & Continue', and 'Submit'.

Fig 1.8

IMPORTANT: -Pensioner profile prompts the pensioner to enter bank details. The pension and pensionary benefits of the pensioner will be credited into this account. Therefore, due diligence should be exercised while filling in all important fields like Bank Account no., IFSC code etc. After required, correct information is filled, Bank Undertaking has to be printed and physically signed by Bank authorities and Pensioner, and then uploaded on CPMS.

Check List Tab:

The Retiree will fill the Check List as per the criteria and scenarios. SL. No. 2, 7, 9 cannot be NO. Retiree need to fill them carefully. Fig 1.9

The screenshot shows the CPMS Pensioner Details page. The 'Check List' tab is selected, displaying a table titled 'Check List Of Documents To Be Submitted Along With FORM-5'. The table has three columns: 'S.No.', 'Description of document to be enclosed', and 'Whether Enclosed'. Below the table, there is a note: '*Note: Pension Form will be generated automatically on filling the above information.' and a 'Save & Continue' button.

S.No.	Description of document to be enclosed	Whether Enclosed
1 (A)	Two specimen signatures (to be furnished in a separate sheet)	Select
1 (B)	Additional information (Only in case of an illiterate or disabled Government servant):- Two slips each bearing the left hand thumb and finger impressions duly attested may be furnished by a person who is not literate and cannot sign his name. If such a Government servant on account of physical disability is unable to give left hand thumb and finger impressions he may give thumb and finger impressions of the right hand. Where a Government servant has lost both the hands, he may give his toe impressions. Impressions should be duly attested by a Gazetted Government servant.	Select
2	Three copies of passport size joint photograph with wife or husband. Where it is not possible for a Government servant to submit a photograph with his wife or her husband, he or she may submit separate photographs. The photographs shall be attested by the Head of Office. Three copies of passport size photograph of disabled child/siblings/dependent parents, if applicable. (To be attested by the Head of Office)	Select
3	Details of the family in Form 3.	Select
4	Undertaking for refunding any excess payment made by the Pension Disbursement Account	Select
5	Nomination for gratuity, CGEGIS and GPF in Common Nomination Form	Select
6	Nomination for arrears of pension and commuted value of pension (if applied for commutation of pension) in Common Nomination Form	Select
7	Declaration for non-employment after retirement in case of Gr. 'A' pensioner	Select
8	Mandate Form along with cancelled cheque for E-Payment(details already filled in Bank details)	Select
9	Undertaking in Form 26, for those who served in Security-related or Intelligence Organisations referred to in rule 8 of the CCS (Pension) Rules, 1972	Select
10	Photocopy of PAN & Aadhaar Card attached.	Select

*Note: Pension Form will be generated automatically on filling the above information.

Fig 1.9

***Click on 'Final Submission 'tab whereupon the case will be finally saved.** Once finally submitted, the retiree will **not** be able to change the data. Hence the details should be thoroughly checked before submission. Fig 1.9

The Retiree shall take print out of the forms-form 5, form 3, Nomination forms and Form 1A-and after signing duly submit them with enclosures as mentioned in the checklist of form 5 to HoO. **Currently, the forms will continue to be submitted and filled in physical form as mentioned earlier.**

1.5 Updation of Mobile, Email and address

For updating mobile number, Email or Address of a pensioner after finalisation of retirement benefits, following process will be followed.

After login, click on the profile picture and select the option “Edit Profile” (Fig(1.10)).

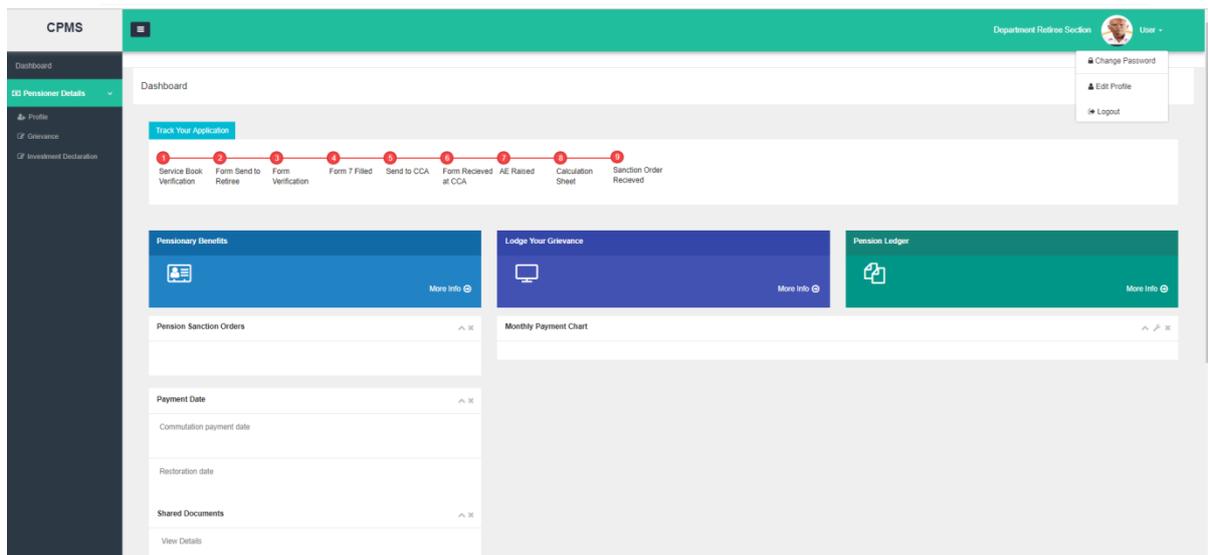


Fig (1.10)

A Pop-up window (Fig(1.11)) will be displayed with the option to choose the following details which the user wants to edit or change: -

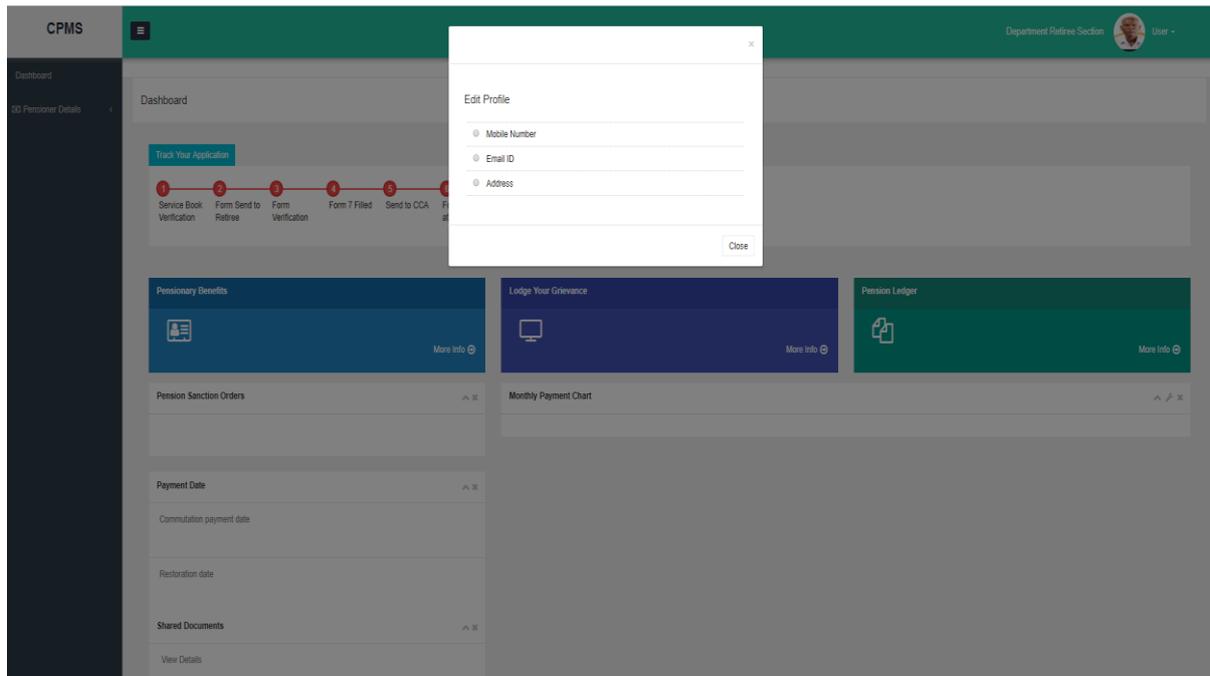


Fig (1.11)

The user has to select the option which he/she wants to change or modify.

1.5.1 Mobile Number Update

Upon selecting 'Mobile Number', the following screen will be displayed (Fig(1.12))

Fig(1.12)

Retiree can enter his/her mobile number and then select either his/her registered email ID or the entered mobile number to receive an OTP to verify the number (Fig (1.12)). Upon

receiving the OTP, retiree should enter the OTP (Fig (1.13)) and save which will then update the mobile number.

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Fig (1.13)

1.5.2 Email ID Update

Upon selecting 'Email ID', the following screen will be displayed (Fig(1.14))

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Fig (1.14)

Retiree can enter his/her new email ID and the click on generate OTP which will then send an OTP to the registered mobile number (Fig (1.14)). Retiree should then enter the OTP received and click on save (Fig (1.15)) which would then update the email ID.

The screenshot shows a web form titled "Edit Profile". It contains the following elements:

- A label "Enter new Email Id" followed by a text input field containing "abc@gmail.com".
- A message: "OTP sent to registered mobile number, new OTP is valid for 10 minutes."
- A label "Pensioner's registered Mobile Number:" followed by the value "8077315180".
- A label "Enter OTP:" followed by a text input field containing "Enter OTP".
- A blue link "Resend OTP" below the OTP input field.
- A red message: "Your OTP is valid for 10 minutes."
- A red message: "Please wait... Do not refresh the page."
- At the bottom right, there are two buttons: "Save" (blue) and "Close" (white).

Fig (1.15)

1.5.3 Address Update

To update address, pensioner would be taken to the pensioner grievance page where a grievance related to updation of address can be registered (Fig (1.16)).

The screenshot shows the "CPMS" interface for "Pensioner Grievance". The page includes a sidebar with "Dashboard" and "Pensioner Details". The main content area has the following elements:

- Header: "CPMS" on the left, "Retiree Section ADBPR2823A User" on the right.
- Section: "Pensioner Grievance".
- Text: "Have a Grievance? Send it to us."
- Form fields:
 - "Grievance Type" dropdown menu with "Updation of address" selected.
 - "Section" dropdown menu with "PDA Section" selected.
 - "Description" text input field.
 - "Upload" button labeled "Upload a file".
- Note: "*Note: Size of file upload should not exceed 5 MB!! Only .JPEG,.JPG,.PDF file is allowed!!".
- Buttons: "Submit" (blue) and "Clear" (white).
- Section: "Grievance History".
- Text: "Show 10 entries" and a search input field.
- Table:

Ticket No	Grievance Type	Department	Description	View File	Grievance Status	Created By	Created Date
2019051670059	Updation of address	PDA Section	ddfdidd	View File	Pending	RISHI KAPOOR	16/05/2019
- Text: "Showing 1 to 1 of 1 entries".
- Buttons: "Previous", "1" (selected), "Next".

Fig (1.16)

Once such a grievance has been registered, it will be assigned to the respective DH who will then update the address. Uploading of proof of address is mandatory in such case.

1.6 Lodge Grievance

- Retiree can login and raise his/her Grievance related to pension, if any. **Retiree Login→ Pensioners detail→Grievance.**
- Retiree can select the Grievance Type from the dropdown and add the description about it. (Fig 1.17)

The screenshot shows the 'Pensioner Grievance' form in the CPMS system. The sidebar on the left has 'Grievance' highlighted with a red arrow and the number 1. The main form area has a 'Grievance Type' dropdown menu with 'Select' as the current value, indicated by a red arrow and the number 2. Below it is a 'Description' text area. To the right of the description is a 'Section' field, indicated by a red arrow and the number 3. There is also an 'Upload' section with an 'Upload a file' button. At the bottom right of the form are 'Submit' and 'Clear' buttons. Below the form is a 'Grievance History' section with a search bar and a table with columns: Ticket No, Grievance Type, Department, Description, View File, Grievance Status, Created By, and Created Date.

Fig 1.17

- Retiree can also upload the attachment related to the Grievance, if any. (Fig 1.18)
- After filling all the details, Retiree will click on **Submit** button.(Fig 1.19)

CPMS Retiree Section User

Dashboard Pensioner Details Pensioner Grievance

Have a Grievance? Send it to us.

Grievance Type : Correction in Name /Address/DOB etc. Section : Pension Section

Description : [Text Area] Upload : Upload a file

Retiree will enter the description about the grievance. Click to upload file

Submit Clear

Grievance History

Show 10 entries Search

Ticket No	Grievance Type	Department	Description	View File	Grievance Status	Created By	Created Date
-----------	----------------	------------	-------------	-----------	------------------	------------	--------------

Fig 1.18

CPMS Department Retiree Section User

Dashboard Pensioner Details Pensioner Grievance

Have a Grievance? Send it to us.

Grievance Type : Correction in Name /Address/DOB etc. Department : Pension Section

Description : [Text Area] Description Required

Submit Clear

Grievance History

Ticket No	Query Type	Department	Description	Grievance Status	Created By	Created Date
201807121	Correction in Name /Address/DOB etc.	Pension Section	Please correct my corresponding address.	Pending	maya utsav	12/07/2018

Fig 1.19

Retiree shall be able track the status of his grievance from grievance history. (Fig 1.19)

1.7 View documents and Ledger

Retiree can access *ePPO* and *DCRG sanction* along with ledger at any point of time. Also, he can access any corrigendum/revision authority on his dashboard as well along with details of payment of commutation. (Fig 1.20). Also Pensioners can view the monthly pension paid along with arrear paid financial year wise. It may be noted that the first pension will reflect in the ledger in arrear column. Ledger can be downloaded as well for further use.

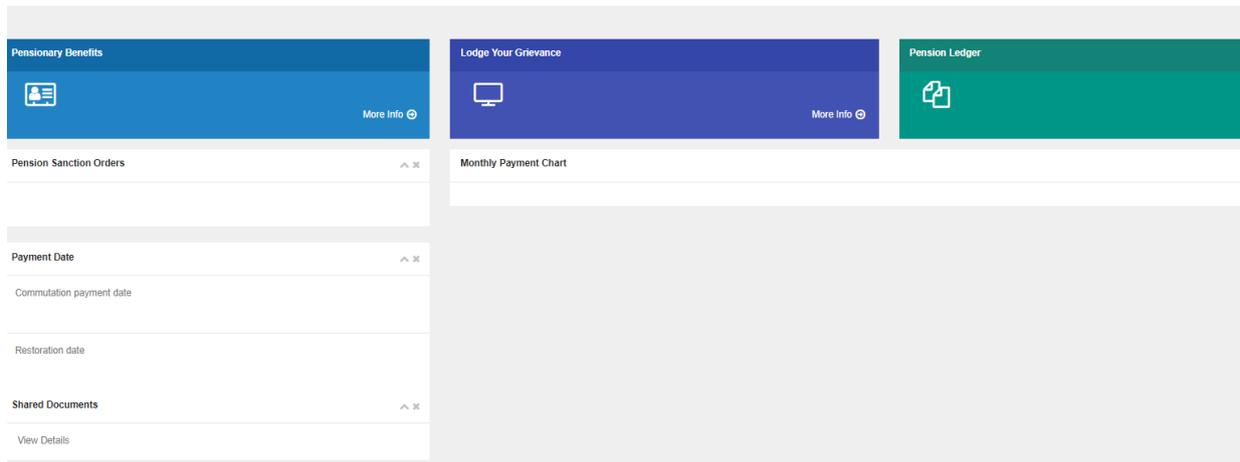


Fig 1.20

1.8. Process of DLC Generation

Digital Life Certificate or Life Certificate

Pensioner will be required to submit the physical life certificate or digital life certificate within one year of last submission. In case of fresh retiree, 1st LC/DLC shall be submitted within one year of date of retirement.

Life certificate

In case Pensioner opts for Physical Life Certification, then Life certificate in prescribed form shall be submitted by Pensioner in CCA office. **In case where physical life certificate is submitted by the pensioner signed by Authorities as mentioned in rule 343 of central treasury rules(CTR), the physical Presence shall be exempted and the same can be delivered through Post/Hand to Concerned CCA office.**

Digital Life Certificate(DLC)

For submission of DLC, following process may be followed. Digital life certificate can be generated at Banks/ Post Offices which have Jeevan Pramaan Facility. In addition, the Pensioners Service Centre at SSAs, Pensioners' Lounge at CCA Offices, banks and CSCs(Customer Service Centres) will facilitate online submission of Digital Life Certificate for the pensioner and the same can be delivered through Post/Hand.

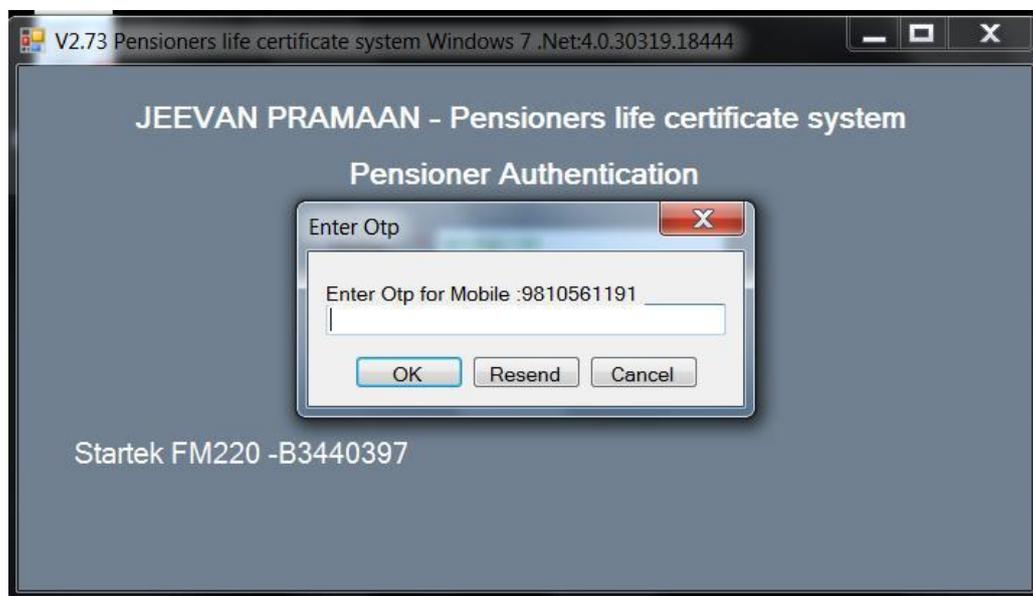
For submission of DLC, the pensioner requires to be physically present to generate Biometric verification, and provide the PPO/Mobile number/Aadhaar Number at the CCAs/ Pensioners Service Centre/ Banks /HPOs/ CSCs/ Aadhaar centers for completing the following procedures:

Step 1: The pensioner's Aadhaar Number and Mobile number is to be entered in the online application form after which the pensioner receives an OTP (Fig 1.21) which is to be fed in the system (Fig 1.22)



The screenshot shows a web browser window titled "JEEVAN PRAMAAN - Pensioners life certificate system". The main content area has a dark blue background with the text "JEEVAN PRAMAAN - Pensioners life certificate" and "Pensioner Authentication" in white. Below this, there are two input fields: "Mobile" and "Aadhaar", both with white text boxes. A "Generate OTP" button is positioned below the input fields.

Fig1.21



The screenshot shows the same "JEEVAN PRAMAAN - Pensioners life certificate system" window. A dialog box titled "Enter Otp" is overlaid on the main form. The dialog box contains the text "Enter Otp for Mobile :9810561191" and a text input field. Below the input field are three buttons: "OK", "Resend", and "Cancel". The main form's "Generate OTP" button is no longer visible. The text "Startek FM220 -B3440397" is visible at the bottom of the main form.

Fig 1.22

Step 2: If correct OTP is entered, following screen is displayed. On next screen (Fig.1.23), enter mandatory information like Pensioner Name, PPO Number, Type of pension, name of Sanctioning Authority, Disbursing Agency, email and Bank Account number etc.

Fig. 1.23

*In above screen, currently for pensioners who are drawing pension via CPPCs, sanction authority is **TELECOM** , Disbursing Agency is **Bank** and Agency is the **Bank name-SBI**.*

*However, in SAMPANN, where pension is directly disbursed by CCA office- sanction authority will be **TELECOM** , Disbursing Agency will be **Department of Telecommunication**, and Agency is the **CCA ABC.(Name of CCA which has issued the PPO)***

Step 3: Check small grey box as shown below (Fig.1.24). Then click 'Scan Finger' button & this will start the finger/Iris scanning process.

V2.6 JEEVAN PRAMAAN - Pensioners life certificate system

Name of Pensioner
 PPO Number
 Type of Pension
 Sanctioning Authority
 Disbursing Agency
 Agency
 Account Number(Pension)
 Email

Yes No
 Is Re Employed?

Yes No
 Is Re Married?

I have no objection in displaying details related to my pension account on the website

Scan Finger

Fig.1.24

Step 4 : Once the Finger Print/Iris Authentication is successful, the life certificate of the pensioner is displayed as shown below, (Fig1.25) and an SMS acknowledgement is sent to the pensioner's mobile number. This SMS has Jeevan Pramaan Certificate ID. The generated certificates or DLCs are stored in the Life Certificate Repository and is available anytime & anywhere for use by pensioner & **Pension Disbursing Agency**.(Bank/CCA as applicable)

Picture of Pensioner

Thank you for successfully registering for your digital life certificate. Your Pramaan id is 2788736268. You can view your life certificate on the portal jeevanpramaan.gov.in by giving this Pramaan id.

Name :Pankaj Kumar
Reg Date :2015-05-19

Close Print

Fig.1.25

Once the certificate is generated, the Jeevan Pramaan ID is sent in a SMS to the pensioner for further use (print). The Digital Life Certificate or the Jeevan Pramaan will be

electronically delivered to the **Pension Disbursing Agencies** and pensioner is not required to submit any physical copy in this case.

1.9 Document Submission in case of death after retirement

After the death of pensioner, if the claimant's name is mentioned in the PPO, then in such case, documents that will be required to be submitted, to **AO PDA** in Concerned CCA office, shall be

1. Death certificate of Pensioner(s)
2. Life certificate/DLC of the claimant
3. Revised Mandate form/cancelled cheque and undertaking.

After the death of pensioner, if **the claimant's name is not mentioned in the PPO**. In such case, revision shall be initiated after form 14 with enclosure is **duly forwarded by HOO along** with sanction of payment.

Documents that will be required to be submitted in this case shall be

1. Death certificate of Pensioner(s)
2. Life certificate/DLC of the claimant
3. Mandate form/cancelled cheque and undertaking
4. Duly filled form 14 with enclosures.

In case of permanently disabled children/siblings whose name is mentioned in PPO , form 14 shall be required to be submitted to the Pension/PDA directly and no fresh sanction shall be called for.

A declaration shall be obtained half-yearly from all recipients of family pension whose pension is terminable on their marriage or remarriage. *However, in case of widow recipient of family pension, such declaration will be obtained only on the 1st occasion with an undertaking to report promptly to the PDA in the event of her remarriage.* Son/Unmarried daughter (including widowed/divorced daughter) receiving family pension should furnish six monthly certificates in regard to his/her marital status.
