



Pensioner's Charter

Bandhan Bank is authorised by the Central Pension Accounting Office (CPAO), Government of India to disburse Central Civil Pensions.

- The Pensioner must open a Pension Savings Bank Account at any branch of the Bank to draw his/her pension and all other pension-related benefits admissible to him/her.
- The Pensioner can open a single account in his/her name or joint account with his/her spouse in whose favour an authorisation for family pension exists in the Pension Payment Order (PPO). The Pensioner may operate the account jointly with the spouse either by "former or survivor" or "either or survivor" basis. Upon the Pensioner's demise, the family Pensioner shall use the same joint account for the credit of the family pension.
- A pension account cannot be operated by a holder of a 'Power of Attorney', except in the case of the account belonging to the former 'President of India' or the spouse of a deceased President.
- Pensioner's account will receive monthly pension credit on any of the last four working days of the month except for the month of March which is payable only on or after 1st working day of April.
- Pensioner shall receive Dearness Relief (DR)/Dearness Allowance (DA) from time to time as notified by the Government of India.
- Income tax at the prescribed rate is deducted from the pension amount and the net amount is payable to the Pensioner's account as per the income tax guidelines, if applicable.
- Pensioner will be issued TDS Certificates (Form 16) that is deducted by the Bank, if applicable.
- Pensioners will get an SMS detailing the breakdown of their pension credited to the bank account.
- The pension payslip is sent to the registered email ID of Pensioners after the monthly pension payment. A printed copy of the pension pay slip can also be obtained from the branch.
- Pensioners can collect a 'Due and Drawn' statement from the branches for any pension arrears received.
- The pension accounts can be transferred at the request of the Pensioner from one bank to another bank as per the guidelines of the pension sanctioning authority.
- The pension accounts can be transferred at the request of the Pensioner from one branch of the Bank to another.

- The commuted value of the pension will be restored 15 years after the date of payment of the commutation.
- The commuted portion of pension is not to be deducted from the family pension.
- Pensioner can submit an undertaking for recovery of excess pension, consent letter in case of joint holder and nomination form for arrears of pension and commutation of pension, if requested by the Bank. These documents can be submitted at any Bandhan Bank [branch](#).
- Pensioner will be handed over Pensioner's portion of the PPO at the branch if the Pensioner opted to receive PPO through Bandhan Bank's branch. There are cases wherein the Pensioner's portion is handed over directly to the Pensioner from the pension sanctioning authority as well.
- In the event of the death of the Pensioner, Family Pension will be disbursed to widow/husband/ differently abled child/siblings or parents as indicated in the PPO and 'Descriptive Roll' after observing the prescribed formalities.
- The Pensioner's nominee will receive Payment of Life Time arrears in case of the death of the Pensioner as specified in the nomination form.
- In case if Life Time arrears nomination had not been submitted by the Pensioner during his/her lifetime. Legal heir(s) of Central Govt. Pensioner may get the Life Time Arrears on submission of the following documents:
 - Pensioner's death certificate
 - Legal heirship certificate
 - Pensioner's portion of PPO
- Pensioner on attaining the age of 80 years, an additional pension/family pension is payable to them. The additional pension payable is as follows:

Age of pensioner/family pensioner	Additional quantum of pension/family pension
From 80 years to less than 85 years	20% of basic pension
From 85 years to less than 90 years	30% of basic pension
From 90 years to less than 95 years	40% of basic pension
From 95 years to less than 100 years	50% of basic pension
100 years or more	100% of basic pension

- Pensioner can submit yearly certificates [Life certificate, employment/re-employment certificate, re-marriage certificate (for family pension)] through Bandhan Bank in the month of November.

- Pensioners aged 80 years and above shall submit their yearly certificates (Life certificate, employment/re-employment certificate, re-marriage Certificate (for family pension) w.e.f. October 1 every year instead of November which would be valid till November 30, of the subsequent year.
- In case a pensioner is seriously ill or incapacitated and is unable to physically visit a branch, a life certificate in the prescribed form in Annexure –XIII may be submitted by the pensioner, and in such cases, the pensioner is not required to visit the branch.
- If a Pensioner has lost his/her PPO copy or if it is damaged/torn, Pensioner may submit request in the branch to receive the fresh copy of PPO.
- Bank will compensate the Pensioner in case of any delay in crediting pension/arrears thereof at a fixed interest rate of 8% 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.
- Pensioners can raise a grievance for Pension here: <https://bandhanbank.com/grievance-redressal>
- Pensioners can escalate his/her queries at our customer care by calling **1800-258-8181** (toll free).

CPPC of Bandhan Bank:

Address Details: Vashi Asset Office, Unit No.501 & 1601, 5th & 16th floor, Vishwaroop I.T. PARK, Sector 30, Vashi, Navi Mumbai, Maharashtra – 400703

BSR Code: 69801X2

Details of Nodal Office for Pensions:

Sr. No.	Officer	Name	Contact No.
1	Nodal Officer	Hetal Pardiwala	9167550333
2	Deputy Nodal Officer	Trupti Penkar	9820279079
3	Deputy Nodal Officer	Rahul Taigade	9820640335

Sample calculation of monthly pension:

a) Pensioner has opted for commutation:

Name of Pensioner	XXXXXXXXXX
PPO No	XXXXXXXXXXXX
Birth Date	DD-MM-YYYY
Basic (A)	23,800.00
Commutated Value of Pension (B)	9,520.00
Reduced Basic (C= A-B)	14,280.00
DA @ Basic (D= A*53%)	12,614.00
Additional Age of Pension (E= A*%as per age)	0.00
DA on Additional Age of Pension (F=E*53%)	0.00
Total Pension (G=C+D+E+F)	26,894.00

b) Pensioner who has not opted for commutation:

Name of Pensioner	XXXXXXXXXX
PPO No	XXXXXXXXXXXX
Birth Date	DD-MM-YYYY
Basic (A)	23,800.00
Commutated Value of Pension (B)	0.00
Reduced Basic (C= A-B)	0.00
DA @ Basic (D= A*53%)	12,614.00
Additional Age of Pension (E= A*%as per age)	0.00
DA on Additional Age of Pension (F=E*53%)	0.00
Total Pension (G=A+D+E+F)	36,414.00

c) Pensioner who has attained 80 years and less than 85 years:

Name of Pensioner	XXXXXXXXXX
PPO No	XXXXXXXXXXXX
Birth Date	DD-MM-YYYY
Basic (A)	23,800.00
Commutated Value of Pension (B)	0.00
Reduced Basic (C= A-B)	0.00
DA @ Basic (D= A*53%)	12,614.00
Additional Age of Pension (E= A*20%)	4,760.00
DA on Additional Age of Pension (F=E*53%)	2,523.00
Total Pension (G=A+D+E+F)	43,697.00

Note:

1. TDS will be applicable as per income tax guidelines
2. DA will be applicable periodically as per the prevailing norms
3. Any other deductions as guided by the sanctioning authority