

Frequently Asked Questions (FAQs) ON PENSION RELATED MATTERS

(Disclaimer: This FAQ is only for guidance and general information and original rules and regulations should be referred to while seeking statutory entitlements and rights

This FAQ is only for pensioners/family pensioners of Government of Tripura. The All India Service Officers and their family members may refer to FAQs issued by the Government of India at Pensioners' Portal at URL <http://www.pensionersportal.gov.in/FAQ-pension.asp>

Presently FAQs are available only in English. Efforts are on to publish them in Bangla also).

SECTION -A: FAQs FOR FAMILY PENSIONERS

Question 1: **Who is a family pensioner?**

Ans : Family pension is admissible to:

- Spouse (widow or widower) of Govt. Servant/pensioner;
- Children upto 25 years of age on death of both parents of Govt. Servants/pensioner;
- Unmarried daughter/widowed daughter/divorced daughters on death of both parents of Govt. Servants/pensioner having monthly income less than Rs.3000/-.
- Spouse (wife) from post retiral marriage.

Question 2: **Who are the various stakeholders in sanctioning, authorization and disbursement of the family pension?**

Ans : Head of Office/Drawing & Disbursing Officer/Department is the pension sanctioning authority, while AG Tripura is authorising authority and concerned treasury/bank is the disbursing authority.

Question 3: **What are the benefits available to the dependents/family members of deceased government servant ?**

Ans : Family pension after completion of 1year service, death gratuity, Leave Salary, Group Insurance, GPF etc.

Question 4: **Which rules, regulations and Government Orders are relevant to finalization of my family pension?**

Ans : CCS Pension Rules 1972 as adopted by the Govt. of Tripura as amended time to time and subsequent orders issued by the Govt. of Tripura, Finance Department are relevant for finalisation of family pension.

Question 5: **How and where can I complain to expedite my family pension?**

Ans :

Sl No	Nature of complaint	Name and address of authority where complaint can be made	Mode of complaint
a	For sanction of pension/death cum retirement gratuity and commutation also family pension	Head of the Office where Government Servant last served	Through correspondence by post/e-mail or through personal approach.
b	For authorisation of pension/death cum retirement gratuity, commutation and family pension	Office of the Accountant General (A&E), , Tripura PO Kunjaban, Agartala - 796001	Through email to: grievance.ae.tri@cag.gov.in Through online grievance redressal system at : http://cagofindia.delhi.nic.in/cmismain.asp Through whatsapp at No 7085085500 Through mobile call at 7085059617 (11 AM to 5 PM on working day only) Through Post : Office of the Accountant General (A&E), , Tripura PO Kunjaban, Agartala -796001

c	For disbursement of pension/death cum retirement gratuity, commutation and family pension	Treasury Officer/Bank	Through correspondence by post/e-mail or through personal approach.
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Question 6: **When you should not approach the office of AG (A&E), Tripura for grievance redressal?**

Ans : For sanction of pension/death cum retirement gratuity and commutation also family pension by Head of Office/ Drawing & Disbursing Officer and disbursement of the same by the Treasury/Bank.

Question 7: **What should a family pensioner do to initiate authorization of family pension?**

Ans : In case of death while in service of a Govt. Servant, he/she should submit claim for family pension to the Head of Office/Drawing & Disbursing Officer with the supporting documents/forms.

Question 8: **Which documents are relevant to apply for family pension?**

Ans: Form-14, 12, 18 are relevant to apply family pension.

Question 9 : **Which documents are relevant to apply for family pension in case of Minor Child?**

Ans : Form-21 & 14, Guardian ship certificate, Income Certificate, Age Proof certificate.

Question 10 : **Which documents are relevant to apply for family pension in case of Unmarried Daughter, Widow Daughter & Divorced Daughter?**

Ans : Form-14, Income Certificate & Unmarried Daughter Certificate from concerned S.D.M., Age Proof certificate, Legal document of Divorce in case of Divorced Daughter, Death certificate and Survival certificate of both parents. In case of widow daughter, Death certificate and Survival certificate of her husband is also necessary.

Question 11: How and where to obtain this document ?

Sl No	Name of document	How and where to obtain this document
1	Death certificate	On submission application with relevant document from concerned Municipality/Nagar panchyat/Block
	Survival certificate	Sub-Divisional Magistrate
	Income certificate	Do
	Unmarried daughter certificate	Do

Question 12: **What are the rules and regulations for sanction and authorization of family pension to unmarried/divorced/widowed daughter?**

Ans : In case of un-married daughter w.e.f. 01-01-2009 as per Finance Department Memo dated 01-01-2009. In case of widowed/divorce daughter w.e.f. 01-04-2017 as per Finance Department Memo dated 17-11-2018.

Question 9: **What are the rules and regulations for sanction and authorization of family pension to legally married second wife upon death of first wife?**

Ans : Rule-54 of CCS Pension Rule 1972 as adopted.

Question 10: **What are the rules and regulations for revision of family pension?**

Ans : Tripura State Civil Service Revision of Pension Rule 2009 and 2017.

Question 11: **What are the common reasons for delay in sanction and authorization of family pension in the office of Accountant General (A&E), Tripura?**

Ans : Delay in submission of family pension proposal to AG's Office ,due to in complete pension

papers/documents. Essential documents such as death certificate, survival certificate, income certificate, Form-18, 12, 14 etc. not furnished duly completed in all respect.

Question 12: What should I do after receipt of PPO?

Ans : Concerned Treasury Officers should be contacted/ approached for payment.

SECTION -B:
FAQs FOR PENSIONERS (RETIRED GOVERNMENT SERVANTS)

Question 13: Who is eligible for pension under CCS pension Rules 1972?

Ans : A Govt. servant appointed in a pensionable establishment and retires from Govt. service with a qualifying service of 10 years or more is eligible for pension (Rule 2, 49).

Question 15: Which rules, regulations and Government Orders are relevant to finalization of my pension?

Ans : CCS Pension Rule 1972 as adopted by the Govt. of Tripura and its amendment time to time.

Question 16: I am retiring in next 6/12 months. What should I do to ensure timely submission of my pension case to the office of Accountant General (A&E), Tripura?

Ans : Claim for pensionary benefits has to be submitted to the Head of Officer/Drawing & Disbursing Officer in Form 3 and 5 duly filled up and signed.

Question 17: How and where can I complain to expedite my service pension?

Ans : To the Head of Office through post/mail/personal application. To AG Office for finalisation of pensionary benefits Through email to grievance.ae.tri@cag.gov.in
Through online grievance redressal system at <http://cagofindia.delhi.nic.in/cmim/main.asp>
Through whatsapp no.7085085500
Through mobile call 0381-235 4749
Through post

Question 18: What are the common reasons for delay in sanction and authorization of family pension in the office of Accountant General (A&E), Tripura?

Ans : Delay in submission of pension proposal to AG Office. Wrong fixation of pay, incomplete pension papers/documents. Dispute in entitlement of family pension.

Question 19: What should I do after receipt of PPO/GPO/CPO?

Ans : The Pensioner has to present himself with his copy of authorisation/intimation letter for Pension, Gratuity and CVP to the Treasury to whom A.G's Office has authorised the Pension/ Gratuity /CVP.

Question 20: What are the reasons for the difference in the pensionary benefits calculated by the Department and that admitted by A.G.?

Ans : The difference may be due to an error in arriving at the qualifying service and some erroneous pay fixation done by the Department. The position is explained in the admissibility report/letter sent to the concerned DRAWING & DISBURSING OFFICER/ Department and the Pensioner.

Question 21: What is the reason for withholding a part of pensionary benefits?

Ans : Generally, erroneous pay fixation done by the Department results in over payment of Pay and Allowances during his / her service. To recover the overpayment, a portion of pensionary benefits is withheld. This is also explained in the letter sent to the Department. In case of departmental proceedings ends with a punishment of reduction/withholding of part of pension.

Question 22: What is the procedure to be followed when the pensioner's copy of the authorisation has not been received by the Pensioner?

Ans : The personal copy (party copy) of the pensioner is generally sent through speed/Registered post to the address of the pensioner. If for any reason the said personal copy is not received by the pensioner or lost, they may contact AG office to collect their personal copy if returned undelivered by the postal authority or for a duplicate copy to be issued after verification.

Question 23: How to get PPO transferred from one district to another district?

Ans : The pensioner has to approach the pension disbursing authority, i.e. Treasury /bank from where pension is being drawn by him/her with an application for transfer. The disbursing authority shall forward the PPO to the new place of payment and intimate the fact to AG for information.

Question 24: How to get the PPO transferred from TRIPURA to another state?

Ans : The pensioner has to approach disbursing authority i.e. Treasury /bank from where pension is being drawn by him/her with an application for transfer. The disbursing authority shall forward the PPO with last payment certificate to AG. AG shall forward the PPO to the AG office of the state concerned under 'special seal Authority' to arrange for payment through the district treasury opted by the pensioner.

Question 25: What are the FORMS required for processing & sending pension proposal to AG Office relating to SERVICE PENSION?

Ans : For SERVICE PENSION, Forms required to be sent along with pension proposal are , FORM 3, 5 & 7 along with LPC

Question 26: What is the procedure for getting duplicate copy of PPO when it is lost/ damaged ?

Ans : The pensioner has to approach to the pension disbursing authority that is Treasury /Bank from where pension/ family pension is being drawn along with a copy of GD Entry made with the local police station about the loss of such PPO. T.O will issue a duplicate copy of PPO after verification.

Question 27: What is the procedure for incorporation of the name of physically handicapped/ mentally retarded child and unmarried/ widow/ divorced daughter in pension payment order?

Ans : When a pensioner wishes to incorporate the name of physically handicapped/ mentally retarded child and unmarried/ widow/ divorced daughter in pension payment order he /she should address to the DRAWING & DISBURSING OFFICER/ Department from where he /she retired along with necessary documents and a copy of the PPO. The Departmental officer in turn forwards the same to the AG Office who will issue necessary instruction to the T.O for incorporation of name of child/ daughter in the PPO. However, the incorporation of name the child in the PPO will not confer any authority on the child to claim payment of family pension immediately after demise of the pensioner/ spouse. After demise of the pensioner/ family pensioner he/she would have to apply a fresh to the DRAWING & DISBURSING OFFICER/Head of Office where the deceased Govt. Servant/pensioner served last. Based on the proposal received from the Department and after receipt back of old PPO along with last payment certificate of pension , a fresh PPO will be issued by the AG office after satisfying himself that the condition stipulated for the grant of family pension are fulfilled .

Question 28: Whether Pension proposal can be sent to AG office 6 month in advance before the date of retirement of the govt. employee in case(s) where NOC has not yet been issued?

Ans : Yes, Pension proposal can be sent to AG office 6 month in advance before the date of retirement of the govt. employee in case(s) where NOC has not yet been issued. But the pensionary benefits will be authorised on receipt of NOC.