

NEW MANGALORE PORT AUTHORITY

**STANDARD OPERATING PROCEDURE
FOR PROCESSING OF
RETIREMENT BENEFITS**

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PROCESSING OF RETIREMENT BENEFITS TO THE EMPLOYEES

I. OBJECTIVE AND SCOPE

This SOP outlines the procedure for the timely and accurate disbursement of pension and retirement benefits to the pensioners of NMPA who are governed under the New Mangalore Port Trust Employees (Retirement) Regulations, 1980 [corrected upto 30.11.2011] and other applicable rules.

This SOP shall cover the following scenarios of retirement benefits:

- a. Pension
- b. Gratuity
- c. Medical Facility For Retirees
- d. Composite Transfer Grant
- e. Leave encashment
- f. Provident Fund
- g. Other Benefits

ROLES AND RESPONSIBILITIES

- a. Retiree/ family pensioner – ensures timely submission of necessary documents as per relevant checklist.
- b. Centralized Establishment & Recruitment Section (CERS) - responsible for initiating proposal for payment of retirement benefits.
- c. Finance Department
 - a. Pension Cell – verification of various documents received from CERS and details of gratuity / commutation of value of pension / Original pension / Reduced pension.
 - b. Payroll Cell – verification of leave computation and encashment of Earned leave / Half pay leave, refund of Family Security Fund and recovery of outstanding dues if any of the retiring employees account and verification of Audit Paras pending for recovery.
 - c. Head of Department – Finalizes and authorizes the pension payments.
 - d. Cash section – Credits pension into the retiree’s account

PRE-REQUISITES

- a. Personal information –Pension papers with family members details (along with birth certificate / Aadhar of dependant children)and 03 sets of single or joint colour photo (with spouse), copy of the PAN card, copy of the Aadhar to be submitted by the retiring employee.
- b. Service Register/Records to be updated and verified by CERS.
- c. Nomination forms - requisite forms to be submitted by the retiring employee as per applicable rules.
- d. Bank account details to be confirmed by the retiree to credit the pension.
- e. No Due certificate
- f. Community/ Caste Certificate Confirmation
- g. Administrative and Vigilance Clearance

II. TIMELINE FOR PROCESSING OF RETIREMENT BENEFITS.

Sl. No.	Activities	Timeline
1.	Updating the Service Register and verification by competent Authority	3 months prior to the date of Superannuation
2.	Obtaining nomination for payment of Death Cum Retirement Gratuity	
3.	Obtaining nomination for payment of Commutation and Group Savings Linked Insurance	
4.	Obtaining application for final withdrawal of GPF and forwarding to concerned department / section for further action.	3 months prior to the date of Superannuation
5.	Administrative and Vigilance clearance	1 month prior to the date of Superannuation
6.	NOC from all departments	1 month prior to the date of Superannuation
7.	Submission of proposal for pension, commutation, Gratuity, leave encashment (by withholding Rs.10000 / Rs.20000/- (those who occupied with port quarters) against any outstanding dues in respect of retiree),FSF by CERS to respective HODs for verification & approval and submission of final withdrawal of GPF by respective department / section and forwarding the same to pension cell for further action.	1 month prior to the date of Superannuation
8.	Return of the file after verification and recommendation by the respective HOD to finance	Within 3 working days on receipt of the file
9.	Finance to concur and forward the file to Chairman/ Deputy Chairman/ HOD	Within 3 working days on receipt of the file
10.	(i) Respective HOD to return the file to CERS after sanction. (ii) Handing over of charges	Within 2 working days on receipt of the file It shall be ensured by the concerned HOD that the duties and responsibilities attached to the employee are handed over on the date of retirement (even if the same is a holiday) to the new incumbent / successor and the same shall be included in the final order / or issue separate order.
11.	Order of retirement benefits/ Sanction Order	1 week prior to the date of retirement
12.	Order for payment of pension	2 working days prior to the date

		of retirement/2 days prior to the last working day if the date of retirement happens to be a holiday/closed/Saturday/Sunday.
13.	Payment of GPF, gratuity, commutation, leave encashment, FSF etc	All the debit advices are to be generated on the date of retirement; (If the day of retirement is a holiday, the previous working day) The instruction to the bank for disbursal shall be sent on the last working day prior to the date of retirement. However the actual payment shall be done on the next day of retirement.
14.	CERS to obtain NOC from all concerned and release the amount withheld from leave encashment	On completion of 6 months from the date of retirement.

III . FLOW CHART FOR PROCESSING OF RETIREMENT BENEFITS



IV. ACTIONS TO BE INITIATED BY CERS, GAD

The CERS shall prepare the comprehensive retirement benefits file/proposal pertaining to a retiring employee at least 3 months before the date of retirement.

1. The forms and documents duly signed by the retiring employee are to be obtained.
(Refer Checklist - A)
2. All the relevant documents are to be kept in retirement benefits file.
(Refer Checklist - B)
3. Updating the Service Register. (Refer Checklist - C)
4. Details are to be verified with the records in the Service Register.
(Refer Checklist - D)
5. Entries of the retirement such as pay drawn and the leave particulars are to be recorded in the Service Register.(Refer Checklist - E)
6. File to be processed for obtaining Vigilance clearance and Administrative clearance of the retiring employee from Chief Vigilance Officer and the concerned department of NMPA.
7. NOC from all the departments are obtained for dues (if any).
(Quarter rent, Water Charges, Electricity Charges/Bills for recovery/HBA/MCA/Festival Advance and other advances paid to the employee etc.)
8. Office note is to be prepared mentioning all details of the retiring employee with the calculations viz. Gratuity/final Leave Encashment/refund of Family security funds as per New Mangalore Port Trust (Family Security) Regulations 1987/ Pension and Commutation etc.
9. After compiling above mentioned information, the proposal is forwarded to Finance Department along with the Service Register for verification of calculations and finance concurrence. Thereafter the file is sent to Competent Authority for approval.
10. On receipt of the proposal after approval, entries of retirement benefits payable are recorded in the Service Register.
11. An Order is issued to the retiring employee (through the concerned HOD) and copy of the Order with the note approved is forwarded to the Finance department for effecting the payment of pension benefits on or before the date of retirement/on or before last working day if the retirement date happens to be a public holiday or a non-working day (Saturday or Sunday). All the debit advices are to be generated on the date of retirement; however the actual payment is done on the next day of retirement.

V. ACTIONS TO BE TAKEN BY PENSION SECTION, FINANCE DEPT.

File for payment of Retirement benefits of the retiring employee will be moved from CERS to Pension Cell for verification of the documents.

1. Verification of Service Records:

(i) EL / HPL and all other calculations such as No. of years served in the Post will be checked by the pension cell / CPR to arrive at qualifying service.

(ii) Average emoluments will also be checked based on the employee's Last Pay drawn + VDA.

2. Calculation of Gratuity and Commutation of Pension

3. File will be moved from Pension cell to Centralized Pay Roll section (CPR) and approval is obtained.

After verification of all documents, retirement benefits file is sent to CPR section for verification of leave, family security fund and the file is sent for competent authority's approval.

Sl. No	Class of Employee	Competent Authority
1.	Class I	Chairperson
2.	Class II	Deputy Chairperson
3.	Class III & Class IV	Concerned HOD

4. Issue of Retired Pensioner Audit Register (RPAR) number and Pension Payment Order (PPO) Number in Pension Cell

RPAR number and PPO Number will be issued to the retiring employee and it will be entered in the registers.

5. Order for payment of Gratuity and Commutation will be received from CERS by the Pension Cell

Instruction shall be issued to the bank as per the timeline given at Sl No II (page no.4 & 5)

6. Final payment of GPF

The form No. 'X' will be received from the concerned HOD. An OM will be issued by the Pension Cell for final payment of GPF to concerned HOD. The concerned HOD will prepare TR 58 A form and forward to the pension section for processing the final payment of GPF. Pension section will prepare the Debit voucher for payment.

7. Updating the data in ERP

After the payment of GPF, Gratuity and Commutation are done, the order for pension payment is prepared and accordingly all the details such as Name, EC No, Personal details and Bank details will be entered in ERP for monthly payment of Pension to the Pensioners.

VI. POST-DISBURSEMENT COMPLIANCE

1. Annual Life Certificate Submission

Retiree to submit a life certificate in the month of November every year through Jeevan Praman and upload in Pension Portal of NMPA

2. Revisions and Adjustments

DA revisions, pension increase or arrear adjustments shall be made available in the Pension Portal of NMPA.

3. Restoration of commuted portion

Commutated portion of pension will be restored on the expiry of 15 years from the date of retirement, (i.e. up to the age of 75 years of pensioner), if the commutation amount is received in the first month of retirement; in other cases, the commuted portion of pension will be restored after 15 years from the date of receipt of commutation amount.

The pensioner has to submit a letter duly signed by him/her through the pension Portal for restoration of commuted portion.

In case of death of pensioner before the age of 75 years, the recovery of commuted pension will end on the date of death.

4. Enhancement of pension

Additional quantum of pension shall be payable as and when the pensioner attains the age of 80 years and above as per the following –

Sl. No	Age of the pensioner	Additional quantum
1	80 years to < 85 years	20% of basic pension
2	85 years to < 90 years	30% of basic pension
3	90 years to < 95 years	40% of basic pension
4	95 years to < 100 years	50% of basic pension
5	100 years or more	100% of basic pension

- The pensioner shall, on attaining the aforementioned ages, submit an application to through the Pension Portal.

VII. PROCEDURE FOR RETIREMENT BENEFITS IN CASE OF DEATH WHILE IN SERVICE.

Eligible persons for family pension as per Central Civil Services (Pension) Rules, 1972

1. Widow or widower, up to the date of death or remarriage, whichever is earlier;
2. Son/Daughter (including widowed/un married daughter), up to the date of his/her marriage/ remarriage or till the date he/she starts earning or till the age of 25 years, whichever is the earliest.
3. Parents who were wholly dependent on the deceased pensioner when he was alive, provided the deceased employee had left behind neither a widow nor a child.
4. For disabled son and daughter even after marriage – For life or till the overall income from sources other than family pension remains less than the entitled family pension at ordinary rate (30%) of the last pay drawn by the deceased pensioner.

Timeline for processing of Pension

The process given at SI No. II (page no.4 & 5) shall be followed after the receipt of all required forms and documents from the family/ nominee of the deceased and updating the service register and process of activities shall be done within 10 working days from the date of receipt of required documents.

Processing of Pension files by CERS and Pension cell:

(a) Ascertaining of retirement benefit

On receipt of intimation about the death of the employee while in service, the CERS shall ascertain whether any retirement benefit is payable in respect of the deceased employee.

(b) Ascertaining of Nominee

Where the family of the deceased Employee is eligible for any retirement benefit, the CERS may ascertain

- i. if the deceased Employee had nominated any person or persons to receive the gratuity; and
- ii. if the deceased Employee had not made any nomination or the nomination made does not subsist, the person or persons to whom the gratuity may be payable.

(c) Forms and Documents to be obtained from the nominee - Refer Checklist F

(d) No Demand Certificate

If on the date of death, the Employee was an allottee of NMPA accommodation, "No Demand Certificate" shall be obtained from Estate section of civil engineering department.

(e) Completion of Form 18

1. Within 10 working days from the date on which intimation regarding the date of death of the Employee has been received, CERS to complete the Form 18.
2. Verification of Service registers
3. Determination of emoluments
4. Determination of qualifying service
5. Calculation of family pension

(f) Forwarding the file to Pension Cell

Following documents to be submitted to Pension cell not later than 10 working days from the receipt of claim by the CERS.

1. Form 18
2. Form 19
3. Service register
4. Any other documents relied upon for the verification of the service claimed.

(g) Sanction, withdrawal and disbursement of family pension and gratuity

After forwarding the file to Pension cell, the CERS may take below actions:

1. Sanction letter in favour of claimant or claimants indicating the amount of family pension (endorsing a copy thereof to the Pension Cell)
2. Amount to be recovered, if any, to be indicated in sanction letter
3. Intimation to Pension cell about the payment of Gratuity and Pension.
4. No commutation shall be paid to the family pensioner.

(h) Authorization of final family pension and balance of the gratuity by the Pension Cell

1. Pension Cell shall, within a period of 10 working days from the date of receipt of the documents apply the requisite checks and assess the amount of family pension and gratuity.
2. Preparation of family Pension Payment order.
3. Family pension shall be due and payable from the next day of death of the employee
4. Arrears of family pension, if any, in respect of the period from the date of the death of employee till the date of actual payment of family pension, shall also be authorized by the Pension cell.
5. Determination of the amount of the balance of the gratuity, leave encashment after adjusting the amount, if any, outstanding against the deceased Employee.

(i) Regulation of Family Pension in Case of Disputes

In case of disputes regarding the eligibility of the family members for pension, the family pension file shall be sent to the legal cell for obtaining legal opinion.

(j) Termination of Family Pension

Family pension is terminated in the following cases:

1. If the nominee becomes ineligible (e.g., remarriage of spouse, marriage of children or any other reason under the rules).
2. In the event of the death of the family pensioner.
3. In case of fraud or misrepresentation in the application process.

VIII. FAMILY PENSION IN CASE OF DEATH OF RETIREE

Timeline for processing of Pension

The process given at S.NoII (page no.4 & 5) shall be followed by the pension cell after the receipt of all required forms and documents from the family/ nominee of the deceased and updation of pension records and process of activities shall be done within 15 working days from the date of receipt of required documents

Sl. No.	Activities	Timeline
1.	Forms and Documents to be obtained from the nominee	Immediately on intimation of death, necessary forms have to be provided.
2.	Approval obtained from the competent authority	Within 15 days from the date of intimation of death and submission of forms.
3.	Payment of pension	Immediately thereafter

1. Submission of Death Certificate& Other documents

Death intimation should be given by the family of the deceased to the Pension cell soon after the death of the pensioner and the death certificate should also be submitted at the earliest point of time.

Other documents to be submitted to Pension cell (Kindly refer Checklist- G)

2. Submission of Form No. 14

Spouse or dependent of the deceased has to fill Form No.14 and submit it to Pension Cell in 2 copies.

3. Data to be entered in ERP

- Details of Family Pensioner is entered in ERP
- New Family Pensioner number will be issued to family pension.
- Calculated amount of Pension is entered in ERP
- Adjustment of excess/balance pension till the date of death of the pensioner

Sl. No.	Age of the Pensioner at the time of death	Basis for calculation
1.	< 67 Years	50% of last pay drawn
2.	67 & above	30% of last pay drawn

4. E-Office File creation for approval

- Hard copies of all the documents will be scanned and attached in E-office file and sent for approval of competent Authority.

Sl. No	Class of Employee	Competent Authority
1.	Class I, Class II, Class III & Class IV	FA & CAO

- After approval details are entered in Family Pensioner Register.

5. Processing of Family Pension

Post approval of the competent authority, family pension will be processed.

All the documents of the family pensioner will be kept in the file of the Pensioner (Deceased).

In case the spouse of deceased employee is employed / working, No DR will be given.

IX. CATEGORY- 2PENSION

Timeline for processing of Pension

Sl. No.	Activities	Timeline
1.	Forms and Documents to be obtained from the nominee	Immediately on receiving application of eligibility and after due verification necessary forms have to be provided.
2.	Approval obtained from the competent authority	Within 15 Days from the date of submission of forms.
3.	Payment of pension	Immediately thereafter

Person eligible for family pension under Category 2

1. Unmarried/Widowed/Divorced daughter/disabled children, not covered by First category upto the date of the marriage/remarriage or till the date she starts earning or upto the date of death, whichever is earlier.
2. Parents, who were wholly dependent on the employee when he was alive, provided the deceased employee had left behind neither a widow nor a child.
3. Rule 54(6) of CCS pension rules deals with children with disability, family pension in such cases shall continue to these children even beyond the age of 25 and for life. The family pension shall continue after the youngest child reaches the age of 25 years. The rule applicable at the time of such occurrence of case may be referred while submitting the proposal for consideration.

Procedure for disbursal of Category 2 Pension

The procedure to be followed shall be the same as in Family Pension in the case of death of retiree. (Refer Checklist – G)

X. BENEFITS ON RETIREMENT OTHER THAN SUPERANNUATION (VR/CR)

Timeline for processing of Pension

Sl. No.	Activities	Timeline
1.	Updation of service book and verification by competent Authority	Within 10 working days from the date of separation from the organisation
2.	Obtaining nomination for payment of Commutation	
3.	Obtaining nomination for Group Savings Linked Insurance	
4.	Vigilance clearance	
5.	NOC from all departments	
6.	Submission of file by CERS to finance department for verification & approval	
7.	Clearance of file by finance	Within 10 working days from the date of receipt from CERS
8.	Approval from the competent Authority	Within 5 days of submission of file for approval from the competent authority
9.	Order for payment of retirement benefits	Within 1 month from the date of separation from the organisation
10.	Order for payment of pension	
11.	Payment of GPF, gratuity, commutation (if any)	

XI. SUPERANNUATION WHILE UNDER DISCIPLINARY PROCEEDINGS/ SUSPENSION

1. The case of an employee attaining superannuation while under suspension/ issue of show cause notice/ pending disciplinary proceedings shall be dealt with as per the advice, if any, received from Vigilance Department / as per the provisions of CCS Pension Rules.
2. Such an employee will be paid provisional pension equal to the maximum pension on the basis of qualifying service up to the date immediately preceding the date on which he was placed under suspension/ issue of show cause notice/ pending disciplinary proceedings
3. Gratuity will not be paid to the employee under suspension/ until the conclusion of disciplinary proceedings except where the proceedings are under rule 16 of CCS (CCA) Rules (for imposition of minor penalty).
4. The Provident Fund and Family Security Fund accumulated to the employee's account will be released.
5. Leave encashment will not be paid to the employee under suspension/ until the conclusion of disciplinary proceedings except where the proceedings are under rule 16 of CCS (CCA) Rules (for imposition of minor penalty).

Death While Under Suspension: The procedure for processing the retirement benefit file is same as mentioned in the case of “Family Pension In case of Death While in Service”

In addition to that below are the points that shall be considered as per FR 54-B (2)

1. The period between the date of suspension and the date of death shall be treated as duty for all purposes.
2. His/her family shall be paid the full pay and allowances to which he would have been entitled had he not been suspended, for that period subject to adjustment of Subsistence Allowance already paid

Proceedings after Retirement:

1. **Future good conduct** of the pensioner is the implied condition of every grant of pension and its continuance under the rules.*[Rule 8(1) of CCS(Pension)Rules]*
2. **Withdrawal/withholding of pension or gratuity, or both**, in full or part, either permanently or for a specified period, if-
 - a. The pensioner is convicted of a serious crime by a Court of Law. The Appointing Authority is competent to issue orders straightway in the light of the judgement.
 - b. The pensioner is found guilty of grave misconduct. The Appointing Authority will pass orders after issuing a notice to the pensioner and considering his representation, if any. *[Rule 8 of CCS(Pension)Rules]*
3. If in any departmental or judicial proceedings initiated prior to or after retirement, the pensioner is found guilty of grave misconduct or negligence during the period of his service including service rendered on re-employment after retirement, whole or part of any pecuniary loss caused to the NMPA may be recovered from the pension gratuity. The power to issue orders will rest with the competent authority.*[Rule 9 of CCS(Pension)Rules]*
4. **Departmental proceedings initiated while in service**, but not concluded, will be continued after the official's retirement and concluded. In the light of the findings of the Disciplinary Authority arrived as a result of holding a full-fledged inquiry, final orders will be passed by the competent authority. If in such proceedings the Disciplinary Authority comes to the conclusion that action under the rule is not justified, it is within the full competence of such authority to drop the proceedings initiated by him.*[Rule 9(2) of CCS(Pension)Rules]*
5. **Departmental proceedings** after retirement cannot be instituted in respect of any event which took place or the cause of action arose more than four years before such institution. *[Rule 9 (2)b of CCS(Pension)Rules]*
6. **Entitlements** to Government servants retiring while departmental or judicial proceedings are pending:
 - a. Provisional pension equal to the maximum admissible on the basis of qualifying service up to the date of suspension/retirement/if not under suspension.*[Rule 9 and 69 of CCS(Pension)Rules]*

- b. Encashment of leave on retirement. The Competent Authority can withhold whole or part of cash equivalent of leave salary if any, in its opinion, there is a possibility of some money becoming due from the employee on conclusion of the proceedings. On conclusion of the proceedings, the amount so withheld may be paid after adjustment of Government dues, if any. *[Rule 39(3), CCS(Leave)Rules]*
7. Not entitled to-
- a. Retirement Gratuity *[Rule 69(1) (c) of CCS(Pension)Rules]*
 - b. Commutation of provisional pension-until conclusion of the proceedings. *[Rule 4, CCS(CP)Rules]*
8. The above provisions are illustrative and all the provisions of CCS Pension Rules, Gratuity Act and Conduct Regulations of NMPA shall be applicable

XII. PROCEDURE FOR PAYMENT OF GRATUITY

Retirement Gratuity is admissible to all employees who retire after completion of 05 years of qualifying service.

- (a) On his/her superannuation, or
- (b) On his/her retirement or resignation, or
- (c) On his/her death or disablement due to accident or disease

Provided that the completion of continuous service of five years shall not be necessary where the termination of the employment of any employee is due to death or disablement

Provided further that in the case of death of the employee, gratuity payable to him shall be paid to his nominee or, if no nomination has been made, to his heirs, and where any such nominees or heirs is a minor, the share of such minor, shall be deposited with the controlling authority who shall invest the same for the benefit of such minor in such bank or other financial institution, as may be prescribed, until such minor attains majority.

The amount of Gratuity will be decided based on either the CCS (Pension) Rules or the Payment of Gratuity Act, 1972 whichever is higher beneficial to the employee.

Timeline for payment of Gratuity: As detailed at Sl.No. II (page no.4 & 5)

Processing of Gratuity Payment

1. **Initiation of Gratuity file by Centralized Establishment and Recruitment Section (CERS)**
 - A. CERS prepares a comprehensive file 3 months before the retirement date.
 - B. Forms & documents duly signed by employee are collected.

- a. Gratuity (Superannuation): Checklist A
 - b. Gratuity (Death while in service): Checklist F
 - C. Ensuring completion of the service register.
 - D. Verification of all the details with the records in the service register.
 - E. Calculation of gratuity.
 - F. Obtaining vigilance clearance from the Chief Vigilance Officer.
 - G. Obtaining NOC from all relevant departments for dues (if any).
 - H. Preparation of an office note with all retirement details:
 - a. Gratuity
 - b. Final Leave Encashment
 - c. Family Security Fund
 - d. Pension and Commutation
- A. Forwarding of compiled file to Finance Department for approval

2. Processing of file by Pension Cell

- A. No. of years of service, average emoluments are verified by the pension cell.
- B. After verification of all documents, the file is sent to CPR section for verification of leave, refund of Family security fund and thereafter file is sent for Competent Authority's approval.

Sl. No	Class of Employee	Competent Authority
1.	Class I	Chairperson
2.	Class II	Deputy Chairperson
3.	Class III & Class IV	HODs

3. Further processing of file by CERS

- a. Upon approval, retirement benefits are recorded in the Service Register.
- b. Issuing of retirement order through concerned HOD.
- c. Copy of the order and note are forwarded to Finance Department for making payment.
- d. Finance department processes for retirement benefits.

4. Payment by Pension cell

Payment of Gratuity is made by pension cell on the next day of retirement.

XIII. MEDICAL FACILITY FOR PENSIONERS

Medical benefits after retirement is allowed to retired employee and his/her spouse. Retiring employee has to opt for medical facility within 1 month of retirement date on payment of appropriate amount detailed below. If he/she fails to do so, the retiring employee can apply for medical facility with the approval of competent authority.

1. Discontinuation of Medical facility:

If the retiring employee opts to discontinue the medical facility, he can do so and apply for the Medical Allowance.

Below are the procedures to be followed for medical allowance:

- a. Retiring employee has to fill the form and submit to the concerned department for further action
- b. Retiring employee has to surrender his/her medical card to the respective HOD
- c. Concerned Department to initiate the file on receipt of intimation from respective department and obtain approval for the same.
- d. Post approval, copy of the same to be sent to Pension Cell
- e. Pension cell to pay medical allowance to retired employee every month(if his residence is beyond the Mangalore Corporation or 8kms radius from Panambur).

NOTE: They cannot claim any medical expenses.

2. Continuation of Medical facility:

If the retiring employee opts to continue the medical facility, below are the procedures involved.

- a. Retiring employee has to make one time contribution and submit duly filled application to the concerned department.

Sl. No.	Class of employee	Amount to be deposited(Rs.)#
1.	Class I	39,000/-
2.	Class II	27,000/-
3.	Class III	15,000/-
4.	Class IV	6,000/-

plus charges of Medical Eligibility Card Rs 5

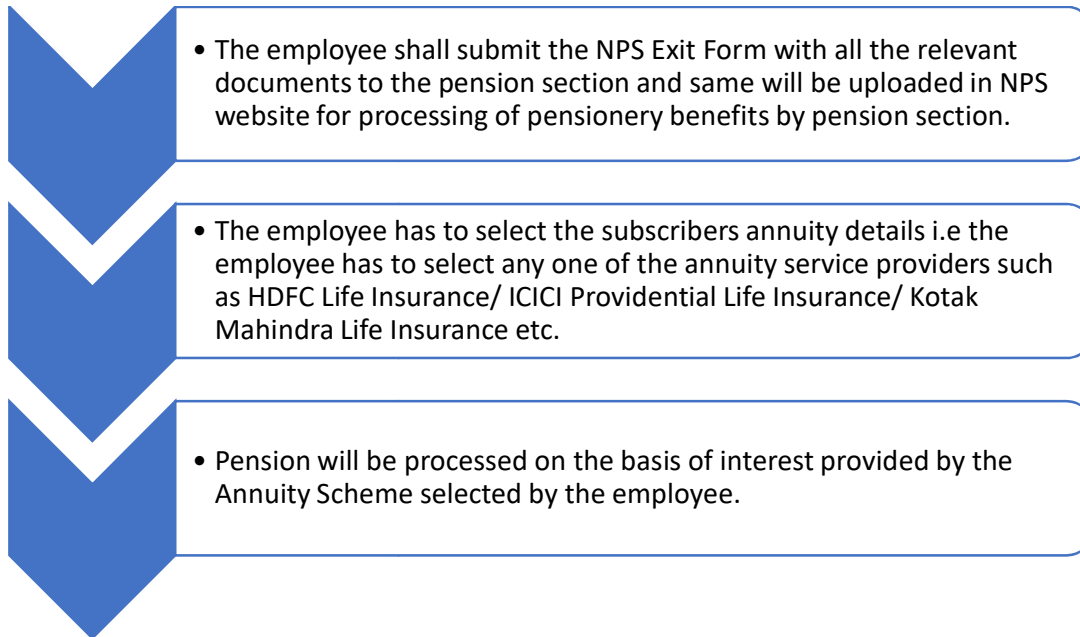
- b. File will be initiated by the concerned department of the retiring employee along with application and receipt details of amount paid.
- c. Approval of HOD is obtained
- d. Post approval, the order is prepared by the concerned department
- e. Copy of order and office memorandum is forwarded to Chief Medical officer with a copy to the retiree.
- f. Medical card is issued to the retiree by CMO.
- g. Above list is illustrative and Medical Attendance Rules of NMPA shall apply

XIV. NATIONAL PENSION SCHEME

Employees who entered into Port Service after 2004 are registered under NPS (National Pension Scheme)

1. Partial Withdrawal of NPS:
 - a. Employees can withdraw 25% of their contribution (60% of employee contribution)
2. Final Withdrawal of NPS:
 - a. Final withdrawal can be done only after the Retirement.
3. Gratuity and Leave encashment will be paid to the NPS Employees at the time of retirement.
4. No commutation shall be paid.
5. At the time of retirement only 60% of the NPS contribution is paid to the employee. Remaining 40% will be paid in the form of Pension.

- **Procedure of pension after retirement:**



Above provisions are illustrative and NPS Rules of NMPA shall apply

XV. COMPOSITE TRANSFER GRANT (CTG)

1. The employee on superannuation shall be entitled for Composite Transfer Grant, Travel Allowance and reimbursement of the cost of transportation of personal effects.
2. The retiring/ retired employee shall apply for the above entitlements along with necessary documents to the concerned HOD.
3. The application for CTG can be submitted online through the pension portal.
4. The concerned department shall initiate the application received from the retiring/ retired employee and after approval of Competent Authority forward within two working days to the Finance Department / CPR for verification.
5. The finance department, after verification and concurrence shall return the file to the concerned dept within three working days for issue of an order for making the payment to the retiring/retired employee
6. Copy of the order may also be forwarded to Finance Department / CPR for the payment and to make entry of the same in the Service Register of the pensioner.

Timeline for processing the CTG: In any case CTG has to be paid within 15 days on submission of all the required documents and bills.

XVI. MONITORING AND GRIEVANCE REDRESSAL

For any grievance of the pensioner, the issue may be raised through the pension portal for redressal and the link is <https://nmpt.in:4443/login-register.jsp>. The SOP for the same is available in the website of NMPA. (Copy Annexed)

XVII. SAVING CLAUSE, MISCELLANEOUS PROVISION & REFERENCES

This checklist may need constant updating. Care has been taken to visualize all scenarios and incorporate in the checklist. However, this SOP and Checklists shall be read along with the relevant rules, regulations, Board decisions and instructions from the Ministry. Any inconsistency in the SOP and the checklist versus the prevalent rules and regulations, the latter shall prevail and the SOP and the checklist shall be suitably amended to remove such inconsistencies.

For any ambiguity in the SOP and other issues not covered in the SOP, the same shall be referred for a decision of Chairperson which shall be final and binding.

The same SOP shall mutatis mutandis apply to RCHW

References:

1. Central Civil Services (Pension) Rules
2. New Mangalore Port Trust Employees (Retirement) Regulations, 1980 [corrected upto 30.11.2011].
3. Checklist received from Deendayal Port, Kandla

XVIII. FORMS AND DOCUMENTS TO BE SUBMITTED

Checklist A:Forms and documents to be submitted by the retiring employee

Sl.No.	Particulars
1	Details of retiring Government Servant
2	Application of commutation
3	Details of family duly counter signed and duly notarised disability certificate of children, if any
4	Single or joint (With spouse) passport size photograph, in triplicate, duly attested by Head of Office
5	Two specimen signature or left hand (in case of females)/right hand (for males) thumb impression mark in duplicate, duly attested by a Divisional Officer.
6	Two slips showing the particulars of height and personal Identification marks (not less than two), duly attested by a Divisional Officer.
7	Copy of PAN Card
8	Copy of Aadhar card
9	Copy of first page of bankpass book / cancelled cheque
10	Undertaking for recovery of dues from arrears
11	Gratuity Nomination form
12	Surety bond in case of retention of port quarter
13	Application of Pension
14	Application (in the format) for commutation of fraction of pensionwithout medical examination (Part-1 to III)
15	Attested copy of the Photograph single or joint (with spouse)
16	Nomination for family pension
17	Particulars to be obtained by the Head of the office from the retiring govt. Servant
18	Form for assessing pension and gratuity (part-I, II& III)
19	Application for monthly allowance (in case of retirees' residence is beyond the Mangalore Corporation or 8 kms radius from Panambur)
20	Application for indoor / outdoor medical eligibility card along with receipt of one time contribution as per the rates specified in O.M . No. 11/3/2009-10/PTC.5 dated 23.02.2010.

Checklist – B:Documents required for Retirement benefits file.

Sl. No.	Particulars
1	Assessment of pension and gratuity duly signed by HOD.
2	Retirement order issued by Department/Division
3	Application submitted by the employee for Voluntary Retirement, if any.
4	Office order in case of Voluntary Retirement
5	No demand /No dues Certificate from the department and estate office.
6	Vigilance clearance
7	Pension Calculation sheet
8	Statement of verification of service with service book page no.
9	Retirement entry in the service book
10	Statement showing the EOL without medical
11	Statement showing the non-qualifying service
12	Statement showing the last 10 months average emoluments
13	Statement showing the outstanding amount (If no HBA has been obtained from NMPA, the fact of the same should be mentioned in the outstanding statement)
14	Statement showing the dies non
15	Copy of FIR in case of missing of employee during duty hours
16	Copy of search Report from Policy Authority

Checklist-C:Entries to be made in the service book at the time of retirement/death while in service.

Sl. No.	Particulars
1	Date of retirement/missing/death
2	Cause of death (in case of death of employee while in service)
3	Last Basic Pay + Stagnation Increment + NPA + Any other special allowance to be considered for pension
4	Details of outstanding amount
5	Whether employee obtained HBA from NMPA?
6	If Yes, reference no. and date of NOC issued by HBA Section of Finance Department
7	Reference no. and date of issue of Due / no Due letter issued by Division / Department
8	Details of the family declared by employee at the time of retirement/during his life time (in case of death while in service) contain details such as name of family member, relationship with employee, date of birth, marital status, name of spouse (in case of married children), whether any children is suffering from any disability
9	Details of nomination for commutation filled by employee at the time of retirement
10	Details of nomination for payment of arrears of pension filled by employee at the time of retirement
11	Details of nomination for payment of DCRG as per CCS (Pension) Rules, 1972 filed by employee at the time of retirement
12	Details of nomination for payment of Gratuity as per the PG Act, 1927 filled by employee at the time of retirement
13	Total days towards Dies non
14	Total days towards EOL (Without Medical Certificate)
15	Details of daily rated / adhoc period considered for pension Calculation

Checklist – D: The following details are verified with the records in the Service Register

Sl. No.	Particulars
1	Whether suspension period, if any, has been regularized?
2	Whether details of family have been entered? {Name, relation with retiring employee, date of birth, date of marriage of children, marital status of children (unmarried, married, divorcee, widow/widower)name of their spouse, whether suffering from any disabilities) (Form-3 -Details of family)
3	Whether any children are suffering from any disability? (a) If any children are suffering from disability, whether the fact of the same has been entered in the service book ? (b)Whether notarized copy of the Disability Certificate issues by Competent Authority has been obtained and pasted in the service book as well as kept in the Personal File?
4	Whether daughter of the retiring employee is widow? (a) If the daughter is widow, whether fact whether the fact of the same has been entered in the service book? (b)If the daughter is divorced, whether the marriage has been declared void by the competent Court of Law? (c) Whether the notarized copy of the divorce decree is kept in the personal file and with the pension papers?
5	Whether it is a second/subsequent marriage of retiring employee? (a)Whether date of death of spouse/date of divorce which obtained through court of law has been recorded in the service book? (b) In case of death of spouse, whether death certificate has been passed in (a) Whether notarized copy of the Disability Certificate 0ssues by Competent Authority has been obtained and pasted in the service book as well as kept in the Personal File? (c) In case of divorce with the spouse, whether the marriage has been declared void by the competent Court of Law? (d) Whether the notarized copy of the divorce decree is kept in the personal file and with the pension papers? (e) Whether the 2nd/subsequent spouse is having children from earlier marriage? (f) Whether such children have been legally adopted by the retiring employee? (g) Whether the adoption deed is obtained by the retiring employee and legally vetted? (h) Whether copy of approval of Law Officer and notarized copy of the adoption deed are pasted in the service book as well as kept in the Personal File and pension papers? (i) Whether the name of spouses has been mentioned in the service book and pension papers in case of children are born from more than one spouse?
6	Whether dies- non period has been entered in the service book and it is corresponding with the leave records?
7	Whether EOL (Without medical) period is corresponding with the leave records?
8	Whether daily rated period has been recorded in the service book?
9	Whether daily rated service certificate is available to substantiate with the entries made in the service book?

10	Whether adhoc period has been recorded in the service book?
11	Whether adhoc period service certificate is available to substantiate with the entries made in the service book?
12	Whether penalty of reduction of pay was imposed on the employee during the service period of retiring employee?
	(a) Whether pay has been restored correct after completion of penalty period?
	(b) Whether penalty period of the retiring employee is surpassing beyond retirement date?
	(c) If penalty period of the retiring employee is surpassing beyond retirement date, whether case has been put before competent Authority to review the case ?
13	Whether the retiring employee is getting any personal pay (other than stagnation increment and Non Practising Allowance) along with basic pay
	(a) If yes, the nature of personal pay?
	(b) Whether such personal pay has been removed from the basic pay for the purpose of calculation pension, commutation and Gratuity?
14	At the time of retirement whether the employee is holding the post on regular basis or temporary basis?
15	Whether any investigation is going on at the time or retirement?

Checklist – E: The entries of the retirement such as pay drawn and the leave particulars are recorded in the SR.

Details to be verified in the leave record at the time of preparation of pension case:

Sl. No.	Particulars
1	Whether period of dies non is corresponding with the entries in the service book?
2	Whether period of EOL (Without Medical) is corresponding with the entries in the service book
3	Whether suspension period is corresponding with the entries in the service book?

Checklist F: Documents to be submitted by the family in case of death of employee while in service:

Sl. No.	Particulars
1.	Form 18 (Grant of Family Pension & Death Gratuity when a Govt. servant dies while in service)
2.	Form 19 (Grant of Family pension & Death gratuity)
3.	Form 12 (Grant of DCRG on the death of Govt. servant)
4.	Form 14 (Details of family members)
5.	Death Certificate issued by the Competent Authority.
6.	Slip of specimen signature.
7.	2 No's of Photograph.
8.	Particulars of Height and Identification marks.
9.	Non-remarriage Certificate.
10.	Certificate of Non-employment / Re-employment.
11.	Copy of Aadhar Card.
12.	Copy of Pan Card.
13.	Copy of first page of bank pass book / cancelled cheque
14.	Copy of FIR in case of missing of employee after duty hours
15.	Copy of search Report from Police Authority

Checklist – G: Documents to be produced by the family pensioner.

Sl. No.	Particulars
1.	Original Death Certificate of the deceased.
2.	2 No. s of Photograph.
3.	Particulars of Height and Identification Marks.
4.	Non Re-marriage Certificate.
5.	Certificate of Non-Employment/Re-employment for ascertaining VDA
6.	Copy of Aadhar Card.
7.	Copy of Pan Card.
8.	Bank Passbook Copy.
9.	Details of Family Members.

STANDARD PROCEDURE FOR PENSION PORTAL

I. The following details of pensioner will be transferred from ERP to Pension Portal immediately after retirement from Port Service

1. Name
2. Designation & Cadre
3. E.C.No.
4. Date of Retirement
5. Department
6. Last Basic Pay Drawn
7. Pan Card No.
8. Aadhar Card No.
9. Blood Group

Detailed Procedure for operating the pension portal by the pensioners

Access the pension portal through NMPA website –
<https://newmanglaoreport.gov.in> Pensioner corner.

A. Login

User Name i.e. E.C. No.	
Password	EC No. Date of birth

For Ex. If EC No. is 2098 & DOB :12.07.1981, password will be 209812071981

This will be default user name of password

- i) There is an option for changing of Password in Pension portal
- ii) The PPO No. will be automatically generated in ERP System.
- iii) Pensioners can upload the joint photo with spouse

B. OTP is compulsory for Pensioner/Family pensioner

C. The Pensioners can download/upload the following details in Pension portal

D. Facilities for pensioners/Family Pensioners

- i) Download - Pension pay slip maximum of 12 months
- ii) Down load -Form No.16
- iii) Upload - Copy of the first page of bank pass book, copy of the Aadhar, PAN, photo change of address if any, etc.
- iv) Upload- Life Certificate/JeevanPraman Certificate by December
- v) Intimation for Savings for the purpose of Income tax

Pras

- vi) Intimation for enhancement of pension on attaining age of 80 years & above
- vii) Intimation for Restoration of commutation of pension after 15 years
- viii) Feedback from Pensioners/Family Pensioner can be provided
- ix) Any grievances

E. Family Pensioners for sanction of Pension following to be submitted

- i) Death certificate in original duly attested
- ii) Form No.14 duly filled and attested i.e. Non-re-marriage certificate duly attested, Non employment certificate duly attested
- iii) Copy of the first page of pass book of Bank and cancelled cheque.
- iv) Copy of the PAN and Aadhar duly attested
- v) Passport size photos
- vi) Any grievances can be submitted.

The above details to be uploaded and same to be sent to Pension Cell within 7 days after uploading in Pension portal.

F. Escalation Matrix:

Provision for automatic Escalation of grievances to next higher authority when there is no action taken by the concerned officer of Pension cell as per escalation matrix.

Initial submission - Pension Cell

Escalation Level I - Dy.HoD (If no action taken at Pension Cell within 7 days)

Escalation Level II -HoD (If no action taken at Dy.HoD level within 4 days)

- G.** After submission of request, the Pensioner / Family Pensioner will get submit request No. in the Mobile No. mentioning that service request under process and pending for approval.
- H.** Any request received from pensioners to be notified in Group work list of e-office of pension portal. The concerned officer is to pull into worklist inbox files.
- I.** The request of the pensioner may approve/reject by the officer. If rejection, the comments to be given by the officer for the reason mandatorily. The comments made by the officer will be reflected to the pensioner in their login.
- J.** If, the request is accepted, officer has to move the file for approval of the higher authorities.
- K.** Pensioner/Family pensioners can track the request
- L.** Project manager will communicate the time line through mail to concerned officers
- M.** OTP is compulsory for Pensioners/Family Pensioner
- N.** Date of Death of Pensioner

NEW MANGALORE PORT AUTHORITY

Meeting No.04 of 2024-25 of the Board of New Mangalore Port Authority to be held on 23.08.2024.

Agenda Item No: 25 Standard Operating Procedure for Pension Portal of NMPA Pensioners and Family Pensioners and Medical department.

1. Background:

It is proposed to draft an SOP (Standard Operating Procedure) for Pension Portal since the same is required to ease the process of exchange of necessary information, communications, for uploading the documents and submission of requests by the Pensioners to Pension Cell through online platform. The Pensioners can download/upload the following details in Pension portal

A. Facilities for pensioners/Family Pensioners

- i) Download - Pension pay slip maximum of 12 months
- ii) Down load -Form No.16
- iii) Upload - Copy of the first page of bank pass book, copy of the Aadhar, PAN, photo change of address if any, etc.
- iv) Upload- Life Certificate/JeevanPraman Certificate by December
- v) Intimation for Savings for the purpose of Income tax
- vi) Intimation for enhancement of pension on attaining age of 80 years &above
- vii) Intimation for Restoration of commutation of pension after 15 years
- viii) Feedback from Pensioners/Family Pensioner can be provided
- ix) Any grievances

B. Family Pensioners for sanction of Pension following to be submitted

- i) Death certificate in original duly attested
- ii) Form No.14 duly filled and attested i.e. Non-re-marriage certificate duly attested, Non employment certificate duly attested
- iii) Copy of the first page of pass book of Bank and cancelled cheque
- iv) Copy of the PAN and Aadhar duly attested
- v) Passport size photos
- vi) Any grievance can be submitted.

- C. For Pensioner/Family Pensioners following to be submitted for Medical reimbursement

Medical claim

- i) Pensioners or Family Pensioners can submit medical claim through Pension Portal.
 - ii) The beneficiaries can log on to the Portal and download the Essential B Claim from the Portal itself which can be filled by the beneficiary and uploaded along with the Bills, bank pass book and any other relevant documents under this tab. The claim amount can be entered manually by the beneficiary.
 - iii) Once the bill is submitted, the request will be sent to the E- office of the AS/OS. The claims will be available in the Group work list which can be pulled to the inbox of the e-office. The bills after verification can be approved or rejected. If rejected comments are mandatory. Thereafter beneficiary can see the status of the request in the pension portal. If the claim is rejected, the comments can be seen by the beneficiary which can be complied and re-uploaded for further approval.
2. **Justification:** NMPA has developed dedicated website of Pensioner/Family pensioner for easy facilitation and faster settlement of claims and grievances.
 3. **Decision sought:** This is for information of the Board. The detailed procedure for operating Pension Portal is drafted & placed at Annexure -I & II.

4. **प्रस्ताव Proposal:**

Board is informed of incorporating the Standard Operating Procedure for Pension Portal.

Circulated

Secretary T/L

FA&CAO i/c

19/8/24

Standard Operating Procedure – Pension Portal (Medical)

Medical Claim:

1. Pensioners or family pensioners can submit medical claim through pension portal.
2. The beneficiaries can log on to the Portal and download the Essential B Claim from the portal itself which can be filled by the beneficiary and uploaded along with the Bills, bank pass book and any other relevant documents under this tab. The claim amount can be entered manually by the beneficiary.
3. Once the bill is submitted, the request will be sent to the E – office of the AS/OS. The claims will be available in the Group work list which can be pulled to the inbox of the e-office. The bills after verification can be approved or rejected. If rejected comments are mandatory. Thereafter beneficiary can see the status of the request in the pension portal. If the claim is rejected, the comments can be seen by the beneficiary which can be complied and re uploaded for further approval.

Note:- Following are the timelines for the clearing of bills received:

- a. Forwarding Firm Bills in full shape to the Finance Dept. - 5 working days after receiving
- b. Forwarding Medicine Purchase Bills in full shape to the Finance Dept. - Within 9 working days after receiving.
- c. Forwarding In-patient and Out-Patient bills in full shape to the Finance Dept. - Within 15 working days after receiving
- d. Receiving & Processing Out-Patient Bills from the Finance Dept. - Within 4 working days after receiving

Medical Reports:-

1. This section has been integrated with the HMS. Any reports generated in the HMS vis. Lab reports etc. will appear in this section of the Pension Portal for easy access of the beneficiary.

Grievance section:-

1. The beneficiary can submit their grievances w.r.t medical bill claims, Medical allowance and any other grievance related to Medical.

- 2. The beneficiary can enter their grievances in detail in the tab provided for the same in the Portal. Section also allows the beneficiaries to attach relevant document w.r.t grievance.
- 3. Once the grievance is submitted, the request will be sent to the E – office of the Sr. Medical Officer. The grievance will be available in the Group work list which can be pulled to the inbox of the e-office for verification.
 - a. Sr. MO shall take necessary action for the grievance submitted within seven (7) days of receipt of the grievance in the e-office. Sr. MO can close the grievance by providing necessary comments at his/her end or forward the same to the higher authority for further action.
 - b. If no action is taken by the Sr. MO in seven (7) days of receipt of grievance, then the system will automatically escalate the grievance to Dy. CMO for further action. Dy. CMO can close the grievance by providing necessary comments at his/her end or forward the same to the higher authority for further action.
 - c. If no action is taken by the Dy.CMO in four (4) days of receipt of grievance, then the system will automatically escalate the grievance to CMO for further action. CMO can close the grievance by providing necessary comments at his/her end or forward the same to the higher authority for further action.
 - d. The beneficiary can see the status of the grievance in the pension portal. The comments can be seen by the beneficiary along with the action date. If the grievance is pending for action, then the status will be displayed as under examination.

Circular:-

- 1. This sections contains hospital related circulars for the benefit of the beneficiaries. Some of the details available are :-
 - a. NMPA Referral Hospital List
 - b. Procedure and Instructions
 - c. OM - Ward Rates
 - d. Visiting Consultants
 - e. Ambulance Service for NMPA Beneficiaries
 - f. Any other notifications issued by the Port from time to time.

Shankar