

F.NO. 8/1/2012-B.O.III  
Government of India  
Ministry of Finance  
Department of Financial Services  
(B.O.III Section)  
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2<sup>nd</sup> Floor, Jeevan Deep Building  
10, Parliament Street, New Delhi-110 001  
07th June, 2013

To

- (i). The Chief Executives of all Pension Paying Banks.
- (ii). The Chief General Manager, In-charge, Customer Service Department, Reserve Bank of India, Central Office, Mumbai.

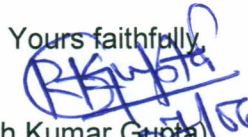
**Sub.: Delay in payment of pensionary benefits to the Ex-Servicemen.**

Sir,

I am directed to refer to the subject cited above and to say that a case of non-payment of ex-gratia amount of Rs. 9 lakhs by the UCO Bank, Jhajjar Branch came to the notice of the Department of Financial Services with the approaching that there may be more cases of non-payment of pensionary benefits to ex-servicemen causing frustration and feeling of isolation in the minds of those who gave their best of life for defence of nation. Such instances may be easily lapped up by the media to paint a negative picture of the PSBs and the Government which could be avoided with a little alacrity on the part of the banking officials.

2. It is therefore requested to kindly look into the matter on top priority basis by sensitizing the bank officials to be more prompt on payment of pensionary benefits to the ex-servicemen without any further delay and also to the CPPCs which need to be streamlined for timely release of pensionary dues to the Armed Forces pensioners. Action taken in this regard be intimated to this Department at the earliest.

Yours faithfully,

  
(Rakesh Kumar Gupta)  
Under Secretary  
Tel: 011 23348993