



RETIRAL BENEFITS DEPARTMENT
(HUMAN CAPITAL MANAGEMENT DEPARTMENT)

4TH FLOOR, MMO BUILDING, M G ROAD, FORT, MUMBAI -400023

CO/HCM/RBD/2024-25//952

DATE- 30.10.2024

MOST IMPORTANT

**For Immediate Attention,
ALL OFFICES**

**Time Bound
Last Date – 30.11.2024**

REG: SUBMISSION OF LIFE CERTIFICATE BY EX-STAFFS & THEIR FAMILY PENSIONERS FOR THE YEAR 2025

With reference to above, following certificates are required to be submitted during the month of November every year. Presently, life certificates can be submitted in Offline and Online mode with detailed guidelines as under:

OFFLINE MODE OF SUBMISSION

Type of Pension	Certificate Details	Submission at	HRMS Navigation for updation of Life Certificate using Tiles
Staff Pension,	1. Life Certificate	Any Branch	Manager Self Service >>
Staff Family Pension (in case of Spouse)	1. Life Certificate 2. Non-Marriage / Remarriage Certificate	Any Branch	Retiral Benefits >> Pension Manager >> Specify Life Certificate >> Enter PF Number of Pensioner >>> Transmit
Staff Family Pension (in case of Child)	1. Life Certificate 2. Non-Employment Certificate	Any Branch	
Ex-Gratia recipients Pre 01.01.1986 Ex-Staff	1. Life Certificate	Pension Paying Branch	Manager Self Service >> Retiral Benefits>> Pre-1986 Gratia Payment >> Specify Life Certificate>> Enter PF Number of Pensioner>> Transmit>> upload the Life Certificate and Submit
Spouse of Ex-Gratia recipients Pre 01.01.1986 retirees	1. Life Certificate 2. Non-Marriage / Remarriage Certificate	Pension paying Branch	
Pensioners living in Abroad	Any one of the following- 1. Life Certificate issued by an authorized official of the Embassy of India / High Commission of India / Indian Consulates duly apostilled, 2. Life Certificate signed by Magistrate or	Branch through post or through registered E-mail ID. Please refer our Letter No. CO/HRD/RBD/ 2022-23/447, Dt. 10.08.2022	Manager Self Service >> Retiral Benefits >> Pension Manager >> Specify Life Certificate >> Enter PF Number of Pensioner >>> Transmit

[Handwritten signature]

	Notary in the country of residence (abroad) or signed by Diplomatic representative of India duly apostilled.		
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Please note, Life Certificate directly submitted by Ex-Staff Pensioners // Family Pensioner through email to RBD Central Office shall not be entertained and accepted at our end.

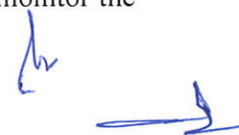
ONLINE MODE OF SUBMISSION OF LIFE CERTIFICATE

Mode of Digital Life Certificate (DLC)	Brief Guideline
Jeevan Pramaan Portal	Aadhar platform for biometric authentication of the staff pensioners. Please refer our Letter No. CO/HRD/RBD/2022-23/756, Dt. 19.11.2022. (Copy of the same along with job card is attached herewith).
Video KYC (VKYC)	<p>A. Through Central Bank of India Website- Pensioners (including residing in abroad) must have an internet enabled device like Mobile, Laptop, Tablet etc along with PPO number, Pension Account details, Original PAN and Original Adhar Card. Please refer our Letter No. CO/HRD/RBD/2022-23/854, Dt. 26.12.2022. (Copy of the same along with job card is attached herewith).</p> <p>B. Through online access HRMS Module- Visit URL- hrms.centralbankofindia.co.in and go through the following Navigation under Self Service- LC Submission Status>> Initiate Video KYC.</p>
Face Authentication Process	Pensioners (including residing in abroad) can submit Digital Life Certificate through Face Authentication Technique based on Aadhar Software by using only a Smartphone. Please refer our Letter No. CO/HRD/RBD/2022-23/7736, Dt. 28.11.2022. (Copy of the same along with job card is attached herewith).

LAST DATE OF SUBMISSION – 30.11.2024. Please note, payment of pension will be stopped from the month of December 2024 and will re-start only after receipt of the Life Certificate.

For your reference, we are enclosing herewith RO / ZO wise list of Staff Pensioners, Family Pensioners and Ex-Gratia recipients as on 31.10.2024. It shall be the prime responsibility of Branch Head to ensure follow up with all such pensioners drawing pension from their Branch for collecting and updating their life certificate in HRMS without any exception.

Chief Manager-HCM at Zonal Office shall act as Nodal Officer and will have to monitor the progress updation of Life Certificate / Death report on every week.



In case of any technical issues related to updation of Life Certificate, the same shall be informed with Screen shot of the error along-with PF Number on smpension@centralbank.co.in & familypension@centralbank.co.in, for resolution of the issues reported by the Branches.


Please ensure that no complaints shall be received for non-updation of Life Certificate in the HRMS duly submitted by the Ex-Staff Pensioners// Family Pensioner, to avoid strict action against the erring officials.

All Pension Paying Branches are advised to bring the contents of this letter to the notice of all Staff//Family Pensioners// Pre-01.01.1986 retirees drawing pension from their branch and ensure to complete the aforesaid task within stipulated timelines to ensure uninterrupted pension payment to our Ex-Staffs Pensioners// Family Pensioners.



(POPPY SHARMA)
GENERAL MANAGER-HCM

Enclosures-

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1. Copy of Letter No. CO/HRD/RBD/2022-23/447 dated 10.08.2022.
 2. Copy of Letter No. CO/HRD/RBD/2022-23/756 dated 19.11.2022 along with Job card
 3. Copy of Letter No. CO/HRD/RBD/2022-23/854 dated 26.12.2022 along with Job card
 4. Copy of Letter No. CO/HRD/RBD/2022-23//773 dated 28.11.2022 along with Job card
 5. Copy of Physical Format for Life Certificate
 6. Copy of Physical Format for Non Re-marriage Certificate Marriage Certificate, Non-Employment Certificate to be submitted by Family Pensioners
 7. List of Regular & Family Pensioners as on 31.10.2024
 8. List of Pre-01.01.1986 retirees & Surviving spouse as on 31.10.2024

Mail ID & Contact No.-

Regular Pension - smpension@centralbank.co.in (9927822923), Family Pension- familypension@centralbank.co.in (8010091236) Gratuity- smgratuity@centralbank.co.in (9820873767) , PF- smpf@centralbank.co.in (8077680758),
NPS(Staff)- smdcps@centralbank.co.in(8840502013) Chief Manager-RBD- cmpf@centralbank.co.in(8210182009) ,
AGM- RBD- agmpf@centralbank.co.in(9616552171)