

11/10/12

No.6-16/2002/TA-I/Vol.III / 2500-2501 (dated 10-10-2012)

**Government of India**

**Ministry of Communications & Information Technology**  
**Department of Telecommunications**  
**Sanchar Bhawan, 20 Ashoka Road,**  
**New Delhi-110001**

**Sub: Implementation of Single Window System of Pension Disbursement by DOT through Central Pension Processing Cells of Public Sector Banks – regarding.**

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Department of Telecommunications has entered into MOUs with all Public Sector Banks except Bank of India ( as it is not ready with its CPPC ) for introduction of Single Window System of Pension disbursement to DOT (CDA)/BSNL (IDA) Pensioners w.e.f. 01.10.2012. The existing procedure of Pension disbursement through Public Sector Banks has been modified and approved by the Competent Authority in Department of Telecommunications and accepted by CGA, RBI and 24 Public Sector Banks. The modified procedure is enclosed herewith for adoption with effect from 01.10.2012. The procedure can also be downloaded from <http://www.dot.gov.in/>.

2. The revised procedure shall be applicable to the existing DOT / BSNL Pensioners as well as the new telecom pensioners desiring to draw their pension from any public sector bank.

3. The new system envisages removal of restrictions on different banks which are at present allotted to different State/Circles in order to help the pensioners to have wider choices of pension disbursement authorities. All the Public Sector Banks are now allowed to disburse pension to DOT /BSNL pensioners in all the States/ Circles.

4. The modified procedure has done away with the existing system of "LINK BRANCH" and "FOCAL POINT BRANCH" concept. The Central Pension Processing Cells ( CPPC ) of the public sector banks shall take over the functions of the link branches and focal point branches of the banks. The pension authorizing authorities ie., the CCAs henceforth shall send the PPOs to the designated CPPCs of the banks who in turn will send the PPOs to the paying branches of the banks. The CPPCs will also credit the monthly pension directly / centrally to the accounts of the pensioners maintained at the paying branch of the bank. The responsibility of making available the scrolls to each CCA will be that of the concerned CPPCs. RBI monthly statement thus shall be available to the CCAs accordingly.

5. In order to implement the modified procedure, all the CCAs are advised to circulate the signatures of the PPO signing and countersigning authorities of their establishments to all the CPPCs of all public sector banks and other CCAs/Pr.CCAs. The CCAs are also advised to communicate their postal address to the CPPCs of the 24 public sector banks in order to receive the scrolls in time. The address, e-mail and phone numbers of all the CPPCs is enclosed at Annexure-I.

6. The banks have been advised to identify a nodal branch at each CCA HQr for coordination purpose. The CCAs may collect the detail information of the nodal branches of the Public Sector Banks and the corresponding coordinating officers for appropriate coordination to establish a mechanism for pensioners grievance redressal at Circle level.

13	PATNA 0004476		Sri Ranjan Kumar Srivastava, C.A. C.P.P.C 3377570 3372- 3451433/ 3372- 3451437	3372- 3372-23277904	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, State Bank of India, 4th floor, Administrative Building, Judges Court Road, Patna -800001	sbi.04476@sbi.co.in
14	THIRUVANANT HAPURAM 0004477	Radhakrishn a	P. A. Shelly (C.A.) 9447788894 0477- 2326988 0477- 2326957	0477-23269865	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, State Bank of India, Ganapathy Kovil Road Vazhuthankadu, Trivendrum Pin 595014	cppc.zoiri@sbi.co.in

9	KOLKATA 0004473	Mitra	9830887552	Amar Nath Mitra 987471007, 939- 22570827 22570503	939-22570828	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, State Bank of India, 2nd Floor, 83-1/A, Vivekananda Road, Kolkata-700006	sbi.04473@sbi.co.in
10	LUCKNOW 0004474	Srivastava	9415220752	SHRI. MANOHAR KHLANI AGM, CPPC 9415220752 0522- 3542211 0522- 3542210	0522-2735046	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, State Bank of India, Sector-I , Jankipuram, Lucknow-226021	cppc.04474@sbi.co.in
				J.K. Kushwa 9935550663	0532-2266027	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, State Bank of India, A-Kacheri Road, Allahabad 211002	
11	MUMBAI 0004464	Tanuja	9833223987	Sri Gupta Cw/ SHRI. Kishore Krakranis CM, CPPC 9833223987 022- 27574786 022- 27555475 0222755321	022-27580963	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, 5th Floor, Premises No. T-651 & T-751, J.T.C. Belapur, CBD Belapur Railway Station Complex, Navi Mumbai-400614	cppc.mumbai@sbi.co.in
12	NEW DELHI 0004475			SHRI. SUBHASH GUPTA AGM, CPPC 96504454550 26868301,2363842 723662272	23663842FX	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, SBI, Chandni Chowk Branch Premises, iii -ind Floor, Chandni Chowk, Delhi -110006	subhash.chand@sbi.co.in sbi.04475@sbi.co.in
				Shri Vijay singhal 9990091285	236622721		vijay.sinohal@sbi.co.in
		Vijay Singhal	9990091285	Sri V.K.Sharma 23665015, 23665003	236622721		sbi.04475@sbi.co.in

5	CHANDIGARH 0004469	Rajiv Bhardwaj	9888150555	26727012007, 0772- 4589231 1924 2570755 FX	0772- 26724569034 4589234	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, Administrative Office Building, II ND Floor, Plot NO 1-2, Sector -5, Panchkula, Haryana 134109	sbi.04469@sbi.co.in
6	CHENNAI 0000470			Sri R.K. Kaul 19779030137			
				Asif Suresh Johanson 9444441634	9444441634 044- 23772751 23772754 23772755 / 57	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, 112/4, Kallamman Koil Street, Virugambakkam, Chennai - 600092 PH : 044- 23772753, 23772754, 23772755, 23772756 FX : 044- 23772750	cdpc.zoche@sbi.co.in
7	GUWAHATI 0004471	Bhattachary a	9435353933	SHRI. JULAL DASS GUPTA CM, CPPC 094366730232 0361 036 2463104 1708	0361-2463103	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, 6th Floor, Sehi Trust Bldg., G.S.Road, Bhangegarh, Guwahati-781005	sbi.04471@sbi.co.in cdpc.zoguw@sbi.co.in
8	HYDERABAD 0004472	Narasimha Rao	9908123751	SHRI. C. V. Moorthy CM CPPC 9908123751 276701407 27660069 syc	010-27670143	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, 1-7-387, G N R Heights, 1st Floor, Mushirabad Main Road, opp. GुरुNanak Care Hospital, Hydrabad -500020,	sbi.04472@sbi.co.in
					9937441555		

## ANNEXURE-II

## LIST OF CPPC ADDRESSES - STATE BANK OF INDIA

(AS ON 26.09.2021)

SR NO	CPPC NAME	KEY PERSON	MOBILE NO	NAME & DESIGNATION	TELEPHONE NO.	FAX NO.	POSTAL ADDRESS	E-MAIL ADDRESS
1	AHMEDABAD 0004466	Rathod	9979894214	SHRI U.C. Shastri OM, CPPC	07900035648 079-23245512 079-23245512 079-23245513	079-23245514	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, 6th Floor, Gandhinagar, Zonal Office Building, Sector 10 B, opp. New Secretariate, Gandhinagar, PIN - 382010	cmcppc.zoahmi@sbi.co.in
2	BANGALORE 0004466	Jantali	9448994181	SHRI H.A. Nagraj OM, CPPC	080-25943667 2594333 94-6661562	080-25943660	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, 2nd Floor, SBI Hebbal Branch Premises, 12/13, Lakshmiya Layout, Ganga Nagar (N), Bangalore-560024	cmppc.bangalore@sbi.co.in
3	BHOPAL 0004467			SHRI. RAVESH KULSHRESHTA OM, CPPC	9425603267 9425602878 4206745, 2600630	0755-4206740,	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, SBI Govindpura Branch Premises, Behind Working Womens Hostel Premises, Govindpura, BHEL, Bhopal - 462011	sbi.04467@sbi.co.in
4	BHUBANESWA R 0004468	Ramtoley Ramdurai	9425603261 9437016403	Sri S.K. Bhoink Sri Gopeswar Behere	9763608866 9437016403 2672959X	0674-2672950 0674-2672170	The Chief Manager, State Bank of India, Centralised Pension Processing Centre, 161/162, CSD Bldg., Boimikhal, Cuttack Road, Bhupatneshwar-751006	cmcppc.zobhu@sbi.co.in
				Mr. Mahanandia N. Saha	9437029579 9437025342			

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S. No.	Location of CPPC	Address	Phone No	Fax No	Email	Corresponding Pr. CCA/ O/o CCA	Geographical Jurisdiction	Nodal Officer	Address of CPPC
20	Lucknow	Halwasiya, 1st Floor, Hazrat Ganj, Lucknow -226001				O/o CCA, U.P. ( West ) Lucknow	Meerut, Ghaziabad, G.B. Nagar ( Noida), Gaurandshahr, Aligarh, Mathura, Agra, Etah, Mainpuri, Etawah, Bareilly, Pilibhit, Lucknow, Moradabad, Sonbhadra, Kuzaffarnagar, Baghpat, Bijnor, J.P. Nagar ( Amroha), Budaun, Mathamaya Nagar ( Hathras ), Firozabad, Bhinnagar, Prabudhnagar, Panchsheel Nagar.	CO Meerut	
21	Lucknow					O/o CCA, U.P. ( East ), Lucknow	State of U.P. except the district mentioned above U.P. ( West )	CPPC Lucknow	
22	Lucknow		0522-2619963	0522-2202201		O/o CCA, Uttarakhnad, Budaun	State of Uttarakhnad	CO Dehradun	
23	Mumbai	Maker Towers, 7th Floor Cuffe Parade, Colaba, Mumbai - 400005				O/o Pr.CCA, Maharashtra	Maharashtra, Goa	CPPC Mumbai	
24	Mumbai		022-22186950	022-2252190		O/o CCA, Gujarat, Ahmedabad	State of Gujarat & U.T. of Daman & Diu & U.T. of Dadra & Nagarhaveli	CO Ahmedabad	
25	Patna	Tower R Block Chanakya Place Patna -800001				O/o CCA, Bihar, Patna	State of Bihar	CPPC Patna	
26	Patna		0612-3204618	0612-3224125		O/o CCA, Jharkhand, Ranchi	State of Jharkhand	CO Ranchi.	

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S. No.	Location of CPPC	Address	Phone No	Fax No	Email	Corresponding Pr. CCA/ O/o CCA	Geographical Jurisdiction	Nodal Officer	Address of CPPC
7	Chennai	Rayala Tower, 3rd Floor, 158, Anna Salai Chennai 600002				O/o CCA, Tamil Nadu, Chennai	Tamil Nadu, & U.T. of Pondichery except Yaman & Mahe enclave	CPPC Chennai	
8	Chennai					O/o CCA, Karnataka, Bangalore	State of Karnataka	CO : Bangalore	
9	Chennai					O/o CCA, Kerala, Thiruvananthapuram	State of Kerala, U.T. of Lakshadweep & Mahe enclave of Pondichery	CO: Ernakulam	
10	Chennai					O/o CCA, Andaman & Nicobar, Portblair	Union Territory of Andaman & Nicobar	BO : Portblair	
11	Chennai		044- 66765724	044- 6766754	cca@chennai.ccppc.in	O/o CCA, Andhra Pradesh, Hyderabad	Andhra Pradesh & Yanam enclave of Pondichery	CO: AP	
12	Delhi	Gurudwara Road, Karol Bagh New Delhi 110005	011-28756703 287571702	011- 28757563	cca@delhi.ccppc.in	O/o pr CCA, Delhi	NCT of Delhi	CPPC Delhi	
13	Jaipur	2 Nehru Place, Tonk Road, Jaipur - 302015	0141-2747107	0141- 2747156	cca@jaipur.ccppc.in	O/o CCA, Rajasthan, Jaipur	State of Rajasthan	CPPC Jaipur	
14	Kolkata	135, BRBB Rd. Kolkata -700001				O/o CCA, Kolkata	Area covered under Kolkata Pincodes	CPPC Kolkata	
15	Kolkata					O/o CCA, West Bengal, Kolkata	Sikkim & State of W.B. except area covered under Kolkata pin codes	CPPC Kolkata	
16	Kolkata					O/o CCA, Orissa, Bhubneshwar	State of Orissa	CO: Bhubneshwar	
17	Kolkata					O/o CCA, Assam	State of Assam	CO Guwahati	
18	Kolkata					O/o CCA, North East-II	Merged with North East L	BO Shillong	
19	Kolkata		033-22426048	033- 22425045	cca@kolkata.ccppc.in	O/o CCA, North East-I, Shillong	Arunachal Pradesh, Nagaland, Manipur, Tripura, Mizoram & Jharkhand	BO Shillong	

## LIST OF CPPC ADDRESSES - PUNJAB NATIONAL BANK

(AS ON 26.09.2012)

S. No.	Location of CPPC	Address	Phone No	Fax No	Email	Corresponding Pr. CC/Jt. CCA	Geographical Jurisdiction	Nodal Officer	Address of CPPC
1	Bhopal	PNB Building, Jail Pahari, Arera Hills, Bhopal-462011	0755-2570931	0755-2557615	<a href="mailto:pnbcppc@pnbb.co.in">pnbcppc@pnbb.co.in</a>	O/o CCA, Maanya Pradesh	State of Madhya Pradesh	CPPC Bhopal	
2	Bhopal	Jail Bhopal, Bhopal-462011	0755-2570931	0755-2557615	<a href="mailto:pnbb@pnbb.co.in">pnbb@pnbb.co.in</a>	O/o CCA, Chhattisgarh, Raipur	State of Chhattisgarh	CO : Raipur	
3	Chandigarh	Sec 17-B Chandigarh 160017				O/o CCA Haryana, Ambala Cantt.	State of Haryana except Panchkula Distt.	B/o Ambala Cantt	
4	Chandigarh					O/o CCA, Himachal Pradesh, Shimla	State of Himachal Pradesh	CO : Shimla	
5	Chandigarh		0172-2544456	0172-2544453	<a href="mailto:pnbcppc@pnbb.co.in">pnbcppc@pnbb.co.in</a>	O/o CCA Jammu & Kashmir, Jammu	State of Jammu & Kashmir	CO: Jammu	
6	Ludhiana	Site No. 15, Firojpur Road (near West Mall), Ludhiana 141012	0161-2550175	0161-2552157	<a href="mailto:pnbcppc@pnbb.co.in">pnbcppc@pnbb.co.in</a>	O/o CCA, Punjab, Chandigarh	Punjab & U.T. of Chandigarh & Panchkula Distt. Of Haryana State	CPPC Chandigarh	





20	<b>Syndicate Bank</b> Central Pension Processing Centre (CPPC), Head Office, Post Box No.1, Manipal – 576.104	0820 2575402	<a href="mailto:syndcppc@syndicatebank.co.in">syndcppc@syndicatebank.co.in</a>
21	<b>UCO Bank</b> Central Pension Processing Centre, Somalwar Bhavan(1 <sup>st</sup> Floor), Mount Road Extension, Nagpur-440001	0712 2559919/2559969	<a href="mailto:cppcna@ucobank.co.in">cppcna@ucobank.co.in</a>
22	<b>Union Bank of India</b> Centralised Pension Processing Centre (CPPC), Central Office, 12 <sup>th</sup> Floor, Union Bank Bhawan, 239 Vidhan Bhawan Marg, Nariman Point, Mumbai – 400 041	022-22896677	<a href="mailto:sourabhliwani@unionbankofindia.com">sourabhliwani@unionbankofindia.com</a>
23	<b>United Bank of India</b> Centralised Pension Processing Centre (CPPC), Head Office, 4 <sup>th</sup> floor, 11, Hemant Basu Samui, Kolkata -- 700 001	033 22072548	<a href="mailto:cppcna@unitedbank.co.in">cppcna@unitedbank.co.in</a>
24	<b>Vijaya Bank</b> Merchant Banking Division, Head Office, 41/2 M.G Road, Trinity Circle, Bangalore -- 560 021	080 26514534	<a href="mailto:mfcpension@vijayabank.co.in">mfcpension@vijayabank.co.in</a>

09	Indian Bank Centralised Pension Processing Centre, No.66, Rajaji Salai, 4 <sup>th</sup> Floor, Chennai-600001	044-25231756 044-25231757	<a href="mailto:cmcppc@indianbank.co.in">cmcppc@indianbank.co.in</a>
10	Indian Overseas Bank Centralised Pension Processing Centre (CPPC), Annasalai, Chennai	044 28889368 044 28889384	<a href="mailto:cppc@iobnet.co.in">cppc@iobnet.co.in</a>
11	Oriental Bank of Commerce Centralised Pension Processing Centre (CPPC), 8/1, 1 <sup>st</sup> Floor, Abdul Aziz road, Karol Bagh, New Delhi	011-40045733 011-28758174	<a href="mailto:qbc@obc.co.in">qbc@obc.co.in</a>
12	Punjab & Sind Bank Central Pension Processing Centre(CPPC), A-25, 1 <sup>st</sup> floor, Community Centre, Jwala Hari, Paschim Vihar, New Delhi - 110 033	011-25281210 Fax:011-25281211	<a href="mailto:cppc@psb.org.in">cppc@psb.org.in</a>
13	Punjab National Bank (List of CPPC & Nodal Office attached)	As per Annexure-I	As per Annexure-I
14	State Bank of Bikaner & Jaipur 2 <sup>nd</sup> Floor, SMS Highway, Chaura Rasta, Jaipur-302003	0141 6472259	<a href="mailto:cppc@sbj.co.in">cppc@sbj.co.in</a>
15	State Bank of Hyderabad Centralised Pension Processing Cell, 1 <sup>st</sup> floor, Methodist Complex, Opp. Chennar APDC, Hyderabad-500 001	040-23352681 040-23352682	<a href="mailto:kenigale.murgli@sbyhd.co.in">kenigale.murgli@sbyhd.co.in</a>
16	State Bank of India (List of CPPC attached)	As per Annexure-II	As per Annexure-II
17	State Bank of Mysore Centralised Pension Processing Centre, Birwa Complex, Alake Car Street Post Office, Mangalore-575003	0824 2495652 0824 2495187	<a href="mailto:cppcmanglore@sbm.co.in">cppcmanglore@sbm.co.in</a>
18	State Bank of Patiala Centralised Pension Processing Centre (CPPC), SCO (No.114, Urban Estate, Phase-II, Patiala - 147 002	0175-2283322	<a href="mailto:infocppc@sbp.co.in">infocppc@sbp.co.in</a>
19	State Bank of Travancore 3d Floor, Chembikalam Buildings, Vazhuthacaud, Thycaud P.O, Thiruvananthapuram-695014.	0471 2326525 0471 2324217	<a href="mailto:cppc@sbt.co.in">cppc@sbt.co.in</a>

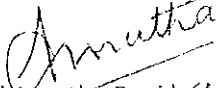
### Details of Centralized Pension Processing Centre

Sl. No.	Address	Telephone	E-mail ID
01	Allahabad Bank CPPC..New Building, 1 <sup>st</sup> floor, Hazariganj, Lucknow-226001.	05222286378	<a href="mailto:cppc@allahabadbank.in">cppc@allahabadbank.in</a>
02	Andhra Bank Centralised Pension Processing Centre, 5 <sup>th</sup> floor, Koti, Hyderabad-500195	04023463508	<a href="mailto:abcppc@andhrabank.co.in">abcppc@andhrabank.co.in</a>
03	Bank of Baroda CPPC-Telecom Govt Business Department 1st floor, Suraj Plaza-1, Sayajiganj, Baroda-390005	0265 2225209	<a href="mailto:govtbusiness.ho@bankofbaroda.com">govtbusiness.ho@bankofbaroda.com</a>
04	Bank of Maharashtra Central Pension Processing Centre Branch(CPPC), 2 <sup>nd</sup> Floor, "Jasmanga", 1177, Budhwar Peth, Bajirao Road, Pune -- 2	020-25511075	<a href="mailto:Minha.vr.klye@mahabank.co.in">Minha.vr.klye@mahabank.co.in</a>
05	Canara Bank Centralized Pension Processing Centre (CPPC), Transaction Banking Wing, 4 <sup>th</sup> Floor, 86 Spencer Building, M G Road, Bangalore -- 5600 0010	080 25551075	<a href="mailto:cppc@canarabank.com">cppc@canarabank.com</a>
06	Central Bank of India Centralized Pension Processing Centre (CPPC) Central Office, Ground Floor, Sector -11, CBD Belapur, Navi Mumbai – 400 614	022 27301115 022 27363400	<a href="mailto:cppc@centralbankofindia.co.in">cppc@centralbankofindia.co.in</a>
07	Corporation Bank Mangalore -Centralized Pension Processing Branch, Corporate Office Building, Head Office, Mangaladevi Temple Road, PO NO. 88, Pandeshwar, Managlore – 575 001	0824 2425230	<a href="mailto:hpension@corporationbank.co.in">hpension@corporationbank.co.in</a>
08	Dena Bank Dena Corporate Centre, C-10, G-Block, Bandra Kurla Complex, Bandra(E), Mumbai – 400 051	022-26545815 022-26545543	<a href="mailto:gbd@denabank.co.in">gbd@denabank.co.in</a>

7. Pensioners data as available with CCAs may be reconciled with the data available from the CPPCs of the Banks. Once the PVA software is implemented in CCA offices , the data on pension disbursement by Banks (scrolls) may be collected in soft form and reconciled with RBI figures to complete the process of auditing in a computerized environment.

8. The revised procedure may be followed with effect from 01.10.2012.

Encls: As stated

  
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To:

1. All Pr.CsCA/CsCA, Department of Telecom – for information and necessary action.
2. RBI, DGBA, Byculla, Mumbai.
3. RBI(CAS) Nagpur.