

*Sub: Payment of Settlement dues and appointment on  
compassionate grounds- System Improvement –  
Procedural Order*

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In terms of extant instructions targets are fixed for the payment of settlement dues and appointment on compassionate grounds to the widow / eligible ward in the case of employees dying in harness etc. as under:

1] Payment of settlement dues	within 30 days
2] Fixation of pension / family pension	within 30 days
3] Compassionate appointment	within 30 days [Group 'D'] within 45 days [Group 'C']

Despite existence of above instructions, it is observed that inordinate delays are taking place in the payment of settlement dues as well as appointment on compassionate grounds, even in those cases of accidental death while performing bonafide official duties.

Further, Board in their letter dated 29.04.2013 [SC No.66/2013] decided that in cases of appointment on compassionate grounds, the report of Staff and Welfare Inspector should be kept in the Service Book of the appointees concerned.

In order to streamline the procedure and avoid delays in the payment of settlement dues as well as appointment on compassionate grounds, the following system improvement is laid down:

**I. Identification of the cases and collection of data:**

- [a] In order to extend the benefits admissible to the family of the deceased employee, the concerned officer / supervisor under whom the deceased was working should immediately bring the matter to the notice of the Section S&WI, Cadre Asst. Personnel Officer and Sr. DPO, through a written communication/ message. Sr. DPO/DPO/APO should inform Bills, Settlement & CG sections on the same day.
- [b] The concerned S&WI accompanied by the controlling Supervisor should visit the family of the deceased employee on the same day or the next day for rendering immediate assistance.
- [c] The S&WI should collect copies of declaration given by the employee for availing pass, medical facilities and family composition in Form 6 [where available], from the Controlling Officer/ Supervisor.
- [d] The S&WI shall hand over all necessary documents like pension booklets, model application form seeking CG appointment, a checklist of documents to be submitted by the family for processing settlement /CG appointment. Necessary assistance should be given to the family for filling up the pension booklets etc. The S&WI should also inform the family of all the benefits and facilities available to them like retention of quarters, medical facilities etc.

- [e] On receipt of the death certificate from the family, a memorandum discharging the deceased employee from the rolls should be issued by the concerned cadre officer/controlling officer on the same day, duly ensuring that the copies are handed over to the Bills, Settlement Section, CG section.
- [f] After the pension booklets are filled by the family, the S&WI shall, with the help of two Supervisors, contact the co-employees, neighbours of the deceased employee, and conduct discreet inquiries regarding family composition with the available declarations submitted by the employee while in service.
- [g] The S&WI should submit his report together with pension booklets and CG application, copies of Form 6, declaration given by the employee for availing pass and medical facilities, nominations exercised by the ex-employee for payment of PF/CGEGIS etc., to the Sr.DPO/DPO for arranging settlement / CG appointment. Any disputes / rival claims etc. from the family of the deceased should also be mentioned in the report.[10 days from the date of submission of death certificate or 30 days from the date of death, whichever is earlier].

## **II. Payment of settlement dues:**

- [a] After receipt of the death message, the settlement section should send the updated Service Register and Leave Account to the concerned accounts for verification and certification of qualifying service, last pay drawn and leave balances.
- [b] The concerned accounts should return the SR, Leave Account and last pay drawn duly verified and certified within 7 days from the date of receipt from Personnel dept.
- [c] The Settlement Section should calculate and forward the settlement dues to the concerned accounts within 7 days from the date of receipt of certified SR , Leave balances & last pay drawn only after ensuring that the name of the employee has been deleted from the IPAS. An endorsement to this effect should be made in the SR on receipt of the memorandum discharging the services of the employee.
- [d] The accounts department should counter check that the employees name has been deleted from the IPAS before passing the settlement dues within a weeks time.
- [e] The time limit of one month for arranging settlement dues in cases of death in harness shall invariably be ensured, except in the case of genuine difficulties like rival claims, court cases etc. Expeditious settlement of ONR cases is the joint responsibility of both Personnel and Accounts departments and DPOs/DFMs should personally monitor and arrange settlement within the prescribed time of one month from the date of submission of death certificate.

## **III. Processing of CG Appointment:**

- [a] On receipt of application for CG appointment from the family, the S&WI will arrange a meeting of the family with concerned APO for the purpose of verification of documents required for processing the CG appointment.

- [b] The concerned APO, after initial scrutiny of application/ documents will decide the document(s) that need verification of genuineness by S&WI. The S&WI should visit the institutes in which the widow/ward studied and verify the genuineness of the certificates and submit the report thereof to the Sr.DPO immediately.
- [c] After the verification of the required documents, the eligibility of the candidate for compassionate appointment will be decided based on the educational qualification/eligibility/performance in the suitability test for Group 'C'.
- [d] The written examination for suitability for Group 'C' appointment under compassionate grounds shall be conducted regularly on the nominated day of each month and the examination shall be held under CCTV surveillance.
- [e] After the written examination, results should be declared on the same day or the next day. The approval of the competent authority should be obtained on the same day or the next day of declaring results/screening. The department /post for which the candidate is found suitable may be kept confidentially with the concerned Sr.DPO. Only the results with respect to suitability for Group 'C' / Group 'D' shall be placed on the notice board in Sr.DPO's office.
- [f] All the candidates shall be directed for medical examination in A-2 and below without indicating the name of the post. It shall be indicated in the letter to the medical authorities that if the candidate is not found fit in A-2, the concerned medical authority should invariably indicate the medical classification in which the candidate is fit.
- [g] Based on the medical classification of the candidate, a suitable post may be identified in case of Group 'D'. In case of Group 'C', after the medical examination, the department/post may be intimated to the candidates. If in any case it is found that candidate is not fit for the post offered to him, necessary change may be made as per his medical classification with the approval of the competent authority.
- [h] The instructions with regards to minimum educational qualification shall be followed.

#### **IV. Completion of pre-recruitment formalities -Role of Cadre Officer**

- [a] On receipt of papers from CG section, the cadre officer should arrange to issue the offer of appointment within the shortest possible time limit.
- [b] If the candidate is required to undergo pre-recruitment training before joining the working post, he shall be advised clearly the date on which he is required to report to the cadre officer for directing to the training.

V. **General**

- [a] Sr.DPO/DPO should ensure that the master data covering the details of all the death cases including the disputed cases involving rival claims, court cases etc. is maintained in chronological order, so that no case goes out of the notice of the administration.
- [b] The payment of settlement dues is to be arranged as per the nominations, family composition given in form-6 by the employee while in service.
- [c] Sr.DPO should personally monitor the disputed cases for early settlement and no case should be delayed unduly with regard to settlement dues / CG appointment. Cases that are delayed by more than three months due to various reasons should be furnished to CPO through MCDO.
- [d] The model time schedule for arranging settlement dues expeditiously and finalising the CG appointment is enclosed as Annexure-A.

This issues with the approval of competent authority.

Encl: Annexure-A

Annexure-A

Time schedule for ensuring expeditious finalization of Settlement/CG appointment in Death cases.

Phase	Time limit	Official(s) responsible
Meeting the family and handing over documents like Pension Booklets etc.,	Within 7 days from the date of death of the employee	Nominated S&WI
Submitting report to the cadre APO, Supervisors of Bills, CG & Settlement sections together with Pension booklets	Within 30 days from the date of death of the employee	Nominated S&WI
<b><i>Process connected to Settlement</i></b>		
Forwarding SR & Leave Account of the deceased to Accounts for verification and certification	Within 15 days from the date of death of the employee	Ch.OSs of Bills/ SR, Settlement, and DPO
Certifying the Qualifying service , Last Pay, leave balances	Within 7 days from the date of receipt from P.branch	SSO/Settlement & ADFM
Processing of Settlement case to Accounts department	Within 1 week after verification by Accounts	Ch.OS/Settlement & DPO
Finalising of Settlement & issue of PPO	Within 1 week after receipt of the case from Personnel department	SSO/Settlement & ADFM

<b>Process connected to CG Appointment</b>		
Verification of documents of family members	Within 7 days from the date of submission of application	Nominated S&WI & Cadre APO
Directing the candidate to Medical Examination	1 <sup>st</sup> available nominated day for the Medical exam. after verification of documents	Ch.OS/CG/Recrtd. & DPO
<b>Processing for Competent Authority's approval for the CG Appt.</b>		
[i] Where the candidate is not required to attend written examination	Within 7 days from the date of receipt of certificate of medical fitness from Rly. Doctor	Ch.OS/CG Section, DPO/Sr.DPO
[ii] Where the candidate is required to attend written examination	Within 3/5 days from the date of conduct of written examination	
<b>Issue of posting orders</b>		
[i] in case training is not required	Within one week after competent authority's allotment of department /post	Ch.OS & APO of Cadre
[ii] in case training is required	Within one week after announcement of results by the training institute/ office.	

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