

Invitation for Expression of Interest (EOI)
For Disbursement of Pension through Centralized Pension Processing Centre (CPPC)

We, The National Institute of Technical Teachers Training and Research, Bhopal Deemed to be University Under Distinct Catogery under the administrative control of Ministry of Education, Government of India, invites **Expression of Interest (EOI)** from **eligible nationalized banks** for undertaking the **disbursement of pensions through a Centralized Pension Processing Centre (CPPC)**.

The objective is to ensure **timely, accurate, and efficient disbursement of pensions** to pensioners of this institute through a Centralized Pension Processing Centre (CPPC).

Scope of Work:

1. To provide pension disbursement service to eligible Pensioner/Family Pensioners of this institute. At present these pension accounts are being maintained at different banks.
2. Life Certificate: LC can be submitted by below mentioned ways in your Bank:
 - (i) Submission of LC can be done digitally through Jeevan Pramaan Portal in any of your Bank branches across the country.
 - (ii) V-CIP (Video based Customer Identification Process).
 - (iii) Manual Life certificate can be submitted in any of your Bank branches PAN India which can be updated by any of your Branch to your pension paying software. Pensioners can also avail the services of "Door Step Banking" (DSB) to submit their Life Certificate.
 - (iv) Life Certificate can be submitted by the pensioners through Face-Authentication App launched by Government of India.
3. To maintain updated pensioner's financial data on your portal and same to be shared with NITTTR, Bhopal each and every month for verification and information.
4. Payment towards pension revisions, Dearness Relief (DR) and other admissible allowances changes as notified by Institute. Calculation and payments for pension arrears and DR arrears will be done by the bank.
5. Pension breakup through SMS and pension slip through registered E-mail id to be sent on monthly basis.

6. In case of death of pensioner's the excess pension paid (From the date of death till the date of information), if any should be recovered remitted back to NITTTR, Bhopal.
7. Ensure timely credit of pension amounts to pensioners' accounts every month.
8. To provide Pension Seva Portal: There should be separate portal for Pensioners on your Bank's Corporate Website where our pensioners can avail the below mentioned facilities:
 - (i) View pensioner's profile:-
 - (ii) View Annual Financial Statement.
 - (iii) View status of Life Certificate submission.
 - (iv) Generate Pension Slips.
 - (v) Download Form-16.
 - (vi) View Investment details submitted by them.
 - (vii) Access to V-CIP (VIDEO BASED CUSTOMER IDENTIFICATION).
9. Help-Desk Facility: Help-Desk facility should be available at CPPC which are manned by officials having good knowledge in Pension matters.
10. Redressal of Complaints: There should be Complaint Redressal Department where dedicated team is available to redress the complaints received at CPPC. Strict timelines are maintained to redress complaints as per guidelines.
11. Grievance Redressal System (GRS): There should be an in-built dedicated application developed for Pensioners to register their grievance/query for quick redressal.
12. A separate pension account will be opened exclusively for pension disbursement and it will be linked to the institute's main account for automatic transfer of the required funds for which a mandate may be issued to the bank.
13. As a mandatory requirement the bank must have near vicinity for undertaking all correspondences as and when required by the institute.
14. Other requirement as per Govt. of India guidelines when notified by institute.
15. The initial data provided by institute in respect of pensioners will be further maintained and updated by the bank technical staff.

Others:- Additional benefits if any, may be provided by the bank separately.

Submission Details:

- **Last Date for Submission of EOI:** 15-05-2025
- **Mode of Submission:** The EOI may be submitted either by **Speed Post** or **in person** at the address mentioned below
- **EOI to be Addressed to:**
Accounts Officer
NITTTR, Bhopal
Shamla Hills-462002
- Email –accounts@nitttrbpl.ac.in

Additional Information:

- Shortlisted banks may be called for a presentation or further evaluation.
 - The department reserves the right to accept or reject any or all EOIs without assigning any reason.
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