

**GOVERNMENT OF NAGALAND
DIRECTORATE OF TREASURIES & ACCOUNTS
NAGALAND, KOHIMA.**

NO. DTA/PEN/1-1/2012(pt)

Dated the 28th Aug' 2025

OFFICE MEMORANDUM

Subject: Directives on Pension Disbursement Irregularities and Strengthening of Processes

In view of the procedural lapses and the resultant irregularities observed in pension disbursement across treasuries, the following directives are hereby issued for strict compliance by all Treasury Officers (TOs) and staff handling pension matters:

1. Disbursement of Pension

- 1.1. Pension shall be disbursed only to individuals explicitly named in the Pension Payment Order (PPO) issued by the PAG's Office.
- 1.2. Requests for addition or change of nominees must be routed through proper channels and supported by approval of the P&AR Department and formal authorization from the PAG's Office.
- 1.3. Treasury Officers are reminded that they act solely as disbursing authorities and are not empowered to add, modify, or alter nominees in the PPO.

2. Credit of Pension to Non-Pensioner Bank Accounts

- 2.1. Pension must be credited only to the pensioner's registered bank account as per official records.
- 2.2. Payments to accounts of family members, whether due to inactive accounts, informal submissions, or otherwise, is strictly prohibited and if there are any such instances, it must be stopped immediately.
- 2.3. A photocopy of the first page of the pensioner's passbook must be collected annually during the physical verification process to ascertain bank account details.
- 2.4. In cases of minors, pension may be drawn by the legal guardian, but only through the guardian's designated account.
- 2.5. To secure and strengthen the pension payment system, the Department will be integrating a real-time bank account verification mechanism in the pension portal (on the lines of NPS) to ensure;
 - i) Online verification of submitted accounts,
 - ii) Elimination of fraudulent payments,
 - iii) Accuracy and accountability in beneficiary payments.

3. Non-Reporting of Deaths of Pensioners

- 3.1. Non-reporting or delayed reporting of pensioners' deaths leads to continued overpayments and recovery complications especially in cases where there are no more pension entitled nominees. TOs must make an effort to publicize in their respective offices on the importance of prompt death reporting to avoid excess recoveries.
- 3.2. Public awareness materials prepared by the ICE (Media) Team must be disseminated widely.


28/8/25

4. Underpayment and Overpayment of Pension

- 4.1. TOs and staffs assigned for pension must verify and ensure accurate entry of PPO data into the DTA ePension Portal.
- 4.2. Discrepancies due to manual errors or data mismatches must be rectified before bill generation.
- 4.3. On detection of avoidable overpayments or underpayments, corrections and remedial measures should be taken immediately.

5. Dual Payment of Pensions (Manual and Online)

- 5.1. To prevent and avoid duplicate pension payments, manual payments must be phased out and 100% onboarding into the DTA ePension Portal must be achieved at the earliest.
- 5.2. In legacy cases where onboarding is delayed due to missing data, treasuries such as Kohima North and Dimapur, which have achieved full onboarding, may be consulted for guidance.
- 5.3. To facilitate legacy onboarding, temporary relaxation of non-critical data fields may be considered, with prior consultation with the Directorate, if felt required.

6. Compliance and Accountability

All Treasury Officers must disseminate these directives to relevant staff under their jurisdiction for compliance.

Any deviation, negligence, or wilful non-compliance shall be viewed seriously and dealt with accordingly.

Sd/-

Tsuren M. Odyuo
Director & HoD

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Dated the 28th Aug' 2025

Copy to:-

1. The Finance Commissioner to the Govt. of Nagaland, for kind information.
2. Senior Treasury Officers, Treasury Officers and Sub-Treasury Officers.
- ✓ 3. Departmental Web/WhatsApp Admin for necessary action.
4. Office Copy.


(VECHISO CHAKHESANG)
Addl. Director