

From

The Director General,  
Social Justice & Empowerment,  
Haryana, Chandigarh.

To

All the Deputy Commissioners in Haryana (except Gurgaon and Rohtak).

No. 19618-19636/SJE/EBT/2011,  
Chandigarh, dated the September 13<sup>th</sup>, 2011

**Subject:** Manual payment of pension for the month of August, 2011.

**Memo:**

All arrears up to the month of July, 2011 with interest in the 19 EBT implementing districts (including Jhajjar) have been credited into the bank accounts of a total of 16,68,002 beneficiaries.

2. However, in view of the inconvenience being faced by the pensioners due to unsatisfactory service by the Business Correspondent, M/s FINO, appointed by the Banks, it has been decided by the Government to disburse pension for the one month of August, 2011 manually as earlier, i.e., through the BDPOs (for rural areas) and MCs (for urban areas) to all pensioners whose names appear on the website of Department. Sanction along with budget has been allocated to the districts. The pension from the month of September, 2011 onwards would be credited electronically into the bank accounts of the beneficiaries. The Business Correspondent of the Bank will continue to operate the Enrolment Centres and the Customer Service Points in your districts.

3. Please ensure that the left-out beneficiaries are advised by the disbursing agencies to enrol their names with the Business Correspondent positively before 30<sup>th</sup> September, 2011, failing which the names of such pensioners, whose names existed on the rolls on 31<sup>st</sup> March, 2011 would be deleted. Please also ensure that Grievance Cells are activated by the Banks at all the Permanent Enrolment Centres. The pensioners may be advised to record their grievances in the bank registers with reference to their 16-digit Card Number, commonly known by the acronym, URN.

This letter would supersede the instructions at Para No. 2 of the Memo No. 17952-17993/SJE/EBT/2011 dated August 20<sup>th</sup>, 2011 of this office.

  
Director General