



ཀླུ་ཡོངས་དགོངས་ལུ་ལྷན་པོ་གསལ་དང་འཚོ་རྩིས་མ་དངུལ།།

NATIONAL PENSION & PROVIDENT FUND
THIMPHU: BHUTAN

The Dos and Don'ts for Pension Disbursing Offices

1. Dos and Don'ts for Banks and Bhutan Post Offices

A. Dos

- i. Open **Pension saving account** upon production of “pension account opening letter” from NPPF by individual pensioners or beneficiaries.
- ii. Forward the duly filled “confirmation of pension savings account by banks/Bhutan Post offices” to NPPF.
- iii. Issue **ATM against Pension Saving Account and provide net banking or online banking facilities** (such as mbob, epay, mpay, etc) as per banking norms.
- iv. Endorse the duly filled “**revised Non-Remarriage Certificate Form**” submitted and declared unmarried personally by spousal pension beneficiaries.
- v. Refer all matters related to nomination or **authorization of pension withdrawal** to NPPF offices for approval.
- vi. Report absconded or convicted of a felony under court of law or the relinquished citizenship identity card cases of pensioners/beneficiaries, if any to NPPF.
- vii. Provide **list of Pensioners availing ATM services** to NPPF on a quarterly basis.

B. Don'ts

- i. Prohibit deposit facilities to pension account by any person other than the direct crediting by banks authorized by NPPF in form of monthly pension.
- ii. Prohibit **Standing Instruction and Cheque facilities**.
- iii. Don't allow withdrawal without production of pension card.
- iv. Don't allow withdrawal of pension by third party unless authorized by the NPPF.
- v. Don't accept authorization letter from pensioners/spouses/children for withdrawal of monthly pension without NPPF's approval.