

No. 181/Welfare/Re-Issue/Obsn/20-21

09 Feb 2021

All RSBs/ZSBs.

**PAYMENT FAILURE CASES AND RE-ISSUE : WELFARE SCHEMES**

1. During the process of remitting the due amount by NEFT/ RTGS to the beneficiaries accounts, against various welfare schemes like Edn, Daughters' Marriage of ESM, Penury etc., payment failure occurs in some cases due to various reasons like wrong account details fwd by applicant etc. When such payment failure occurs, system generated Mail is sent to the applicant asking for correct bank details so that payment can be remitted to the beneficiary/ applicant.
2. Thereafter, the procedure to be followed for Re-issue cases is that **Ink signed (hard copies)** of the following documents, "**DULY SIGNED BY APPLICANT (ESM/ WIDOW OF ESM)** and **COUNTERSIGNED** by the concerned **ZILA SAINIK BOARD** is required to be sent to the KSB (Kendriya Sainik Board) :-
  - (a) Copy of 1st page of Bank Pass Book or Cancelled Cheque duly signed by ESM/ Widow of ESM and Countersigned by the Zila Sainik Board (ZSB).
  - (b) Copy of Aadhar Card duly signed by ESM/ Widow of ESM and Countersigned by the Zila Sainik Board (ZSB).
3. It is reiterated that scanned copies of the documents forwarded by applicant by e Mail cannot be entertained Re-issue case. Only hard copies as mentioned at Para 2 above will be entertained for Re-issue cases.
4. These directions may be given wide publicity and implementation be ensured for Re-issue cases.

  
(KS Uppal)  
Col  
Jt Dir (Welfare)

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at ksb website please.