

Tamilnadu Telecom Circle  
80, Anna Salai  
Chennai-600 002.  
Tel: 28521224  
Fax: 28520044



भारत संचार निगम लिमिटेड

भारत सरकार का उद्यम

Bharat Sanchar Nigam Limited  
(A Govt. of India Enterprises)

एस शण्मगसुन्दरम

प्रधान महा प्रबन्धक हउ नि प्रह

S.SHANMUGASUNDARAM  
Principal General Manager (CFA)

D.O. No. TSB /21 - 01/2010

7<sup>th</sup> December, 2010

Dear Shri

Kindly refer to this office letter No. TSB / 21-01 /2010 dated 03-09-2010 enclosing copy of BSNL C.O. New Delhi letter No. 40-29/2009-Pen (B) dated 19-08-2010 regarding Timely Settlement of Retirement Benefit cases.

I would like to draw your attention to this office D.O. letter No. TSB/Pension Adalat/2008 dated 23-09-2008 wherein you were requested to send a monthly report of the cases of Invalid Pension, Voluntary Retirement, Cases of death of Staff etc. to enable Princiipal, CCA, D.O.T. Cell, Chennai to authorize the Terminal Benefits without any delay.

Jt. CCA TN Telecom. Circle has intimated vide his letter No. PCCA/TNC/GPF/2009-10 dated 12-01-2010 regarding belated receipt of GPF Final Payment claim papers in respect of Superannuation Retirement and death cases.

The claims are to be forwarded atleast 2 months in advance alongwith the Pension papers. Even though the Pension cases are directly forwarded to Principal, CCA, TN Telecom. Circle, Chennai by SSAs the non-receipt of Pension/GPF claims is reported to Circle Office frequently and in turn Circle Office is taking up the issue with SSAs. Further, despite issue of many instructions to forward the Pension / GPF claims in time, many SSAs are taking this issue in a Casual manner and due to this again and again Circle Office is getting reminders from Principal CCA Office about non-receipt of the above claims in time.

The delay in processing of Pension papers by field units has also been raised by the representative Union i.e. BSNLEU in National Council. Therefore, BSNL Headquarters vide letter No. 40-29/2009-Pen(B) dated 19-08-2010 (copy enclosed) had reiterated that the reasons for timely processing and Settlement of Pension cases. BSNL Headquarters letter vide the said instruction had also directed to give instruction to SSAs to give Top most priority to these cases. Therefore, the delay in processing of Pension papers have gone up to BSNL Headquarters level and hence there is a necessity to tone up the entire infrastructure handling the Pension cases in the SSAs.

Contd.....2.

In order for Timely Settlement of Retirement Benefit cases this office has issued detailed instructions vide this office letter dated TSB/21-01/2010 dated 03-09-2010, 29-11-2010, TSB/21-03/2010 dated 14-09-2010, 30-09-2010, 29-10-2010, 08-11-2010, 20-11-2010, 24-11-2010 and TSB/21-05/2010 dated 16-09-2010 for Timely Settlement of Retirement Benefit cases.

I would, therefore, request you to kindly bestow your personal attention in this regard and sent the required particulars to Principal, CCA, DOT, Chennai without any delay / omission. Any delay in processing of pension papers, if noticed, on the part of any officers/staff, action may be initiated to avoid such incidences in future.

With Best wishes,

Yours sincerely,



(S. SHANMUGASUNDARAM)

To

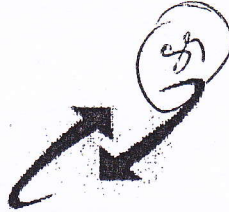
Shri  
PCE (Civil) / PCE (Elect.)/Sr. Architect, Chennai.  
PGMT Coimbatore / All GMs in TN Telecom. Circle

Copy to:

GM(F), O/o CGMT TN Circle, Chennai-600 002. w.r.t. U.O.Note No.  
TCA/BSNL/Pen/Genl/07-08 dated 04-02-2010.

②  
1-38  
CBS

1025  
27/8



IMMEDIATE ①

90

**BHARAT SANCHAR NIGAM LTD.**  
**(A Govt. of India Enterprise)**  
**PENSION SECTION**  
**Bharat Sanchar Bhawan,**  
**Janpath, New Delhi-1.**

No. 40-29/2009-Pen(B)

Dated 19-08-2010.

To  
All Heads of Telecom Circles/Telecom District/  
Other Administration Offices/  
Telecom Stores/ Telecom Factories.  
Bharat Sanchar Nigam Ltd.,

Sub: **Timely settlement of retirement benefits cases.**

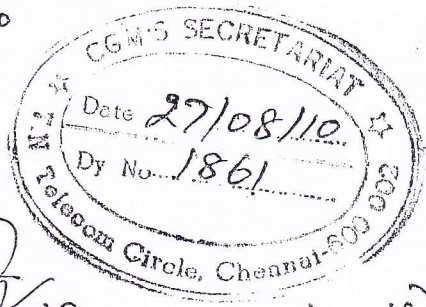
Sir,  
I am directed to refer to DOT letter No. 7-1/2009/TA-1/17 dated 26-11-2009 (copy enclosed) wherein it has been intimated that BSNL Circles are not taking keen interest in early/timely settlement of retirement cases and there is huge pendency of retirement cases in various circles.

2. The issue of delay in sanction and payment of pension to BSNL retirees has also been raised by the representative union in the National Council. It has been pointed out that there is acute delay in sanction of pension and payment of dues like gratuity, CGEGIS, Commutation etc. for the retired employees in many circles. The retired employees are compelled to approach various authorities like, GM, CCA etc. for settlement of claims. The representative union has requested that the retired employees are paid all their dues as also the pension order on the last working day of the month in which the employee is retiring. The pension process should start sufficiently early, say about one year back, so that the payment can be made on the retiring day itself.

3. It is, therefore, requested that necessary instructions may be issued to concerned SSA Head to give top priority to retirement benefits cases. It is further requested to observe the instructions for timely submission of pension papers to CCA offices and attend meetings organized by CCAs for prompt settlement of the cases as the CCA office has pointed out that due to non-cooperation by SSAs, pendency of pension cases is not decreasing.

Yours faithfully,

(Sheo Shankar Prasad)  
Asstt. General Manager(Pers-V)



DGM (PERS)  
27/8

GM (A)  
27/8

AGM(S)  
File R

ADST  
28/8

③/④

3617  
17/12/09

**DEPARTMENT OF TELECOMMUNICATION**  
**TA-I Section, Room No.918,**  
**20, Ashoka Road , Sanchar Bhawan, New Delhi-110001.**

NO. 7-1/2009/TA-I/17

dated 26.11.2009.

To  
Shri Kuldeep Goyal  
The Chairman Cum Managing Director,  
Bharat Sanchar Nigam Limited,  
Janpath, New Delhi-110001.

9572  
9/12/09

8993  
11/12

**Sub:** Not attending of monthly review meeting held on 30.10.2009 by GMTD,  
Varanasi and Mirzapur.

Enclosed please find a copy of letter No. CCA/UP(E)/Pen/Misc/09-10/4810 dated  
16.11.2009 from office of CCA, UP(E) Lucknow on the subject cited above.

From the above it is observed that offices of various BSNL Circles are not interested in  
ensuring timely settlement of various retirement benefits. UP(E) is a glaring example where  
there is huge pendency and lot of complaints are also being received apart from numerous  
court cases.

It is requested that suitable instructions may kindly be issued to all the BSNL Circle  
heads with clear direction to accord top priority to the retirement benefit cases, to observe  
the various instructions for timely submission of pension papers to CCA offices, prompt  
compliance of the points raised in Account Enfacement by CCAs and to attend the various  
meeting organized by CCAs for prompt settlement of these cases. It may also be intimated to  
them that in the event of delay on their part for settlement of individual cases, the  
responsibility will be fixed on them.

Encl: as above.

*(Signature)*  
**(Manish Pathak)**  
Director(Accounts-I)  
Ph-23096014  
E-mail: dir-acs1-dot@nic.in

*DIA CCA*  
*GM (ESM)*

*11/12/09*

*wgmta*  
*20/12*  
*10/12/09*  
*8/12/09*  
*ACM (P.E.)*  
*16/12*

Copy to: CCA, UP(E) Lucknow for information w.r.t. their letter No.CCA/ UP(E)/  
Pen/Misc/09-10/4810 dated 16.11.2009s

*18/12*  
*16/12*

*But you should take*  
*CA-11/12/09*

*All*