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भारत सरकार
संचार और सूचना प्रौद्योगिकी मंत्रालय
दूरसंचार विभाग
संचार भवन, २०, अशोक रोड़,
नई दिल्ली-११०००१
Government of India
Ministry of Communications and
Information Technology
Department of Telecommunications
Sanchar Bhawan, 20, Ashok Road,
New Delhi-110 001

सदस्य (वित्त) एवं

पदेन सचिव, भारत सरकार

Member (Finance) Telecom Commission &
Ex-officio Secretary to Govt. of India



D.O. No. 3-7/2014/TA-1/239
Dated the 10th February, 2017

Dear Sri Srivastava

I have been receiving a large number of complaints from various quarters regarding delay in payment of Pension and other Pension emoluments. I am informed that most of the delay occur due to late receipt and incomplete documentation of Pension papers. In case of incomplete details, the papers have to be sent back to the originating units, who often find it difficult to trace out details for the past period.

The importance for regular updation of service details in the Service Book cannot be ignored in order to ensure all details especially, those affecting superannuation benefits are complete and verified. As per provision of Rule 32 of CCS (Pension) Rules, on a Government Servant completing 18 years of service (and) or his being left with five years of service before the date of retirement whichever is earlier, the head of office in consultation with the Accounts officer shall, in accordance with the rules verify the service rendered by the government servant, determine the qualifying service so determined.

The Internal Audit reports of the CCAs reveal that the above provision of Rules are not being followed by most Circles of BSNL/MTNL for updation and CCAs for verification, resulting in delay in submission and consequently delay in the settlement of pension cases. You may instruct all Heads of Circle to ensure updation of service books under their custody and coordinate with the concerned Pr.CCA/CCA who are required to complete the verification process. Simplified procedure for verification of service books of employees as conveyed vide DOP&T OM no.1801917/2013-Estt(L) dated 23.10.2013 (copy enclosed) may be followed scrupulously by the CCAs to ensure timely settlement of retirement benefits.

For Circles with high pendency, it may be ensured initially that updation of service books of all employees retiring in the next 2 years are to be completed on priority and verified by July, 2017.

With regards

Dir (HR)

Your sincerely,

*Sh. Subhash
Sd/-
23/2*

BSNL CO, New Delhi
G.M. (Estt.)
Dy. No. 9004
Date 21/2/2017

Shri Anupam Srivastava
CMD, BSNL
Bharat Sanchar Nigam Limited
BSNL Bhawan, Harish Chandra Mathur Lane
New Delhi

(Prahlad Singh)

Please plv along with draft letter from D(HR) to all CCAs

*405/Pen(B)2017
23/02
Wgmt/pt*

DGM (Estt.) BSNL Co.
Dy. No. 238
Date 22.2.2017

*DM (Pen)
J
22/2/17
AGM (E-I)*

*AGM (Estt.)
DGM (E-I)
22/2/2017*