

IMMEDIATE



**Bharat Sanchar Nigam Limited**

(A Government of India Enterprise)

**Corporate Office**

(Pension Section)

5<sup>th</sup> Floor, Bharat Sanchar Bhawan, Janpath, New Delhi-110001

No. 40-14/2013-Pen(B)

Dated: 29/3/2017

To

**All Heads of Telecom Circles/Telecom District/Regions/  
Projects/Telecom Stores/Telecom Factories & Other Administrative Offices  
Bharat Sanchar Nigam Limited**

Sub: Furnishing of Certificate/Check list of complete updation of Service Book of retirees by the CAO/AGM maintaining Service Book for timely preparation of pension papers- regarding

Sir,

It has been noticed that the Accounts Officers who are custodian of the service books are not maintaining service books up-to-date in respect of officers who are due to retire within 24 months. Consequently, either it is not being possible to forward the pension papers and the complete Service Book in accordance with Rule 61 of the CCS (Pension) Rules to the Pension Paying Authority or the cases are being returned due to incomplete entries in the Service Book. Some of the reasons for not settling the retirement benefits or returning the Service Book are as under:

- (i) Service verification not complete
- (ii) Leave Salary and Pension Contribution not mentioned
- (iii) CGEGIS contribution not mentioned
- (iv) Incomplete Leave Entry
- (v) Requisite orders supporting Pay Fixation on Promotion/upgradation etc are not available.

2. In this connection several instructions have been issued by this office vide letter No. 40-19/2010-Pen.(B) dtd. 19/8/2010 and 1/12/2010 wherein a check-list was provided along with list of frequent queries being raised by Pension Paying Authority on pension cases. Thereafter, a number of instructions vide letter no. 40-14/2013-Pen.(B) dtd. 4/9/2013, 23/1/2014, 9/4/2015, 31/12/2015, D.O. of Dir.(HR) dtd. 10/5/2016 and 26/10/2016, letter from GM(Estt.) dtd. 13/12/2016, letter no. 40-6/2015-Pen.(B) dtd. 2/3/2015, 24/4/2015, 2/7/2015, D.O. from Dir.(HR) dtd. 7/10/2015, 6/3/2017 have also been issued. Despite these many instructions, the Pension Paying Authority i.e. DoT is not able to settle the pension cases immediately, as the Service Books sent by Circles are not updated.

3. Recently, in a meeting held under the chairmanship of Secretary (T) on 15/2/2017, Secretary (T) expressed displeasure about inordinate delay in timely payment of retirement dues. He directed that status of cases of retired employees who did not receive their dues on the date of retirement may be compiled on regular basis and submitted to him. He further directed that after 31/3/2017 all retired employees should get their retirement dues on their date of retirement. In meetings for review of pending pension/family pension cases held on 17.2.2017 and 10.3.2017, it was decided that the concerned authorities maintaining Service Books may be directed to follow the procedure assiduously and give a certificate to the effect that Service Book of the retiring officer is complete in all respect and the documents in support of pay on promotion/upgradation are available in the Service Book.

4. Accordingly, all administrative Heads are impressed upon to issue direction to all the 0 ensuring to complete the check-list (**Annexure-II**).

5. It is relevant to mention here that while sending Service Books of CGMs to the Corporate Office, it should be ensured to send the check-list alongwith the certificate (**Annexure -I**). In case any Service Book is received in Corporate Office without the **check-list** and the Certificate (**Annexure-I**), the concerned executive will be held responsible and action for causing delay in settlement of pensionary benefits will be initiated against the concerned officer/official as per provision in CCS (Pension), Rules.

This issues with approval of Dir(HR), BSNL Board.

Encl: As above

Yours faithfully,



(**Sheo Shankar Prasad**)  
Deputy General Manager(Estt.I)  
Tele. No. 23037592

Copy to:-

1. Dir.(HR), BSNL Board.
2. PGM (Pers.)/GM (FP/BW/Civil/Architect/Electrical), BSNLCO with a request to issue direction to all the officers, who are in-charge of the Service Book, to send the Service Book complete in all respects along with a certificate as in **Annexure- I** and the check-list (**Annexure-II**).
3. Director(Accts), DOT, Sanchar Bhawan, New Delhi, for kind information