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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

E File No. 168504/BSNLCO-CA/30(12)4/2021-CA-ERP-FICO

Dated: 18.01.2022

To,

The Chief General Manager
All Circles
BSNL

Sub: Instructions in respect of BSNL CO guidelines regarding processing of the cases covered under BSNL Superannuation Pension Scheme (SPS)

BSNL Corporate Office vide letter No. BSNL CO-A/12(12)/4/2021-ESTAB dated 14.01.2022 has issued guidelines to the Circles regarding processing of the cases of Superannuation for the BSNL recruited employees. In this connection, CA section of BSNL CO. has also issued necessary instructions from time to time for effective operation of the scheme. As per issued guidelines, at the time of maturity of the scheme on account of Superannuation etc, the employees/nominees of the employees are required to fill and submit the requisite superannuation Claim forms to the designated DDO/AO (claim) for further processing of the cases to BSNL CO.

As per the latest report derived from ERP HCM 3899 BSNL recruited employees(report accessed from SAP as on 30.11.2021 list attached) covered under the scheme have retired/deceased but a very few claims have been received in BSNL CO. for settlement. Due to delay in submission of the claims, not only are the employees/nominees adversely affected, BSNL is also receiving numerous complaints through RTI/CPGRAMS. Non settlement of the employee benefits timely is a matter of concern.

In view of the above, all the Heads of Circles are requested to direct their respective Nodal officers, dealing with the superannuation cases, to expedite the processing and submission of superannuation claims as per the issued guidelines to "Sr.GM Establishment, BSNL Corporate Office, New Delhi. You are also requested to sensitize the eligible employees to access the details & forms from BSNL intranet, where it is available before login, on the home page as well as under drop-down menu "portals>retired".

(Surajit Mandol)
Sr.GM (CA)

Copy to:1) Dir.(HR)
2) PGM (Pers)
3) Sr.GM (Estab)