

Corporate Office  
Pension Section, 5<sup>th</sup> floor  
Bharat Sanchar Bhawan  
H.C. Mathur Lane,  
New Delhi-110001



भारत संचार निगम लिमिटेड  
(भारत सरकार का उद्योग)

BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

File No. BSNLCO-A/12(12)/9/2021-ESTAB

Dated: 23.11.2021

To

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

Sub: Timely settlement of pension/family pension cases - reg

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Sir,

I am directed to refer to the subject noted above and to say that Jt. CGCA-BA&IT, DOT, New Delhi vide DO letter No. 2-132/2021-22/BA&IT/Vol.II/586 dated 18.10.2021(copy enclosed) has brought it to the notice of CMD, BSNL that there are 120 cases of family pension (including 51 cases which are pending for more than 3 months) are pending at SSA level in 15 different circles. It has been further informed that most of these cases are pending due to non-receipt/incomplete document from concerned BSNL Units. The issue of delay in settlement of family pension cases have been taken in the backdrop of various initiatives taken by DOP&PW as well as O/o CGCA for finalization of pension cases in an efficient manner.

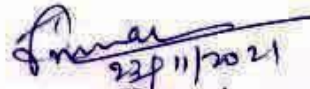
2. All the **concerned Heads of Circles/Units** are requested to look into the pending family pension cases of their circle (circle-wise pending cases indicated in the list attached) and ensure that the complete cases are furnished to O/o CCAs concerned at the earliest. Sincere efforts may also be made to pursue the cases with concerned CCA till the family pension cases are settled. If needed, a senior official may be deputed to coordinate with the O/o CCA for this purpose. An action taken report on the pending cases may be furnished to this office for providing the status of pending family pension cases to O/o CGCA, DOT.

3. All other heads of Circle/Units are also requested to ensure that the complete pension/family pension cases are sent to the O/o CCAs concerned in a timely manner.

4. This issues with the approval of the Competent Authority.

Yours faithfully,

Enclosures : As above

  
23/11/2021

(Sanjeev Kumar)

Asstt. General Manager (Estt.I)

Tele. No. 011-23037477

CMD  
Vijendra N. Tandon  
Jt. CGCA - BA & IT

विजेन्द्र एन. टंडन

संयुक्त महानियंत्रक संचार लेखा - बी ए एण्ड आई टी



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भारत सरकार  
संचार मंत्रालय  
दूरसंचार विभाग  
महानियंत्रक संचार लेखा

Government of India  
Ministry of Communications  
Department of Telecommunications  
Controller General of Communication Accounts

DO No. 2-132/2021-22/BA&IT/Vol. II / 586

Dated: 18.10.2021

Dear Puwvar Sir,

This is regarding timely settlement of family pension cases. In this context, it is pertinent to mention that COVID-19 pandemic has a disproportionately higher impact on aged population. Number of death cases of pensioners has increased substantially in this pandemic time, hence, resulting in higher number of family pension claims. In contemporary COVID-19 scenario, the family members of the pensioners are facing increased difficulty in claiming their rights.

As, the pandemic has impacted mobility and processing time of the documents, obtaining death certificates on time has become a herculean task for some of the families. Many pensioners were not in a position to inform their families about basic details and documents on time related to their pension. In the event of their untimely demise, their families remained clueless with regards to process for their claims. For ease of the family pensioners, a combined effort on the part of both CCA offices and SSA/BSNL units is vital.

The DOP & PW has issued various guidelines from time to time for the benefit of family pensioners and accordingly, this department has taken initiatives to smoothen the process of payment of benefits to pensioners/ family pensioners. The DOPPW has issued an OM no. 1/11/2021 P & PW (E) dated 3.6.2021 wherein a report was called regarding disbursement of all entitlements of family on death of a Government servant.

On the similar terms, this office has sought information from all the Pr. CsCA/CsCA/Jt. CsCA regarding pending family pension cases for settlement in their circle and reasons thereof.

On review of this information, it has been noticed that 120 family pension cases for the month of August' 2021 (list enclosed) are pending at SSA level. Out of which, 51 cases are pending for more than 3 months. Most of these cases are pending due to the non-receipt/incomplete documents from the concerned BSNL units. This leads to undue financial burden and dissatisfaction among the family pensioners in these hard times.

Hence, I request you to kindly direct the executives concerned to pay adequate attention towards the matter personally and issue suitable instructions to the SSAs/BSNL units for forwarding complete family pension cases expeditiously to the concerned CsCA office and also to take keen interest for early processing of cases.

With respect,

Yours Sincerely,

  
(V.N. Tandon)

To,

**Shri P.K. Purwar**  
**CMD BSNL, Corporate Office, BSNL Bhawan,**  
**Janpath, New Delhi-110001**

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### Status Report on Family Pension Cases as on Aug-21

Sl. No.	Name of Office	Cases under objections/ returned	Cases yet to be received	Total	Pending for More than 3 months
1	Andhra Pradesh	0	3	3	4
2	Bihar	1	2	3	3
3	Chhatisgarh	1	0	1	0
4	Delhi	0	30	30	0
5	Haryana	1	0	1	1
6	Himachal Pradesh	1	0	1	0
7	Karnataka	7	0	7	0
8	Kerala	0	1	1	1
9	Maharashtra & Goa	19	0	19	0
10	Mumbai	4	0	4	3
11	NE-II	0	19	19	19
12	Odisha	2	3	5	2
13	Telangana	5	0	5	3
14	UP (E)	12	0	12	11
15	UP (W)	9	0	9	4
	<b>TOTAL</b>	<b>62</b>	<b>58</b>	<b>120</b>	<b>51</b>