



RETIRED TELECOM OFFICERS' WELFARE ASSOCIATION

Reg No: F-37187 (Mumbai) 2008

Corr.Add: A-402, Gayatri Avenue, 90' Road, Thakur Complex, Kandivali (E), Mumbai-400101

E-mail ID:rtowamumbai@gmail.com website:- rtowambi.in

K.Jawahar
President
9969596106

B.R.Pathak
General Secretary
9301489729

J.S.Yadav
Jt Gen Secretary
9869041090

P.D.Pradhan
Treasurer
9969805533

RTOWA/Corr/2021/ 20

Dated 2nd June' 2021

To.

Shri. Narendra Dhaktode
General Manager (Finance),
MT NL Mumbai.

Respected Sir,

SUB:- Request for a formal meeting for discussions on grievances of the pensioners.

Our members have informed this Association that the following grievances are unsettled for a long time. Most of these issues are pursued by this Association since more than an year. So discussions on these issues is requested. Would you kindly fix up a meeting within a few days ?.

Issues for discussions :-

1. Facility to lodge grievances through pensioners portal.
2. Reimbursement of telephone bills, OPD bills and 50% CGHS subscription etc.
3. Salary and LE arrears to those retired during 01/01/2018 to 31/07/2018
4. Payment of interest on delay on payment of GPF to the pensioners retired since 2018.
5. Change of of procedure for submission of Application for Commutation directly to CCA as per DoT's letter dated no. 7-47/2016/PFP-Policy/Pt-I/3402 to 3433 dated 25th Feb'2021
6. Non payment of Leave encashment to many superannuation pensioners.
7. Non updation of DoT period leave in the system.
8. Form -16 on pensioners portal for the payments made to the pensioners during the FY 2020-21 (Leave encashment, ex-gratia, arrears of salary etc.,)
9. Abnormal delay in GSLI payments.
10. Refund of Security deposit of Rs. One lakh on vacation of Qrs
11. Implementation of Orders of GM (A) to hear pensioners' grievances on a specific day and timings by every Zone.

A brief Note on the above issues and a List of a few cases on each of the above grievances are attached.

With high regards,

Yours Sincerely,

(J.S. YADAV)
Joint General Secretary

Encl:- Brief Note and List of Grievances

Copy to

1. ED MTNL Mumbai for information



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BRIEF NOTE ON THE ISSUES FOR DISCUSSIONS

1. Facility to lodge grievances through pensioners portal. :-

This is a suggestion if implemented will lead to easy lodging of complaints and quick settlement.. The grievances may either to be settled by CCA or MTNL. So It is requested to discuss it with CCA Mumbai and IT wing for proper designing and implementation.

2. Reimbursement of telephone bills, OPD bills and 50% CGHS subscription etc :-

A list of a few cases is attached. It is pointed out that these are of routine nature and a definite procedure with timeline needs to be prescribed for proper control, monitoring as well as for transparency. **It is suggested that all these claims received from the pensioners by 15th of every month should be passed for payment, fed into the FMS and funds request sent by 25th of every month.**

3. Salary and LE arrears to those retired during 01/01/2018 to 31/07/2018 :-

It is sorry to say that this issue is pending for more than two years. Still many areas have not paid this arrears. There are about 800 pensioners retired during this period. A Zonewise status report as to how many pensioners are yet to be paid with reasons for the abnormal delay is requested.

4. Payment of interest on delay on final payment of GPF to the pensioners retired since 2018 :-

It is learnt that the interest for delay payable to the pensioners retired up to Dec'2019 has been worked out and funds requested from Corporate Office. It is requested to give details of the funds demanded viz., date of demand and the amount so that this Association also will try to get the funds. It is requested to work out the interest for delay payable to the pensioners retired from Jan'2020 onwards early and funds request may be placed.

5. Change of procedure for submission of Application form for Commutation by the VRS pensioners :-

DoT has issued instructions for submission of applications by VRS pensioners on attaining the superannuation date directly to CCA in Feb'21 itself. This will avoid delay in payment.

6. Non Payment of Leave encashment to a few Superannuation pensioners :-

A list of a few grievances is attached. It is not known why there should be such a delay. Is there a monitoring system to review the prompt payment of pensionary benefits to the pensioners ?

7. Non updation of DoT period leave in the system:-



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It is learnt that there are few cases pending in some Areas. All the Zones may be directed to complete this work before issuing Form -16 so that any excess recovery of Tax from the leave encashment can be mentioned in Form -16 enabling the pensioners to claim refund on filing returns.

8. Form -16 on pensioners portal for the payments made to the pensioners during the FY 2020-21 (Leave encashment, ex-gratia, arrears of salary etc.):- In view of the lock down environment it is convenient for the pensioners if Form -16 is enabled for download from the pensioners portal.

9. Refund of Security deposit of Rs.One lakh on vacation of Qrs. :-

Even after submission of NOC from Estate section the security deposit is not refunded in a few cases on vacation of Qrs.

10. Abnormal delay in GSLI payments :-

It is learnt that more than 5000 VRS pensioners are yet to be paid. The delay is abnormal. Whether the issue was taken with the LIC Hqrs and brought to the notice of LIC higher authorities. ?

11. Implementation of instructions of GM (A) vide letter dated 27/02/2021 to hear pensioners' grievances on a specific day and timings every week by every Zone. :-

GM (Fin) is requested to issue clear and specific instructions to all Zones to hear the pensioners grievances every week by concerned DGM(Fin)

02/06/2021.

(J.S. YADAV)
Joint General Secretary