



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

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Treasurer
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RTOWA Mum/2021/19

Dated 31st May'2021

To
Smt.V.G. Mishra,
CCA mumbai.

Respected Madam,

SUB:- MTNL Pensioners' grievances and Association's Suggestions..

At the outset this Association is grateful to the officers and staff under your leadership for prompt payment of pension regularly on the due dates despite lock down environment.

However there are some grievances from our members. To address those grievances, the following requests are made for the positive consideration of your kind-selves.

1. Conducting the deferred Adalat early.
2. Acknowledgement of physical life certificate either thro SMS or email.
3. Monthly list of rejected Life certificates with the reasons for rejection on pensioners portal
4. Monthly list of pensioners whose pension is not drawn with the reasons therefor on pensioners portal.
5. List of PPOs returned undelivered on pensioners portal.
6. Changing the procedure for submission of Application for commutation by VRS Pensioners direct to CCA office in view of DoT's instructions vide letter no. 7-47/2016/PFP-Policy/Pt-I/3402 to 3433 dated 25th Feb'2021
7. Arrangement to give prompt response to pensioners' calls on the given contact numbers.

TDS, Form 16/Income Certificate -

1. Early remittance of the TDS recovered in the months of Jan'21 and Feb'21. These are not reflected in the 26AS of Income tax site till date.
2. Early uploading of Form 16 / Income certificate for FY 2020-21 on Pensioners portal.
3. Acknowledgement of documents submitted by the pensioners for tax deduction purposes thro SMS / email.

With high regards,

Yours Sincerely,

(J.S. YADAV)

Jt.G.S. RTOWA Mumbai