



RETIRED TELECOM OFFICERS' WELFARE ASSOCIATION

Reg No: F-37187 (Mumbai) 2008

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

Email Address: rtowamumbai@gmail.com Website: rtowambi.in

K. JAWAHAR.
PRESIDENT
9969596106.

J.S. YADAV.
GENERAL SECRETARY
9869041090.

VIRENDRA SINGH.
JT. GEN. SECRETARY.
9869271414.

N.V. MAHAJAN
TREASURER
9869431615

RTOWA Mumbai/Corr/22-23/31

Email dated

Dated 15th Feb'23

To

Smt. Vandana Gupta
Pr. CCA Mumbai.

Respected Madam,

Sub:- Shifting of the offices of AO PDA and AO Pension to old CTO Building
Ref :- Pr.CCA's office orders No.Pr.CCA/Mum/Admn/Shifting../22-23 dated 3/02/23

As per the aforesaid office orders the offices at Currey Road should be shifted and should start functioning at CTO bldg from 06/02/23. This office order was widely circulated among the pensioners. Now it is learnt that the shifting has taken place only partially. **It has created confusion among the pensioners. It is not known which functions are shifted and which functions are still carried on from Currey Road office. There is no circular regarding partial shifting.**

1. It is requested that all the offices should function at one building so that pensioners need not run from one office to another office. **The CTO building is a desirable location which can be reached thro Central, western and harbour lines without the need to change the line at any interim station.**
2. It is requested to cause to issue circular on the following immediately:-What are the functions still carried on at Currey Road office and what are the functions being done at CTO building, especially with regard to Life Certificate, submission of savings documents for income tax, Pensioners' ID Card, Application for conversion to family pension, non receipt of pension or gratuity or interest on gratuity, grievances regarding non receipt of pension or excess recoveries from pension etc.,
3. Moreover it is observed that the enquiry numbers and toll free numbers are not attended most of the time. Also no response is given on the whatsapp number to



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the queries raised by pensioners. Enquiry number at CTO building is not yet given. It is requested to address these issues immediately.

4. Also it is requested to provide 'Pensioners' lounge' at CTO building. Pensioners' lounge will serve as 'one place' where pensioners can submit any documents, letters, life certificate, grievances etc., and can redress their grievances then and there wherever possible. The lounge should provide for sitting arrangements and other amenities for the visiting pensioners.

We are obliged to have acknowledgment to this letter and responses to the above grievances and suggestions.

With high regards,

Yours Sincerely,

General Secretary

Copy to
Shri. A.P.Salunke CCA Mumbai with a request to take appropriate steps.