



महानगर टेलीफोन निगम लिमिटेड
MAHANAGAR TELEPHONE NIGAM LTD

(A GOVT OF INDIA ENTERPRISE)

Office of Dy. General Manager (Pension), 4th floor, Currey Road Tel. Exch. Bldg.,
Currey Road (East), Mumbai-400012

No. MTNL/PEN/Genl-Corr /2021-22/24

Dated 12-11-2021

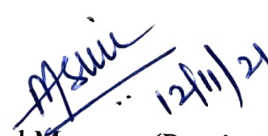
To,
All DGMs (Finance)
MTNL Mumbai

Sub: Request of service book for revision of pension and other issues from CCA Mumbai /
MTNL Pension Cell

After introduction of Pensioners' Grievance Portal, many complaints are received from the retirees for the Revision of Pensionary benefits and Income Tax exemption on DOT period Leave Encashment etc. The issue was discussed in the Management Meeting dated 11-11-2021, in which Zones have expressed that the service books are not received from the O/o CCA Mumbai. In this regard, as per instructions of ED, Mumbai, following procedure is to be followed:

1. A **consolidated** list of required services books where the custody of the same are transferred to O/o CCA Mumbai will be placed on every Friday with MTNL Pension Cell.
2. The MTNL Pension Cell will place the service books demand with the O/o CCA Mumbai immediately.
3. O/o CCA Mumbai will make available the demanded service books by next Friday to MTNL Pension Cell and same will be communicated to the Zones.
4. Zones will lift the service books from MTNL Pension Cell and will settle the grievance of the pensioner and same will be returned to O/o CCA Mumbai under acknowledgment immediately for custody.
5. In respect of Prorata/Direct Employees, the above procedure will be followed with MTNL Pension Cell.
6. Mr. Mahendra Sangle, Mobile No.9869242455 will be co-ordinator from the MTNL Pension Cell for the above arrangement.

Concerned Unit may please be instructed to follow above procedure for timely redressal of the pensioners' grievances.


Dy. General Manager (Pension)
MNTL, Mumbai-400012

Copy to:

1. ED, MTNL Mumbai - for kind information
2. All GMs - for kind information
3. CCA Mumbai - with a request to issue suitable instructions to concerned office for coordination with MTNL Pension Cell