

महानगरटेलीफोननिगमलिमिटेड, मुंबई

(भारतसरकारकाउद्यम)

MAHANAGAR TELEPHONE NIGAM LIMITED MUMBAI
(A GOVT. OF INDIA ENTERPRISE)

Office of the
General Manager (Finance),
14th Floor, Telephone House, Prabhadevi,
Dadar (West), Mumbai 400 028.



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No. DGM(Pension)/Instructions/2020-21/1
Dt. 19th November, 2020

To
All Dy. General Managers (Finance),
MTNL, Mumbai.

Sub : Timely Settlement of Retirement Dues reg.

With reference with the above mentioned subject, this office is in receipt of many complaints from retirees as well as associations regarding delay in processing of retirement dues by the areas. It is observed that there is delay in processing of pension cases resulting in delay in payment of retirement dues. Also there are many complaints regarding non-payment of Reimbursement of 50% CGHS Contribution, Medical OPD, Refund of Security Deposit on vacation of Quarters, Drawal of arrears arising due to upgradation after retirement, incorrect recovery towards Loans & Advances etc. from retirement dues etc. Many pensioners are also complaining about mis-calculation in Leave Encashment because of DOT period leave not taken into account properly.

Hence you are requested to instruct the units under your control to take necessary action in this regard and to attend complaints of the pensioners on priority. Concerned DM(Works) may be instructed to process the claims immediately and ask for the funds for payment, wherever necessary. Compliance in this regard may be sent to this office within 1 month.

General Manager (Finance) 20/11/2020
General Manager (Finance)
MTNL, Mumbai.

- Copy to: 1. ED, MTNL Mumbai - For kind information.
2. All Area GMs - for information and necessary action.