

# SANCHAR NIGAM EXECUTIVES' ASSOCIATION MAHARASHTRA CIRCLE



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To,

Shri. Manoj Kumar Mishra,  
Chief General Manager Telecom,  
A Wing, 6<sup>th</sup> Floor, BSNL Admn Bldg,  
Santacruz (W), Mumbai-400054.

**No. SNEA/MH/Cir Corr/2019-23/7**

**Dated 23<sup>rd</sup> October 2020.**

**Sub: Difficulties faced by SSAs in settlement of individual grievances by executives opted for VRS 2019 mainly due to non-return of Service Books by CCA Mumbai.**

**Respected Sir,**

We will like to draw your kind attention towards difficulties faced by Executives in correct fixation/re-fixation of pay of the executives who have opted for VRS 2019 due to non-availability of service Books with SSAs/BAs. Many of the executives have opted under VRS 2019 with firm assurance that their issues related to retirement benefits and payment of ex-gratia amount will be done in time bound manner of four months i.e. by end of June 2020.

But it is unfortunate that by now about Nine months have been passed after VRS, but the grievances of many of the executives are not settled. Rather more grievances are created in pay fixation, reducing increments already granted and non-releasing leave encashment, non-grant of TBPs, if TBPs are granted its proper entry is not made in Service Book and CCA has reduced the pension and pensioners benefits accordingly due to Difference in data of SAMPANNA and data of ERP and same is to be finally confirmed from Service Books and for which SSAs needs service books which are with CCA. This is not issue only with VRS Opted executives, but it is the case with some of executives who have retired on superannuation over the period of last one year.

Apart from this, there are orders for revised Pay fixation of JTOs who opted for VRS as JTO Regular but earlier worked as JTO Officiating. Now BSNL CO has issued orders for re-fixation of their pay after retirement as per directives of Hon. Court. Thus there are certain issues which needs immediate attention to resolve it and mainly to get the financial issues settled before finalization of ex-gratia amount payable to these executives from DoT and in this regards many reminder letters are issued with

signature of Director HR BSNL Board underlining the importance of settlement of all such issues before payment of final installment of ex-gracia amount

On the queries with CCA Mumbai the issues are being directed to BSNL and when these individuals are approaching SSA administration, they are stating that nothing is pending on part of BSNL and they should approach CCA only. In some cases, CCA has clarified that they have made correction as per the entries in Service Books clearing that some of SSAs have not updated Service books before sending it to CCA. Now for updating entries the service books, SSAs needs service books back from CCA Office in respect of all JTOs who were officiating JTOs earlier. For this, requests have been sent by SSAs to CCA Mumbai but except few service book of these Executives are not yet returned by CCA Mumbai siting different reasons.

Non availability of service Books, is one of the important reason for non-settlement of grievances of these executives and this will definitely affect on finilisation of ex-gracia amount of these executives which is to be paid in time bound manner. It is to inform that the discussions and persuasion as lower level officers, SSA/BA Heads including GM HR Admn Mumbai has not yielded desired results and the affected executives are under much tension as there is no final solution given to their long pending grievances.

As such, it is requested to look into matter to resolve all the issues of retired Executives pending with CCA for granting correct amount of Ex-gracia as well as for returning the service books for upgradation of the executives either by sending the service books to SSAs.

**It will be highly appreciated that instead of sending service books to SSAs, one special AO from Circle Office Mumbai is nominated for updating service books or revised fixation of pay of Offg JTOs** etc in consultation of AO of concerned SSA and in co-ordination with CCA Mumbai. This will expedite the process and works can be completed in time bound manner as expected by Director HR BSNL and the grievances raised by all these retired executives are taken care in period of one month.

We are confident that our special request on behalf of all these retired/VRS Opted executives will be given due consideration and they are given justice by resolving issues with your high level intervention.

Sincerely Yours,

**Sd/-**

**M. S. Adasul,  
Circle Secretary,  
SNEA Maharashtra.**

Copy to CCA Mumbai for kind information and n/a please.