

Pension Section  
( Corporate Office) 5<sup>th</sup> floor,  
Bharat Sanchar Bhawan,  
H.C. Mathur Lane, New  
Delhi-110001



**भारत संचार निगम लिमिटेड**  
( भारत सरकार का उपक्रम )  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

31-12 /2017-Pen(B)

Dated: 24/04/2017

To

All Heads of Circles/  
Admininstrative Units, BSNL.

Sub:- Timely Settlement of CPGRAMS cases relating to pension .

Sir,

To review long pending CPGRAMS Cases, a meeting was held with Member (Services), DoT. It was observed that a significant number of pension cases are getting delayed and not settled within the stipulated time period of 30 days. During the meeting, it was decided that there is a need to work out a mechanism for coordination between CCA Units and BSNL offices for resolution of such cases.

2. Accordingly, it is requested that instruction may be given to the Nodal Officer for Pension cases to hold a co-ordination meeting every month with the CCA unit of the Circle with the purpose to monitor and settle grievances relating to pension pending in CPGRAM portal.

Yours faithfully,

(Sheo Shankar Prasad)  
Dy. General Manager (Estt.)  
Tel. No. 23715155  
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