

**Minutes of the Meeting held with All India Retired BSNL Executive Welfare Association on 30.06.2017 in the Chamber of Pr.CCA, Kolkata.**

A meeting was held with the All India Retired BSNL Executive Welfare Association, at their request dated 20.06.2017, in the chamber of Pr.CCA, Kolkata. From official side, Pr.CCA, Kolkata, Smt. S.P.Zaheer along with CCA, Shri D. Turwar and Dy.CCA(Pension), Shri P. Pramanik were present in the meeting and from the Association side, Shri Amit Kr. Gupta, Shri Sitanshu Kr. Sarkar, Shri Swapan Mukhopadhyay and Shri Manas Kr. Roy, attended the meeting. The following points were discussed in the meeting :

1. The AIRBSNLRE Association was apprised of the latest status of the pension revision cases. Till last week, only 373 cases are with CCA office and 556 cases have been returned to BSNL explaining various reasons for each and every case. It may also be mentioned that around 400 cases are yet to be received from BSNL and a meeting has been held with BSNL on 29.06.2017 at 15:00 hrs. to expedite all such cases. All these cases are expected to be cleared within next two months, subject to obtaining cases from BSNL authority.

2. In the meeting, Pr.CCA, Kolkata, ordered that as per DoT Order No.33-11/2011-SEA-III dated 15.06.2017, officials can be deployed on contract basis upto 30% of the vacancy for clearing pension revision cases. So this office may take immediate necessary action to comply with the DoT order and appoint officials on contract basis as per DoT order within 7<sup>th</sup> July,2017. The CCA and Dy.CCA(Pension) may take special effort for this.

3. The Association wanted to know the details of the cases returned and cases not received. The office of CCA will make effort to supply the same. However, considering heavy shortage of staff,priority will be given to settling the cases first. List of all the settled cases are already uploaded in the website. More than 82% of cases have been settled and rest will be done at the earliest. It is also mentioned specifically by the Pr.CCA that this office has acted promptly as soon as the cases were received from BSNL.

4. The Pr.CCA, Kolkata, has reiterated that as far as possible, no pensioner should take the trouble of visiting the office for any grievance. The grievance can be sent by email or lodging on the toll-free (2262-0058) number/other number(2213-8504) fixed for this. She instructed Dy.CCA(Pension)to make sure that all the calls are promptly answered. In case of no reply constantly and/or no feed-back after lodging the complaint within 7 days, the complainant should directly complaint to the Pr.CCA to mentioned phone number of Pr.CCA and grievance will be redressed at the earliest.

At the end, the Pr.CCA conveyed her best wishes to all the pensioners and assured them of best and prompt services always.

This issues with the approval of the competent authority.

  
Dy. Controller of Communication Accounts  
O/o. the Pr.CCA, Kolkata, DoT