

भारतसरकार / GOVERNMENT OF INDIA
संचारमंत्रालय/ MINISTRY OF COMMUNICATIONS
दूरसंचारविभाग/ DEPARTMENT OF TELECOMMUNICATIONS
20- अशोकरोड, संचारभवन/20, ASHOKA ROAD, SANCHAR BHAWAN
नईदिल्ली-110001/ NEW DELHI-110001

7-1/2022/Pension Policy/TA-1 / 7439-41

Dated: 12.08.2022

Addl CGCA
227, 2nd Floor UIDAI Building,
New Delhi-110001

SUB:- ZERO PENDENCY MISSION

1. Annual Work Plan for 2022-23 was reviewed by Member (Finance) on 04 August 2022 wherein he expressed deep concern regarding delayed payment of pensionary benefits to the retiring pensioners/ family pensioners. There are a large number of cases pertaining to either cases not received from concerned BSNL/MTNL offices or pending for want of completed documents etc.
2. It is imperative that every employee, on retirement should get all pensionary benefits within specified time limits. His/her pension should start immediately from the next month of his/her retirement. In the cases of family pension, no family member of the deceased employee/pensioner should unnecessarily suffer for getting his/her due family pension as per the extant orders/rules in vogue.
3. The office of retiring employee must submit pension papers as per schedule mentioned under chapter X of CCS Pension Rules 2021. For finalization of cases and issue of PPO/Payment authorities well in advance, it is necessary on the part of BSNL, MTNL and other field offices to send list of retirees well in advance and thereafter forward complete pension cases well in time to concerned CCA office. CCA offices should also monitor the list of retirees and proactively demand pension cases from concerned unit to avoid any delay. Further, to facilitate timely completion of formalities during this Zero Pendency Mission, officials may visit the concerned BSNL/MTNL unit to complete/ collect pension documents for seamless processing of pension cases.
4. For the pending cases (individuals retired up to 31st July 2022), other than pending due to legal/ vigilance clearance, required steps/ action to settle all such cases may be taken up by O/o CGCA, all Pr CCA/CCA, BSNL and MTNL in mission mode to achieve resultant ZERO PENDENCY for cases for period beyond one month. **Such activities/drives may be reviewed on a monthly basis by all concerned at appropriate level, till such time the ZERO PENDENCY is achieved and O/o CGCA may kindly reflect the same in its monthly report being rendered to this HQ.** The first stage of this mission i.e retirees up to 31.07.2022 may be completed by 30th Sept, 2022.


(Rajeev Kumar)
DDG (Accounts)
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Copy to :-

- CMD BSNL - Request for issue of necessary directions to the field office for timely submission of pension cases to the respective CCA office.
- CMD MTNL - -do-