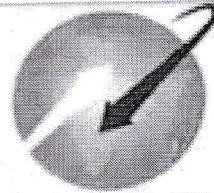


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No: BSNLCO-COMN/12(19)/9/2024-ESTT FIN

Dated 09.03.2026

To

The CGM  
BSNL, Rajasthan Telecom Circle

Subject: Reminder for Timely settlement of Superannuation Pension cases of BSNL Absorbtees.

Kindly find enclosed a copy of DoT letter No. RDOT/8-2/CCARJ/Pension/25-26/04 dated 06.02.2026 on the above-cited subject, wherein it has been informed that the Rajasthan Circle has been continuing to delay the submission of superannuation pension cases of BSNL absorbtees to the CCA office, which is in violation of the timelines prescribed under the CCS (Pension) Rules, 2021.

It has further been mentioned that, despite repeated communications from DoT, the pension cases are still not being submitted in accordance with the prescribed norms and timelines. In view of the above, the Rajasthan Circle may kindly take necessary action to ensure that the superannuation pension cases are submitted to the CCA office strictly in compliance with the timelines prescribed under the CCS (Pension) Rules, 2021. The cases referred to in the enclosed letter may be immediately submitted to DoT for settlement of these pending pension cases.

This office, vide letter No. BSNLCO-COMN/17(11)/13/2023-ESTT FIN dated 29.08.2024, had also communicated the "Zero Pendency Mission on Pension" to all Circles, enclosing DoT letter No. 7-1/2022/Pension Policy/TA-I dated 22.08.2024, with directions that the instructions contained therein be strictly adhered to. It was also made mandatory for Circles to attend meetings convened by the concerned CCA, along with directions to take strict action against erring officials/officers where delays are found after examination.

Earlier, this office, vide letters No. BSNLCO-COMN/12(19)/9/2024-ESTT FIN dated 11.08.2025 and 02.09.2025, enclosing DoT letter No. RDOT/8-2/CCARJ/Pension/25-26/01 dated 21.07.2025 and RDOT/8-2/CCARJ/Pension/25-26/02 dated 14.08.2025, respectively, had reported certain instances of delay. The report in the matter is still awaited despite the issuance of several reminders by this office. In this regard, the instructions pertaining to the Zero Pendency Mission were also reiterated, and the Circle was directed to resolve such cases without delay.

Further, it was also directed that an immediate action may be initiated to ascertain the reasons for the delay and strict action should be taken against the officials/officers found responsible for the lapse. It was also requested that adequate efforts must be made to prevent such lapses in the future by closely monitoring all individual retirement cases on a regular basis.

Despite the above repeated instructions from the Corporate Office, similar undue delay in settlement of retirement/terminal benefits has been observed as reported by CCA vide above referred letter. Therefore, the reasons for the excessive delay may be examined, and responsibility may be fixed on the concerned erring officials/officers, wherever applicable, to prevent recurrence of such cases in future. The action taken report in this regard is to be submitted to this office by 30.03.2026.

This may please be treated as most urgent.



Director (Finance)  
BSNL, Board

Copy to:

1. Director (HR), BSNL, with request for regular review at Establishment/EF/Pers. Branch.
2. All CGMs/IFAs of Territorial & Non-Territorial Circles – for information and necessary action to ensure timely settlement of terminal benefits, to avoid such delay, and to operationalize a regular review mechanism to prevent such exceptional cases in future.