

Corporate Office
Pension Section, 5th 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)

No.48-3/2018-Pen (B)

Dated: 05-10-2018

To

**All Heads of Circles/Telecom Districts/ Regions/Projects/
Telecom Stores/Telecom Factories & Other Administrative Offices
Bharat Sanchar Nigam Limited**

Sub: Limited Customer Service Facility for pensioner's counter proposed through Comprehensive Pension Management System (CPMS) Portal.

Sir,

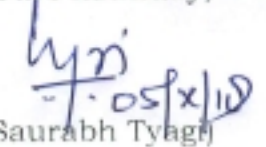
I am directed to refer to this Office letter of even No. dated 18/05/2018, vide which a copy of DOT O.M. No. 47-13/TA-II/PDA/2016\1533-34 dated 04/04/2018, regarding roll out of Comprehensive Pension Management System (CPMS) was forwarded.

2. In this regard, kindly find enclosed a copy of DO No. 47-15/TA-II/CPMS/2018/Pt.1 dated 01/10/2018 from Advisor (Finance), DOT, addressed to CMD, BSNL with regard to rolling out of CPMS by the last week of October, 2018. In the aforesaid DO letter, DOT has informed that the CPMS is due to be launched by the last week of October, 2018 and in this regard, DOT has requested BSNL to instruct BSNL Head of Circles to take personal interest in extending full cooperation to the CCAs by sending the associated Officers for training, provide infrastructure and resources for opening up of Pensioners Service Centres. In this regard, kindly find enclosed herewith a copy of this Office letter of even no. dated 14/08/2018, addressed to the Chief General Manager, Uttar Pradesh (East) Telecom circle, regarding first Pilot launch of CPMS at Lucknow i.e. Uttar Pradesh (East) Telecom Circle. Now, the same has to be implemented in all Telecom Circles by last week of October, 2018.

3. Accordingly, it is requested to take necessary action to immediately implement the direction of DOT, as conveyed in the DO letter referred above. The details of the progress made in this regard may also be intimated to this Office, so that BSNL Management can be apprised of the same, latest by 20/10/2018

Enclosures : As above

Yours faithfully,


(Saurabh Tyagi)

Sr. General Manager (Estt.)

Copy to :-

1. PS to CMD, BSNL
2. PS to Dir (HR)/Dir (F)/Dir (Ent.)/Dir (CFA)/Dir (CM), BSNL Board
3. PS to all Executive Directors/CS & CGM (Legal/CVO, BSNL
4. DDG (Estt.)/DDG (Accts.), DOT, for information
5. All PGMs/Sr. GMs/GMs, BSNL CO
6. BSNL CO Intranet Portal
7. Guard File

हिन्दी का मान : राष्ट्र का सम्मान

पी. के. सिन्हा

सलाहकार (वित्त)

P. K. Sinha

Advisor (Finance)

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सत्यमेव जयते

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भारत सरकार
संचार मंत्रालय,
दूरसंचार विभाग
संचार भवन, 20, अशोका रोड,
नई दिल्ली-110 001
Government of India
Ministry of Communications
Department of Telecommunications
Sanchar Bhawan, 20, Ashoka Road
New Delhi - 110 001
WEBSITE : www.dot.gov.in

D.O.No.47-15/TA-II/CPMS/2018/Pt.1

Dated the 1st October, 2018

Dear Shri Sarvagur,

I am pleased to inform you that the CPMS (Comprehensive Pension Management System) is at its final stage and due to be launched by the last week of October, 2018. This system ensures end to end monitoring of Pension, online access by Pensioners and direct credit of pension exclusive from the processing and disbursement system of the CPPCs/Banks. We anticipate that this will ease the pension processes for Pensioners, bulk of which is the BSNL pensioners.

A series of meetings has already taken place with BSNL Corporate Office regarding the participation of BSNL in its role as a Processing Unit. In this context, select BSNL Units have participated in testing of the Modules and instructions for opening of 'Pensioners Service Centres' are issued to BSNL Units/SSAs by BSNL Corporate Office.

The recent developments and expression of interest by the office of the MoS(IC), MoC and the Prime Minister's Office for a country-wide roll out by the last week of October, 2018 has compelled us to compress the target dates for the roll out. In this regard, you are requested to instruct the BSNL Head of Circles to take personal interest in extending full cooperation to the CCAs by sending the associated officers for training, provide infrastructure and resources for opening up of Pensioners Service Centres, make optimum utilization of the system once launched and assist in any other related activities of the roll out process. The Head of Circles may also be advised to percolate information and readiness at all levels to ensure a smooth inaugural launch.

With Regards,

Yours sincerely,

(P.K. Sinha)

Shri Anupam Shrivastava,
Chairman and Managing Director,
Bharat Sanchar Nigam Limited,
New Delhi.

Copy to :-

1. Director (HR), CO BSNL
2. Sr. DDG (Estt.), CO BSNL

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भारत संचार निगम लिमिटेड

(भारत सरकार का उपक्रम)

BHARAT SANCHAR NIGAM LIMITED

(A Govt. of India Enterprise)

No.48-3/2018-Pen (B)

Dated: 14-08-2018

To

The Chief General Manager
Uttar Pradesh (East) Telecom Circle,
Bharat Sanchar Nigam Limited,
Lucknow.

Sub: Limited Customer Service Facility for pensioner's counter proposed through Comprehensive Pension Management System (CPMS) Portal.

Sir,

I am directed to refer to this Office letter of even No. dated 16/05/2018, vide which a copy of DOT O.M. No. 7-77/2014/TA-1/BSNL/1195-1232 dated 15/03/2018 regarding implementation of Comprehensive Pension Management System (CPMS) was forwarded. In this regard, it has now been decided to extend the following Limited Customer Service Facility for Pension Counter proposed through CPMS Portal :-

- i) Uploading Digital Life Certification
- ii) Downloading Form 16
- iii) Uploading grievances
- iv) Assistance in filling pension forms by employees, family pensioners etc.
- v) Assistance in installing Mobile App

2. In this regard, that Phase I (for new pensioners) has been proposed to be started from September-October 2018 and Phase II (for existing pensioners) has been proposed to be started from June-July 2019. In this connection, the first Pilot launch has been scheduled to be at Lucknow i.e. Uttar Pradesh (East) Telecom Circle.

3. Accordingly, it is requested to immediately make arrangement for adequate space/room with proper infrastructure facility within the Circle Office compound for the launch of the first Pilot Project of Limited Customer Service Facility for Pensioner's Counter proposed through CPMS Portal within the above mentioned time schedule. The details of the arrangement along with the time schedule may also be intimated to this Office.

Yours faithfully,

(S. N. Tiwari)

Asstt. General Manager (Estt.-I)

Tele. No. 23037477

Copy to :- DDG (Accounts), DOT, for kind information