

# **RIGHT TO INFORMATION**

## **O/o THE PR.CONTROLLER OF COMMUNICATION ACCOUNTS, DELHI REGION, DEPARTMENT OF TELECOMMUNICATIONS**

In pursuance of the promulgation of Right to Information Act, 2005, the following infrastructure has been put in position in this Office:-

1. Any citizen of India seeking any information relating to this Office may address his application to:

### **Central Public Information Officer (CPIO)**

**Shri Anil Salunke,  
Jt Controller of Communication Accounts,  
O/o The Pr. Controller of Communication Accounts,  
Delhi Region,  
DoT Building, Prasad Nagar,  
New Delhi-110005.  
Telephone No. – 011-25755812**

2. The application shall be considered for providing desired information only if the application is accompanied by an application fee of Rs.10/-but no any fee is required for BPL applicants.
3. The application fee of Rs. 10/- may be deposited to the Office through any of the following three alternatives only :-
  - (a) By Cash to be deposited with the Accounts Officer (Cash) in the O/o The Pr.CCA Delhi Region where money receipt would be issued against the cash deposit.
  - (b) By Bank Draft to be drawn in favour of Accounts Officer (Cash), Delhi Region, New Delhi.
  - (c) By Postal Order in favour of Accounts Officer (Cash), Delhi Region, New Delhi.
4. After receipt of response from the CPIO, if the applicant is still not satisfied with the information provided or denied, he may file an appeal against the same within 30 days of the receipt of the communication, which need to be addressed to:-

### **Departmental Appellate Authority (DAA)**

**Shri Manish Pathak  
Controller of Communication Accounts,  
O/o The Pr. Controller of Communication Accounts,  
Delhi Region,  
DoT Building, Prasad Nagar,  
New Delhi- 110005.  
Telephone No. – 011-25755455**

## As per Right to Information Act,2005 para 4 (I)(b)

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# **Chapter-1**

## **Introduction**

- 1.1. Please throw light on the background of this hand-book (Right to Information Act 2005)  
This Handbook of Information is prepared under the requirements of the Right to Information Act 2005.
- 1.2. Objective / purpose of this hand-book.  
The Handbook of Information has been prepared to enable the citizens to get easy access to information pertaining to the office of the Pr. Controller of Communication Accounts Delhi.
- 1.3. Who are the intended users of this hand-book?  
All Pensioners, BSNL and MTNL employees, other DOT Offices and citizens.
- 1.4. Organization of the information in this hand-book.  
As per page 2 of this Handbook
- 1.5. Definitions (Please provide definitions of various terms used in the hand-book).  
All details mentioned
- 1.6. Contact person in case some body wants to get more information on topics covered in the hand-book as well as other information.  
CPIO as mentioned in this Handbook.
- 1.7. Procedure and Fee Structure for getting information not available in the hand-book.  
As per the provisions of the Right to Information Act 2005 and also mentioned at page 1 of this Handbook.

## **Chapter-2 (Manual-1)**

### **Particulars of Organization, Functions and Duties**

#### 2.1. Objective/purpose of the public authority.

- Timely settlement of the retirement benefit, GPF final payment cases and family pension cases of the employees of Northern Telecom Region, Northern Telecom Project, National Centre for Next Generation Network, Broadband Network units of BSNL and MTNL New Delhi and settlement of their pension related grievances.
- Collection of License Fees from licensees
- Collection of Spectrum charges from Licensees
- Representing DepT of Telecom in Legal Matters
- Timely and appropriate action on staff matters.
- Settlement of GPF Final Payment cases of MTNL/BSNL and Transfer of GPF Balances.
- Timely payment of personal claims etc.
- Accounting of receipts and timely remittance of DD/Cheques in to SBI.
- Settlement of LSPC and post check of Pension paid vouchers.

#### 2.2 Mission / Vision Statement of the public authority.

As of Government of India.

#### 2.3. Brief history of the public authority and context of its formation.

- Formed with effect from 1.10.2000, in the wake of the formation of BSNL, to settle the retirement benefit cases of its employees.

#### 2.4. Duties of the public authority.

- To finalise the retirement benefit, GPF and family pension cases of the employees of Northern Telecom Region, Northern Telecom Project, National Centre for Next Generation Network, Broadband Network units of BSNL and MTNL New Delhi and to settle their pension related grievances.
- To countersign and transfer the pension PPO's of Telecom pensioners who wish to transfer their pension / family pension from any other circle to Delhi Circle.
- Collection of License Fees from Licensees.
- Collection of Spectrum charges from Licensees
- Timely and appropriate action on staff matters.
- Timely and appropriate action on Court Cases
- Settlement of GPF Final Payment cases and Transfer of GPF Balances of officials of Northern Telecom Region, Northern Telecom Project, National Centre for Next Generation Network, Broadband Network units of BSNL and MTNL New Delhi
- Timely payment of benefits, personal claims etc . and Accounting of receipts
- Timely remittance of DD/Cheques.
- Settlement of LSPC and post check of Pension paid vouchers.

#### 2.5. Main activities/functions of the public authority.

- As shown at 2.4 above.

#### 2.6. List of services being provided by the public authority with a brief write-up on them.

- As stated in 2.1 above

#### 2.7. Organizational Structure Diagram at various levels namely State, Directorate, Region District, Block etc (whichever is applicable).

- As available on the web-site

2.8. Expectation of the public authority from the public for enhancing its effectiveness and efficiency.

- Applications etc. received from the retirees/family pensioners must contain full details like PPO number, SSA name, Date of retirement etc. so that their grievances are redressed expeditiously.
- Payments of Licence Fees etc. is correct in all respects

2.9 Arrangements and methods made for seeking public participation/contribution.

- Pension Adalats are organised for settlement of the pensioner's grievances and for discussing the general issues of the pensioners.

2.10. Mechanism available for monitoring the service delivery and public grievance resolution.

- The work being done in the section is regularly monitored through the various reports obtained internally.
- The monthly statement of the number of pension and family pension cases settled is regularly monitored and placed on the office website.
- An online grievance reporting / settlement page is also kept on the office website. Grievances received online are replied online.

2.11. Addresses of the main office and other offices at different levels. (Please categorise the addresses district wise for facilitating the understanding by the user).

**Government of India**  
**Ministry of Communication & IT**  
**DEPARTMENT OF TELECOMMUNICATIONS**  
**O/o Pr. Controller of Communication Accounts,**  
**Delhi Region,**  
**DoT Building, Prasad Nagar,**  
**New Delhi-110005**

2.12 Morning hours of the office: 9.30 AM  
Closing hours of the office: 6.00 PM

**Chapter-3 (Manual-2)**  
**Powers and Duties of Officers and Employees**

3.1 Please provide details of the powers and duties of officers and employees of the organization.

Name & designation	Smt.Sumita Purkayastha Pr.CCA	
Powers	Administrative	1.GPF Advance/withdrawal 2.Medical adv/settlement of bill 3.Activites requiring permission under Conduct rules 4.Staff Welfare activities 5.Appointment of AAO, Gr C & Gr D staff on Deputation basis 6.Issue of NOC for passport
	Financial	1.Contingent expenditure Recurring- Non-recurring 2.Printing & binding of forms 3. Legal Charges 4. Office equipments 5. Computer Stationery 6. Office stationery 7.Maps, books & publications 8. Furniture & furnishings 9. Loans & advances to staff 10.Purchase of computers 11.Honorarium- Rs.2500/- in each case 12.Hiring of vehicles 13.Hiring of Dak Movers, DEO, Housekeeing, Security Guards
	Others	1 As a leader of the office team 2. Interactions with higher officers in DoT HQ 3. Interactions with other Ministries
Duties		Head of the office for O/O Pr.CCA, Delhi Region.

Name & designation	Shri Manish Pathak CCA	
Powers	Administrative	<ol style="list-style-type: none"> <li>1.GPF Advance/withdrawal</li> <li>2.Medical adv/settlement of bill</li> <li>3.Activites requiring permission under Conduct rules</li> <li>4.Staff Welfare activities</li> <li>5.Appointment of AAO, Gr C &amp; Gr D staff on Deputation basis</li> <li>6.Issue of NOC for passport</li> </ol>
	Financial	<ol style="list-style-type: none"> <li>1.Contingent expenditure Recurring- Non-recurring</li> <li>2.Printing &amp; binding of forms</li> <li>3. Legal Charges</li> <li>4. Office equipments</li> <li>5. Computer Stationery</li> <li>6. Office stationery</li> <li>7.Maps, books &amp; publications</li> <li>8. Furniture &amp; furnishings</li> <li>9. Loans &amp; advances to staff</li> <li>10.Purchase of computers</li> <li>11.Honorarium- Rs.2500/- in each case</li> <li>12.Hiring of vehicles</li> <li>13.Hiring of Dak Movers, DEO, Housekeeing, Security Guards</li> </ol>
	Others	<ol style="list-style-type: none"> <li>1. As a leader of the office team</li> <li>2. Interactions with higher officers in DoT HQ</li> <li>3. Interactions with other Ministries</li> </ol>
Duties		Overall supervision of all sections of the O/O Pr.CCA, Delhi Region

Name & designation	Shri Anil Salunke Jt.CCA(Admn & Rev)	
Powers	Administrative	1.Sanction of Leave upto STS
	Financial	1.Contingent expenditure Recurring- Rs.2000 in each case Non-recurring- Rs.15000 in each case  2. Office stationery- Rs.15000 per annum
	Others	
Duties		Overall supervision of Administration & Revenue Section 1.Allover supervision of Administration 2.Collection of spectrum charges, LF, VSAT, LF, Internet charges collection 3.Verification of deductions claimed by the telecom Operators 4.CPIO function

Name & designation	Shri Deokrishna Jt.CCA(Pension/PDA/CSO)	
Powers	Administrative	1.Sanction of Leave upto STS
	Financial	1.Contingent expenditure Recurring- Rs.2000 in each case Non-recurring- Rs.15000 in each case  2. Office stationery- Rs.15000 per annum
	Others	
Duties		Overall supervision of Pension, Cash & Accounts, PVA, GPF, Legal, PDA & CSO Section



Name & Designation	Duties
Shri Pradeep Chaturvedi, Dy.CCA(Revenue)	Overall supervision of Revenue section
Shri Ankit Anand, ACCA(Legal/Rev)	Collection of License Fee & Spectrum Usages Charges, verification of deductions claimed by Telecom Services Providers (UASL), Assessment of LF dues/SUC, Maintenance of BGs.
Shri K.S.Mankotia, Sr.AO(Admn/Rev)	
Shri Suresh Kumar, AAO(Rev)	
Shri Manoj Kumar, AAO(Rev)	
Smt.Vandana Gupta, AAO(Rev)	
Shri Prakah Chander Tiwari, AAO(Rev)	

Name & Designation	Duties
Shri K.P.Singh, Dy.CCA(Admin & Legal)	Overall supervision of Administration & Legal section
Shri K.S.Mankotia, Sr.AO(Admn/Rev)	All administrative and establishment matters
Shri Ram Pujan, AAO(Admn)	
Shri Ankit Anand, ACCA(Legal/Rev)	Handling and monitoring of all legal cases on behalf of Secretary (T) , DoT and related to the O/O Pr.CCA, Delhi Region
Shri Giridhar Prasad, AAO-I(Legal)	
Shri Navin Kalia, AAO-II(Legal)	

Name & Designation	Duties
Smt. Swati Shahi Dy.CCA(PDA/CSO)	Overall supervision of MTNL CSO-I & II and PDA section
Shri Devendra Kumar, ACCA(CSO)	Settlement of Pension cases of CSO, MTNL of existing pensioners retired before April 2014
Shri Rajendra Pal, Sr.AO(CSO-II)	
Shri R.C.Bisht, AAO(CSO-II)	
Shri C.P.Singh Sr.AO(CSO-I)	Settlement of Pension cases of CSO, MTNL of pensioners retired w.e.f. April 2014 onwards
Smt.Ruchi Bali, AAO(CSO-I)	
Shri Pramod Kumar, AO(PDA)	Disbursement of pension of all MTNL pensioners
Shri Kush Ojha, AAO(PDA)	

Name & Designation	Duties
Shri B.R.Sreenivasa Dy.CCA(Pension/PVA)	Overall supervision of Pension , Cash & Accounts, GPF & PVA section
Shri N.Muthukrishnan, AO(Pension)	Settlement of pension cases of MTNL, BSNL and DoT Pensioners
Smt.Indra Kalra, AAO(Pension)	
Shri Milind Pophali, AO(Cash & Accounts)	Maintenance of cash book, settlement of personal claims and maintenance of accounts
Smt.Vidya Rani, AAO(Accounts)	
Shri Girish Rajput, AAO(Cash)	
Shri Pramod Kumar Jain, Sr.AO(PVA/GPF)	Settlement of GPF claims and final payment cases and pension vouching auditing
Smt.Pooja Seghal, AAO(GPF)	
Smt. Sreejamol T, AAO(PVA)	

## **Chapter-4 (Manual-3)**

### **Rules, Regulations, Instructions, Manual and Records, for Discharging Functions**

4.1. Please provide list of rules, regulations, instructions, manual and records, held by public authority or under its control or used by its employees for discharging functions as per the following format. This format has to be filled for each type of document.

.....  
Name / Title of document: 1) Swamy's Pension Compilation Incorporating CCS Pension Rules  
.Type of the Document: Reference Book,

Choose one of the types given below.  
(Rules, Regulations, Instructions, Manual,  
Records, Others)

Brief Write-up on the Document : This book contains the CCS (Pension) Rules, 1972, CCS (Commutation of Pension) Rules, 1981, CCS (Extraordinary Pension) Rules, 1939 and CCS (Medical Examination) Rules 1957.

From where one can get a copy of rules, regulations,  
instructions, manual and records

Address: Swamy Publishers  
236, R K Mutt Road,  
Post Box No. 2468,  
Raja Annamalaipuram,  
Chennai - 600028  
Telephone No:044/24938365  
Fax:044/24938363  
Email:  
Others:

Fee charged by the department for a copy of rules,  
regulations, instructions, manual and records (If any)

As applicable

.....  
Name / Title of the document: Swamy's compilation of General Provident Fund Rules

Type of the document: Reference book

Choose one of the types given below.  
(Rules, Regulations, Instructions, Manual,  
Records, Others)

Brief Write-up on the Document

Issued as a supplement to the approved book of reference entitled Swamy's compilation of Fundamental Rules and Supplementary rules, this book contains details of GPF (Central Services) Rules 1960, with Govt. of India's Orders and decisions there under.

From where one can get a copy of rules, regulations, instructions, manual and records

Address: Swamy Publishers  
236, R K Mutt Road,  
Post Box No. 2468,  
Raja Annamalaipuram,  
Chennai - 600028  
Telephone No:044/24938365  
Fax:044/24938363  
Email:  
Others:

Fee charged by the department for a copy of rules, regulations, instructions, manual and records (If any)

As applicable

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Name / Title of the document: P&T Financial Handbook Volume - II

Type of the document: Reference Book

Choose one of the types given below.  
(Rules, Regulations, Instructions, Manual,  
Records, Others)

Brief Write-up on the Document

The rules contained in this handbook describe primarily the procedure relating to the initial and compiled accounts of the Post Office and RMS branches of the department. It also describes in details the procedure for payment of pensions.

From where one can get a copy of rules, regulations, instructions, manual and records

Address: Departmental Publishers  
10B/6724, DEV NAGAR,  
New Delhi – 110005.  
Telephone No:  
Fax:  
Email:  
Others:

Fee charged by the department for a copy of rules, regulations, instructions, manual and records (If any)

As applicable

Name / Title of -----  
the document

Type of the document: -----

Choose one of the types given below.  
(Rules, Regulations, Instructions, Manual,  
Records, Others)

Brief Write-up on the Document

From where one can get a copy of rules, regulations,  
instructions, manual and records

Address:

Telephone No:

Fax:

Email:

Others:

Fee charged by the department for a copy of rules,  
regulations, instructions, manual and records (If any)

As applicable

\*\*\*\*\*

Name / Title of -\*-----  
Rules-----  
The document

Type of the document: Approved

Choose one of the types given below.  
(Rules, Regulations, Instructions, Manual,  
Records, Others)

Brief Write-up on the Document

\*

Title of the Document	Type of the Document	Brief Write up on the Document
Fundamental Rules and Supplementary Rules	Rules	Pay and allowances, Leave, Travelling allowances, LSPC
Medical Rules	do	Medical facilities
General Financial Rules	do	Cash section regulations
<u>GPF Ruls</u>	<u>Do</u>	<u>Transfer of GPF balance/refund of withdrawal and settlement of claims</u>

From where one can get a copy of rules, regulations,  
instructions, manual and records

Address: Swamys  
Publication from  
Letterprint Mumbai-2

Telephone No:22090661

Fax:

Email:

Others:

Fee charged by the department for a copy of rules,  
regulations, instructions, manual and records (If any)

As applicable

\*\*\*\*\*

Name / Title of -----  
the document --,FBGs,LF records,  
Payment details.

Type of the document: -----  
-- Records and  
instruction manuals

Choose one of the types given below.  
(Rules, Regulations, Instructions, Manual,  
Records, Others)

Brief Write-up on the Document

From where one can get a copy of rules, regulations,  
instructions, manual and records

Address: AO (Revenue)

Telephone No:011-25751635

Fax:

Email:

Others:

Fee charged by the department for a copy of rules,  
regulations, instructions, manual and records (If any)

As applicable

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## **Chapter-5 (Manual-4)**

**Particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof.**

### Formulation of Policy

5.1. Whether there is any provision to seek consultation/ participation of public or its representatives for formulation of policies? If there is, please provide details of such policy in following format.

Sr. No.	Subject / Topic	Is it mandatory to ensure public participation (Yes / No)	Arrangements for seeking public participation

**NA**

### Implementation of Policy

5.2. Whether there is any provision to seek consultation/ participation of public or its representatives for implementation of policies? If there is, please provide details of provisions in following format.

Sr. No.	Subject / Topic	Is it mandatory to ensure public participation (Yes / No)	Arrangements for seeking public participation

**NA**

## Chapter-6 (Manual-5)

### A statement of the categories of documents that are held by it or under its control

6.1. Use the format given below to give the information about the official documents. Also mention the place where the documents are available for e.g. at Secretariat level, Directorate level, others (Please mention the level in place of writing “Others”).

<b>Sr. No.</b>	<b>Category of the document</b>	<b>Name of the document and its introduction in one line</b>	<b>Procedure to obtain the document</b>	<b>Held by /under control of</b>
1	File	Pension file – Containing details of pension case of retirees / deceased pensioners.	Based upon Application	AO (Pension)
2	File	GPF Final Payment file – Containing details of the GPF final payments of retirees / deceased pensioners.	Based upon Application	Dy. Controller of Communication Accounts
3	PPO Register	Contains the Name of the Pensioner ,Date of retirement Terminal Benefit, Pension / family Pension authorized etc.	Based upon Application	AO (Pension)

<b>Sr. No.</b>	<b>Category of The document</b>	<b>Name of the document and its introduction in one line</b>	<b>Procedure to obtain the document</b>	<b>Held by /under control of</b>
1	Ruling files (Staff/Estt.)/	Staff Matters files	Based upon Application	DealingAsst. AAO/AO/Dy.CCA
2	Court Cases	Court cases files	Based upon Application	DealingAsst. AAO/AO/Dy.CCA



3	GPF	GPF files	Based upon Application	DealingAsst. AAO/AO/Dy.CCA
4	DDO and CAO (Cash)	Accounts Functions and maintaining of Accounts.	Based upon Application	DealingAsst. JCAO/CAO/Dy.CCA
5	Paid Vouchers Pension./LSPC/Settlement of DOT Accounts with BSNL/MTNL/VSNL	Post checks of Pension Vouchers	Based upon Application	DealingAsst. AAO/AO/Dy.CCA

Sr. No.	Category of the document	Name of the document and its introduction in one line	Procedure to obtain the document	Held by /under control of
1	Record,Instructions	FBG ,LF record and instruction.	Based upon Application	Dy CCA (Revenue)

## **Chapter-7 (Manual-6)**

### **A statement of boards, council, committees and other bodies constituted as its part**

7.1. Please provide information on Boards, Councils, Committees and Other Bodies related to the public authority in the following format :

- (a) Name and address of the Affiliated Body
- (b) Type of Affiliated Body (Board, Council, Committees, Other Bodies )
- (c) Brief Introduction of the Affiliated Body (Establishment Year, Objective / Main Activities)
- (d) Role of the Affiliated Body (Advisory / Managing / Executive / Others)
- (e) Structure and Member Composition
- (f) Head of the Body
- (g) Address of main office and its Branches
- (h) Frequency of Meetings
- (i) Can public participate in the meetings ?
- (j) Are minutes of the meetings prepared ?
- (k) Are minutes of the meetings available to the public ? If yes please provide information about the procedure to obtain them.

**NA**

## Chapter-8 (Manual-7)

### The names, designations and other particulars of the Public Information Officers

- 8.1. Please provide contact information about the Public Information Officers, Assistant Public Information Officers and Departmental Appellate Authority of the Public authority in the following format

Name of the Public Authority :

Assistant Public Information Officers :

Sr. No.	Name	Designation	S.T.D. Code	Ph. No.		Fax	Email	Address
				Office	Home			

Public Information Officers :

Sr. No.	Name	Designation	S.T.D. Code	Ph. No.		Fax	Email	Address
				Office	Home			
1	Anil Salunke	Jt Controller of Communication Accounts	011	25755812		25750061	ccadelhi@gmail.com	As Office

Department Appellate Authority :

Sr. No.	Name	Designation	S.T.D. Code	Ph. No.		Fax	Email	Address
				Office	Home			
1	Manish Pathak	Controller of Communication Accounts	011	25755455		25755456	ccadelhi@gmail.com	As Office

## Chapter-9 (Manual-8)

### Procedure followed in Decision Making Process

9.1 What is the procedure followed to take a decision for various matters? (A reference to Secretariat Manual and Rule of Business Manual, and other rules/ regulations etc can be made)

Case received along with all papers from BSNL SSA concerned. The dealing assistant in the pension/GPF section will check and put up the case to AO (Pension)/Dy.CCA (Pension) for authorization of the terminal benefits/GPF final payment respectively.

Orders, Communications received from DOT HQ New Delhi are dealt accordingly and communicated to the concerned as per office procedure. (i.e. Cases through DA to AAO/AO to Dy.CCA to Jt,CCA to CCA) for final approval

9.2 What are the documented procedures / laid down procedures/ Defined Criteria /Rules to arrive at a particular decision for important matters ? What are different levels through which a decision process moves ?

DA → AAO → AO → Dy. CCA → Jt. CCA → CCA → Pr. CCA

9.3 What are the arrangements to communicate the decision to the public?

Letters to the retirees and others concerned are sent by post.

9.4 Who are the officers at various levels whose opinions are sought for the process of decision making?

Accounts Officer / Dy. Controller of Communication Accounts / Jt. Controller of Communication Accounts, Controller of Communication Accounts AND Pr. Controller of Communication Accounts.

9.5 Who is the final authority that vets the decision ?

Normally, the AO (Pension) authorizes the retirement benefits in a pension / family pension case and Dy. CCA(Pension) in a GPF final payment case. However, in case of doubt or to seek a clarification he can put up the case to senior officers like Dy. Controller of Communication Accounts, Jt. Controller of Communication Accounts and Controller of Communication Accounts.

Controller of Communication Accounts for staff matters, DOT for Court matters and CAO for settlement of personal claims.

9.6 Please provide information separately in the following format for the important matters on which the decision is taken by the public authority.

Sl. No.	1
Subject on which the decision is to be taken	Finalisation of retirement benefits.
Guideline /Direction, if any	As per Rules
Process of Execution	Case received along with all papers from the NTR, NTP, BN,NCNGN units of BSNL

	and MTNL. The dealing assistant in the pension section will check and put up case to AO (Pension) for authorization.
Designation of the officers involved in decision making	AO (Pension)
Contact information of above mentioned officers	Shri.N. Muthukrishnan, AO (Pension) O/o Controller of Communication Accounts, Delhi Region, New Delhi. 011/25729465
If not satisfied by the decision, where and how to appeal.	Application along with full details can be sent to Jt. Controller of Communication Accounts (Pension) O/o Controller of Communication Accounts, Delhi Region, New Delhi.

Sl. No.	2
Subject on which the decision is to be taken	Final payment of GPF cases
Guideline /Direction, if any	As per Rules
Process of Execution	Case is received along with all papers from the BSNL SSA concerned. The dealing assistant in the GPF section will put up case to Dy. CCA (Pension) through AO (GPF) for authorization.
Designation of the officers involved in decision making	Dy. Controller of Communication Accounts (Pension)
Contact information of above mentioned officers	Shri. Srinivasa, DyCCA (Pension) O/o Controller of Communication Accounts, Delhi Region, New Delhi. 011/25729702
If not satisfied by the decision, where and how to appeal.	Application along with full details can be sent to Jt. Controller of Communication Accounts (Pension) O/o Controller of Communication Accounts, Delhi Region, New Delhi.

Sl. No.	
Subject on which the decision is to be taken	Orders/Communications received from DOT Hq The DA

	will put up to AAO/AO/Dy.CCA/Jt.CCA/CCA for final approval
Guideline /Direction, if any	As per directives received from DOT
Process of Execution	Orders/Communications received from DOT Hq The DA will put up to AAO/AO/Dy.CCA/Jt.CCA/CCA for final approval
Designation of the officers involved in decision making	AAO/AO/Dy.CCA/Jt.CCA/CCA
Contact information of above mentioned officers	011-25729465,011-25729702, 011-25730060
If not satisfied by the decision, where and how to appeal.	The representations can be sent to Jt.CCA/CCA

## Chapter-10 (Manual-9)

### Directory of Officers and Employees

#### TELEPHONE DIRECTORY

O/o Pr. CCA, DELHI REGION  
PRASAD NAGAR, NEW DELHI-110005

NAME	DESIGN / SECTION	OFFICE	FAX	MOBILE / RESIDENCE	Inter Comm	E-mail ID
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SH. SUKHBIR SINGH VERMA	SA	25751633			216	
SH MANOJ KUMAR	SA	25751633			221	
SH. SWARAJ SINGH	SA	25751633		9013139044	216	
SH. BIRENDRA SINGH	JA	25751633		9911195631	200	
SH. JAGPAL SINGH	JA	25751633		9910528235	215	
SH. RAVI	JA	25721044			217	
MS. VENUS YADAV	LDC					
SH. RAJESHWAR SINGH	MTS	25735091				
SH. BABU RAM	RM(BSNL)	25729273		9968350679		
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SH. NAVEEN KALIA	AAO (Legal)	25735091		9013132219	213	

SH. AVINASH TRIPATHI	Sr.Acctt. (Legal)	25751633		9013135412	216	
SH. SWARAJ SINGH	Sr.Acctt. (Legal)	25751633		9868849044	215	
SH. RAKESH NAGVANSHI	Jr. Acctt. (Legal)	25751633		9013133896	215	

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SH. SANJAY KUMAR	Sr.Acctt. (Cash)	25751530		9650467188	253	
SH. SIDDHARTH RANA	Sr.Acctt. (Cash)	25749048		9212222126	254	
SH. S S RAWAT	Sr..TOA (Cashier)	25751530		9868782869	253	
SH. JITENDRA KUMAR	Sr.Acctt. (Accts)	25751530		29553775	255	Jitendra.k@nic.in
SH. M.G. KHAN	Sr..Acctt. (Accts)	25751530		9953979890	255	

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SH. RAVI KUMAR	SA	25749048				
SH. KULDEEP VASHISTHA	SR. ACCTT. (PENSION)	25749048		9968483958	309	
SMT. ANJU MADWAL	SR. ACCTT. (PENSION)	25749048			308	
SH. GIRISH CHANDRA PANT	JA	25749048				
SH. PRAVEEN KUMAR	JA	25749048				
SH. VIKASH KUMAR	JA	25749048				
SH. RAVINDRA SINGH	LDC	25749048				
SH. VIKAS	LDC	25749048				
SH. YOGAMBER SINGH BISHT	SR.TOA (PENSION)	2581 8729			309	
SH. ABHIMANYU CHAND	SR TOA (PENSION)	2581 8729			309	
SH. RAM KIRPAL	RM	25729273		9899864510	219	

### Pension Vouching

SH. PRAMOD JAIN	AO (PV)	25751531	25751531	9868244810	401	
SMT. SREEJAMOL	AAO(PVA)	25745258			351	
SH. SURESH KUMAR	Sr.Acctt. (PV)	25735091		9868226407	453	
SMT. RANJU GROVER	Sr.Acctt. (PV)	25751530		9818642400	452	
SH. SURESH	Jr. Acctt (PV)	25735091			453	

### GPF

SH. PRAMOD JAIN	AO (PV)	25751531	25751531	9868244810	401	
Mrs. POOJA SEHGAL	AAO(GPF)	25745258		9013136077	351	acaogpf.dl-dot
SH. ASHISH KAUL	Sr..Acctt. (GPF)	25745258			351	
SMT. DROPADI	Sr.Acctt. (GPF)	25745258			352	
SMT. RAJ BALA	Sr.TOA (GPF)	25745258		9968274600	352	
SH. VINAY KUMAR PRASAD	JA	25745258			352	

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SH. SURESH Kumar	AAO (REVENUE)	25751634		9868177990	411	
Ms.. VANDANA GUPTA	AAO (REVENUE)	25751634		9953544464	411	
SH. MANOJ KUMAR	AAO	25751634				
SH. PRAKASH CHANDER TEWARI	AAO	25751634			406	
SMT. MANSA BHATT	SR. ACCTT.(REVENUE)	25751634			406	
SH. VIKAS JAIN	SR.ACCTT. (REVENUE)	25751634		9810673191	407	
SH. ANAND SHEKAR	SR.ACCTT.(REVENUE)	25751634		9968883666	406	
SH. BIJENDRA SINGH	SR..ACCTT.(REVENUE)	25751634		9899962063	406	
SH. VINOD KUMAR	SR.ACCTT. (REVENUE)	25751634		9868237862	412	
MS ISHA KHURANA	JA	25751634			412	
SH. DHIRAJ KUMAR	JA	25751634			412	
SH. AMIT SHARMA	LDC	25751634			412	



<b>PDA</b>						
SH. PRAMOD KUMAR	AO(PDA)	25721102		9868135088		
SH. KUSH OJHA	AAO	25721102		9868136465		
SH. MOHIT KUMAR	JA	25721102				
SH. PRASHANT KUMAR	JA	25721102				
SH. NAVEEN KUMAR	LDC	25721102				
SH. SACHIN KUMAR	LDC	25721102				
<b>CSO I&amp;II</b>						
SH. DEVENDER KUMAR	ACCA	25721103		9013137599		
SH. RAJENDRA PAL	SR.AO (CSO-II)	25720009		9868137997		
SH C.P.SINGH	SAO	25721106		9868138151		
SMT. RUCHI BALI	AAO	25721105		9013134465		
SH. RAMESH CHANDRA BISHT	AAO	25721105		9013135540		
SH. B.MUKHERJEE	SA	25721105				
SMT.BABITA SURYAVANSHI	SA	25721105				
SH. HITESH	JA	25721105				

## **Chapter-11 (Manual-10)**

### **The Monthly Remuneration Received by Each of its Officers and Employees, including the System of Compensation as Provided in Regulations**

11.1. Please provide information in following format

<b><u>Posts</u></b>	<b><u>Scales</u></b>
<b><u>1. Pr. CCA</u></b>	<b><u>79000 (Fixed)</u></b>
<b><u>2 CCA</u></b>	<b><u>37400-67000, GP 10000</u></b>
<b><u>3.Jt.CCA</u></b>	<b><u>37400-67000, GP 8700</u></b>
<b><u>4.Dy.CCA</u></b>	<b><u>15600-39100, GP 6600</u></b>

### **Following pay scales are applicable for employees**

<b><u>1.Accounts Officer</u></b>	<b><u>9300-34800, GP 5400</u></b>
<b><u>2.Asstt.Accounts Officer</u></b>	<b><u>9300-34800, GP 4800</u></b>
<b><u>3.Sr.Accountant</u></b>	<b><u>9300-34800, GP 4200</u></b>
<b><u>4.Jr. Accountant</u></b>	<b><u>5200-20200, GP 2800</u></b>
<b><u>5.LDC</u></b>	<b><u>5200-20200, GP 1900</u></b>

All the employees of the office are placed in these pay scales according to the cadre to which they belong.

The remuneration with reference to pay in the scales mentioned above along with the allowances as admissible from time to time.

## Chapter-12 (Manual-11)

### **The Budget Allocated to each Agency (Particulars of all plans, proposed expenditures and reports on disbursement made)**

For Public Authorities responsible for developmental, construction, technical works

12.1. Please provide information about the details of the budget for different activities under different schemes in the given format

Sr No	Name of the scheme / Head	Activity	Starting date of the activity	Planned end date of the activity	Amount Proposed	Amount Sanctioned	Amount released/ disbursed ( no. of installments)	Actual expenditure for the last year	Responsible officer for the quality and the complete execution of the work

For other Public Authorities ( For FY 2015-16)

Sr. No.	Head	Proposed Budget	Sanctioned Budget	Amount released/disbursed (no. of installments )
	<b>MH 3451</b>			
	Salaries	57184000	53484000	59158387
	Travel Expenses	3000000	1325000	1329901
	Office Expenses	7500000	7300000	7297409
	Medical Treatment	2240000	1100000	1058577
	Honorarium	220000	141000	141000
	<b>MH 2071</b>			
	<b>Pension &amp; Other</b>			
	Sup. & Ret. Allow.	4519012000	3304264000	3386345808
	Comm Val. Of Pen	757682000	458537000	460287300
	Gratuities	865317000	743407000	746343750
	Family Pension	899015000	433174000	415386337
	Leave encashment	6287000	6188000	5060346

## Chapter-13 (Manual-12)

### **The Manner of Execution of Subsidy Programmes**

13.1. Please provide the information as per the following format:

- (a) Name of Programme/scheme-
- (b) Duration of the programme /scheme-
- (c) Objective of the programme—
- (d) Physical and financial targets of the programme (for the last year)
- (e) Eligibility of Beneficiary –.
- (f) Pre-requisites for the benefit –.
- (g) Procedure to avail the benefits of the programme –.
- (h) Criteria for deciding eligibility –
- (i) Detail of the benefits given in the programme (also mention the amount of subsidy or other help given) –
- (j) Procedure for the distribution of the subsidy –.
- (k) Where to apply or whom to contact in the office for applying--
- (l) Application Fee ( where applicable)-NA
- (m) Other Fees (where applicable) --NA
- (n) Application format (where applicable. If the application is made on plain paper please mention it along with what the applicant should mention in the application )—.
- (o) List of attachments ( certificates/ documents).
- (p) Format of Attachments --.
- (q) Where to contact in case of process related complaints—
- (r) Details of the available fund (At various levels like District Level, Block Level etc) --NA
- (s) List of beneficiaries in the format given below

Serial Number/ Code	Beneficiary Name	Amount of subsidy	Parent/ Guardians	Criteria of selection	Address			
					District	City	Town/Village	House No.

**Not Applicable**

## **Chapter-14 (Manual-13)**

### **Particulars of Recipients of Concessions, permits or authorization granted by it**

14.1. Please provide the information as per the following format:

- (a) Name of Programme
- (b) Type (Concession/ Permits/ Authorization)
- (c) Objective
- (d) Targets set (For the last year)
- (e) Eligibility
- (f) Criteria for the eligibility
- (g) Pre-requisites
- (h) Procedure to avail the benefits
- (i) Time limit for the concession/ Permits/ Authorizations
- (j) Application Fee ( where applicable)
- (k) Application format (where applicable)
- (l) List of attachments ( certificates/ documents)
- (m) Format of Attachments
- (n) List of beneficiaries in the format given below

Serial Number/ Code	Beneficiary Name	Validity Period	Parent/ Guardians	Address			
				District	City	Town/Village	House No.

Also provide the following information for Concession

- (a) Detail of the benefit given
- (b) Distribution of benefits

**NA**

## **Chapter-15 (Manual-14)**

### **Norms set by it for the discharge of its functions**

15.1 Please provide the details of the Norms/ Standards set by the department for execution of various activities/ programmes.

#### **PENSION NORMS**

<b>SR</b>	<b>ITEM</b>	
		<b>TIME (Mins) per case</b>
1	Preliminary Verification of Services	90
2	Reporting on Original pension cases	160
3	Revision Cases	60
4	Commutation Cases	90
5	Issue of PPO	30
6	Issue of CV authority	30
7	Nominations	5
8	Forwarding other PPO's	20
9	DCRG Calculation	9
10	Gratuity payment orders	25
11	Temporary Increase	3
12	Arrear Claims	30

## **Chapter-16 (Manual-15)**

### **Information available in an electronic form**

16.1 Please provide the details of the information related to the various schemes which are available in the electronic format.

- Monthly list of Pension and family pension cases settled during Januaray-February 2016 is available in electronic format on the website of the office <http://prccadelhi.gov.in>
- Copies of commonly used departmental forms used for application for pension and GPF final payment is available in electronic format on the website of the office.
- Copies of orders of payment of DR to pensioners under the Vith Pay Commission are available in electronic format on the website of the office.
- Available on Office website:- [prccadelhi.gov.in](http://prccadelhi.gov.in)

## **Chapter-17 (Manual-16)**

### **Particulars of the facilities available to citizens for obtaining information**

17.1. Means, methods or facilitation available to the public which are adopted by the department for dissemination of information.

Like

- (a) Office Library
- (b) Drama and Shows
- (c) Through News paper
- (d) Exhibition
- (e) Notice Board
- (f) Inspection of Records in the Office
- (g) System of issuing of copies of documents
- (h) Printed Manual Available
- (i) Website of the Public Authority
- (j) Others means of advertising

- Important notices are displayed on the official website for information of public.
- Any other important communication is published in newspapers for information of pensioners, if necessary.



## **Chapter-18 (Manual-17)**

### **Other useful information**

#### 18.1 Frequently Asked Questions and their Answers by Public

#### 18.2 Related to seeking Information

- (a) Application form (a copy of filled application form for reference)
- (b) Fee
- (c) How to write a precise information request - Few Tips
- (d) Right of the Citizen in case of denial of information and procedure to appeal

#### 18.3 With relation to training imparted to public by Public Authority

- (a) Name of training programme with brief description
- (b) Time period for Training Programme/ Scheme
- (c) Objective of training
- (d) Physical and Financial Targets (Last Year)
- (e) Eligibility for training
- (f) Perquisite for training (If any)
- (g) Financial and other form of help (If any)
- (h) Description of help (Mention the amount of Financial help, if any)
- (i) Procedure of giving help
- (j) Contact Information for applying
- (k) Application Fee (Wherever applicable)
- (l) Other Fees (Wherever applicable)
- (m) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- (n) List of enclosures / documents
- (o) Format of enclosures / documents
- (p) Procedure of application
- (q) Selection Procedure
- (r) Time table of training programme (In case available)
- (s) Process to inform the trainee about the training schedule
- (t) Arrangement made by the Public Authority for creating public awareness about the training programmes.
- (u) List of Beneficiary of the training programme at various levels like district level, block level etc.

#### 18.4 With relation to Certificate, No objection certificate etc issued by the Public Authority not included in Manual - 13

- (a) Name and description of the certificates and NOCs
- (b) Eligibility for applying
- (c) Contact Information for applying
- (d) Application Fee (Wherever applicable)
- (e) Other Fees (Wherever applicable)
- (f) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)

- (g) List of enclosures / documents
- (h) Format of enclosures / documents
- (i) Procedure of application
- (j) Process followed in the Public Authority after the receipt of application
- (k) Normal time taken for issuance of certificate
- (l) Validity period of certificate (If applicable)
- (m) Process of renewal (If any)

18.5 With relation to registration process

- (a) Objective
- (b) Eligibility for registration
- (c) Pre-requisites (If any)
- (d) Contact Information for applying
- (e) Application Fee (Wherever applicable)
- (f) Other Fees (Wherever applicable)
- (g) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- (h) List of enclosures / documents
- (i) Format of enclosures / documents
- (j) Procedure of application
- (k) Process followed in the Public Authority after the receipt of application
- (l) Validity period of registration (If applicable)
- (m) Process of renewal (If any)

18.6 With relation to collection of tax by Public Authority ((Municipal Corporation, Trade Tax, Entertainment Tax etc)

- (a) Name and description of tax
- (b) Purpose of tax collection
- (c) Procedure and criteria for determination of tax rates
- (d) List of major defaulters

18.7 With relation to issuing new connection electricity / water supply, temporary and permanent disconnection etc. (This will be applicable to local bodies like Municipal Corporation/ Municipalities / UPCL)

- (a) Eligibility for connection
- (b) Pre-requisites (If any)
- (c) Contact Information for applying
- (d) Application Fee (Wherever applicable)
- (e) Other Fees / Charges (Wherever applicable)
- (f) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- (g) List of enclosures / documents
- (h) Format of enclosures / documents
- (i) Procedure of application
- (j) Process followed in the Public Authority after the receipt of application
- (k) Brief description of terms used in the bills

- (l) Contact information in case of problems regarding Bills or service
- (m) Tariff and Other Charges

#### 18.8 Details of any other public services provided by the Public Authority

- (1) Periodic Pension Adalats are organized at Pr.CCA Delhi office.
- (2) Chairs and sofa with basic amenities have been provided in the reception for pensioners and visitors.
- (3) A help line for pensioners has been opened vide Toll Free No.1800118119.
- (4) Pensioners Identity Cards are being issued to DoT Pensioners.
- (5) All the pensionary benefits are being paid through e-payment directly into the pensioner's bank account.
- (6) The payments made to MTNL CSO pensioners are being intimated through SMS.
- (7) Monthly meetings with BSNL and MTNL authorities are being organized to sort out the issues for speedy settlement of pension cases.