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All India Graduate Engineers & Telecom Officers Association

Central Headquarter, New Delhi

(The Recognised Representative Association of BSNL)

(Affiliated to BMS)



Regn. no. HR/019/2018/02138

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GS / AIGETOA / 2022-23 / 59

Dated 02.05.2023

To,
Sh Pravin Kumar Purwar Ji,
Chairman cum Managing Director,
BSNL, New Delhi.

Subject: Certification of Past data by various DDOs and final submission - Need for intervention and interaction with respective EPFOs, Regarding.

Respected Sir,

We wholeheartedly acknowledge the efforts made by your good self, CA section and the entire team is really appreciable. When thousands of employees across BSNL eagerly waiting for the acceptance of EPF Higher Pension after submission of online options, it seems that EPFO has made some stringent moves for employer's approval process.

The approval / certification process from employer side is being routed to the respective establishment code login which were being used at the time of contribution. In this regard, it will be worth to highlight the following:

1. BSNL payroll system was not a centralised package before ERP and HRMS. Different packages were used in various circles for Pay roll.
2. Thousands of employees were transferred across BAs/Circles and worked in various sections which are presently non-existent. Like Merged BAs/ QA, T&D, inspection, Civil, electrical, centralised mobile sections, etc.
3. Even the EPFO also was not maintaining centralised EPF accounts before the introduction of UAN. Thus, thousands of BSNL employee's data approval with the employer got struck despite submission of the online options by the employees on EPF portal.
4. As per ground reports, negligible Application have been approved owing to the non-availability of data and confusion over the responsibility of DDOs in the absence of service books at the officers where the verification of the past accounts have been routed. Many applications have been rejected from the login itself.
5. Wage data is being asked from the employees and the staff working in field have little or no knowledge of the process and neither they are getting any support on this process.
6. The internal directions and circular issued by EPFO are making confusion among the concerned accounts wing team too. When the service Book of each employee are with the latest establishment code in BSNL (respective Circles) where the employees is presently posted. The certification for each employee is also being done by the present Circle level DDO. EPFO needs to be informed about this as previous accounts are being sent to the earlier DDOs.

Regn. No. HR/019/2018/02138

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7. An Employee cannot be held responsible for non-keeping of centralised payroll by Employer and Centralised PF account system by EPFO in the past. Neither did the employee has been informed about the EPF contributions in the past which was a mandatory exercise by employer.
8. A major issue at Employer part (in the login of AO-Cash) is validation of data while uploading Wage data of employee in TXT file. Several checks are being done at this level, which are not disclosed to employer resulting error(s) in uploading the file.
9. The requirement of applying exclusively online, is discriminatory and prevents large sections of employees who are not familiar with the procedures from exercising their option. This was pointed out by CBT Members several times. Besides, the online system of the EPFO suffers from major connectivity, issues and the sites are not responsive maximum of the times.

In view of the above, it is requested that all the Circles may immediately be directed to communicate with respective RPFs to route all the previous establishment code approval in BSNL to the latest/ present employer establishment code in BSNL, so that the certified DDO can easily verify and submit the data as needed by EPFOs for processing of higher pension option.

EPFO HQ must be approached to extend the date of final submission and to entertain the software issues and errors being faced by employees and employers while filling the forms.

With Regards,



**[Pavan Akhand]
General Secretary, AIGETOA**

Copy to :

1. Sh Bhupender Yadav Ji, Hon'ble Minister of Labour & Employment for information and kind intervention please.
2. Sh Ashwini Vaishnaw Ji, Hon'ble MoC, for kind information please.
3. Sh K Rajaraman Ji, Secretary DoT New Delhi for kind information please.
4. Sh Arvind Vadnerkar, Director HR BSNL Board, New Delhi for kind information please.
5. Sh Rajiv Kumar, Director Finance BSNL Board, New Delhi for kind information please.
6. Sh Rajeev Singh, PGM (CA) BSNL New Delhi for kind information & n/a please.