

**O/o Principal Controller of Communication Accounts, Tamil Nadu circle, Chennai-28**  
**CITIZENS CHARTER**

**Preface:**

The office of the Principal CCA, Tamil Nadu circle, Chennai is committed to provide quality service delivery to all the stakeholders – DoT/BSNL retirees, USPs and Licensees – improving continuously on sustaining basis by standardizing the work processes, practices and by leveraging the available resources.

**Vision :**

To leverage and lead on its strategic position as a unique institutional assurance of DoT in its policy assurances.

**Mission :**

To excel in its role as a professional interface between DoT and its various stakeholders at the ground level.

This organisation even though is not directly involved with the general public, its activities nevertheless have its impact indirectly on public. The O/o Principal Controller of communication accounts provides the following services

S.no	Key Services
<b>Pension Section</b>	
1.	Issuing of Sanction in settlement of all the pensionary benefits for the BSNL/DoT officials in the case of Superannuation/VRS/Family pension/Reauthorisation of pension/Dual pension, on receipt of duly filled in claim papers.
2.	E- payment of pensionary benefits for BSNL/DoT officials in the case of Superannuation/VRS/Family pension/Reauthorisation of pension/Dual pension, on receipt of duly filled in claim papers along with mandate form for e-payment.
3.	Issuing Pension Payment Orders for BSNL/DoT officials in the case of Superannuation/VRS/Family pension/Reauthorisation of pension/Dual pension, On receipt of Sanction order
4.	Acknowledging and settling of individual BSNL/DoT pensioners grievances. Conducting pension Adalat to settle the grievances of pensioners in every quarter
<b>PDA Section</b>	
1.	Disbursement of monthly pension to DoT/BSNL pensioners, on receipt of a valid life certificate (valid for 1year) for whom O/o Pr.CCA is the PDA.
2.	Updation of address for DoT/BSNL pensioners, on receipt of request through SAMPANN portal
3.	Payment of Deferred Death cum retirement Gratuity for DoT/BSNL Pensioners
<b>GPF Section</b>	
1.	Issuing Sanction in settlement of all GPF final payment for the BSNL/DoT officials in case of Superannuation/VRS/Death claim/Residual payment, on receipt of duly filled in claim papers.
2.	E- payment of GPF Final payment for BSNL/DoT officials in case of Superannuation/VRS/Death claim/Residual payment, on receipt of duly filled in claim papers, along with mandate form for e-payment.

Dr. V. BALASUBRAMANIAN  
Joint Controller of Communication Accounts  
O/o Principal CCA, Dept. of Telecommunications  
Tamil Nadu Circle, Chennai

  
17.9.2021  
**Dr. V. BALASUBRAMANIAN**  
Joint Controller of Communication Accounts  
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Tamil Nadu Circle, Chennai 600 008.

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USO Section	
1.	Disbursement of subsidy to the USPs on receipt of subsidy claims along with necessary documents as per agreement for the USO funded projects/schemes
LF Section	
1.	Receiving License Fee/SUC payments and duly filled AGR statements from the DoT licensees for Deduction Verification and LF/SUC Assessments

**What we expect from stakeholders**

**DoT/ BSNL Pensioners:-**

1. Submission of duly filled Claim papers along with necessary documents.

**USPs :-**

1. Submission of duly filled subsidy claim forms along with necessary documents as per relevant agreement conditions.

**DoT Licensees :-**

1. Timely remittance of License fee/SUC, submission of Audited/Unaudited documents and LF/SUC payment (to carry out Deduction Verification and LF/SUC Assessments) as per the license agreement conditions.

**For Grievance Redressal, contact the below mentioned officers:-**

**Pension Section:**

Sr. Accounts Officer (Pension), O/o Pr.CCA, DoT, No.60, TNT Complex, Ethiraj Salai office, Chennai -600008. Ph: 044-28254575, Email: [dyccapen.ccatn@nic.in](mailto:dyccapen.ccatn@nic.in)

**LF Section:**

Assistant CCA (LF), O/o Pr.CCA, DoT, 7<sup>th</sup> floor, BSNL Telephone Exchange, No.238 RK mutt road, Mandaveli.- 600028. Ph: 044-29520166, Email: [dyccalfuso.ccatn@nic.in](mailto:dyccalfuso.ccatn@nic.in)

**GPF Section:**

Sr. Accounts Officer (GPF), O/o Pr.CCA, DoT, No.60, TNT Complex, Ethiraj Salai office, Chennai -600008. Ph: 044-28255376, Email: [gpf.ccatn@nic.in](mailto:gpf.ccatn@nic.in)

**USO Section:**

Assistant CCA (LF), O/o Pr.CCA, DoT, 7<sup>th</sup> floor, BSNL Telephone Exchange, No.238 RK mutt road, Mandaveli – 600028. Ph: 044-24955824, Email: [dyccalfuso.ccatn@nic.in](mailto:dyccalfuso.ccatn@nic.in)

**In case of non-redressal of grievances from the above officers please contact:**

Joint. CCA (Admin), O/o Pr.CCA, DoT, 7<sup>th</sup> floor, BSNL Telephone Exchange, No.238 RK mutt road, Mandaveli – 600028. Ph: 044-24955804, Email: [jtccaad.ccatn@nic.in](mailto:jtccaad.ccatn@nic.in)

Visit us at [www.cgca.gov.in/ccatn](http://www.cgca.gov.in/ccatn)

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**Joint Controller of Communication Accounts (Admn)**

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