



RETIRED TELECOM OFFICERS' WELFARE ASSOCIATION

Reg No: F-37187 (Mumbai) 2008

Corr.Add: A-402, Gayatri Avenue, 90' Road, Thakur Complex, Kandivali East, Mumbai 400101

Email Address: rtowamumbai@gmail.com Website: rtowambi.in

K. JAWAHAR.
PRESIDENT
9969596106.

J.S. YADAV.
GENERAL SECRETARY
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JT. GEN. SECRETARY.
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N.V. MAHAJAN
TREASURER
9869431615

RTOWA Mumbai/Corr-26/

Email dated Dated 23rd July'2026

To

Smt. Kalpana Singh
Pr. CCA Mumbai

Respected Madam,

Sub: - Some grievances which need priority for redressal.

Respectfully we request your personal intervention for redressal of the following grievances.

1. **Form 16 needs correction in case of few pensioners** where the actual pension received differ with that mentioned in Form-16. Many aggrieved pensioners have emailed the details to CCA office. For instance in the case of Sh. N.K.Dhillon St.No.76330, the difference is huge, more than a lakh. Request to cause to rectify the mistake and reissue Form-16 in all the cases where the pensioners have already taken up the issue thro email **as the return filing date is nearing.**
2. **Updation of mobile number in SAMPANN:-** It is not possible to access without a mobile number. There are many cases where mobile number does not exist or wrong number exists in the system. **Therefore we suggest that the mobile number and email id should be updated in the system based on the pensioner's request thro email with a scanned copy of KYP on priority.**
3. **Submission of KYP:-** (i) Thousands of pensioners have already submitted KYP. **So a list of pensioners who are yet to submit KYP** needs to be circulated. (ii) **Request to conduct camps** at MTNL offices for obtaining KYP as well as educating the pensioners on SAMPANN as assured by CCA in a meeting a few months ago.
4. **Request to publish a User Manual for SAMPANN** in Marathi, Hindi and English as published by some other circles, for instance Tamilnadu Circle.
5. There is a widespread grievance that the pensioners do not get response from the Contact numbers for lodging any grievance or to get any information. So it is requested to launch a **system of Grievance redressal** assigning grievance number and intimating the pensioner on redressal of the grievance.
6. **Early settlement of Pay anomaly case of a few retired stenographers.** The case is pending for along time. It is requested to settle the case early as these pensioners' pay was stepped down on the objections raised by CCA, after retirement, though they had fulfilled all the conditions prescribed by the MTNL Corporate office to remove the anomaly that arises from fixation of pay in IDA Scales on absorption on point-to-point fixation formula.



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We will be grateful for your personal intervention in solving the aforesaid issues and a reply is requested.

Sincerely Yours,

J. S. YADAV

General Secretary