



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

KERALA CIRCLE

(Largest Association of Executives in BSNL)

SNEA Bhavan, Dharmalayam Road, TVM-695001

Circle President	Circle Secretary	Circle Treasurer
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No.SNEA/Kerala/2018-19/II/146

dated 15th Oct 2020

To

Sh. C V Vinod,

Chief General Manager Telecom,

BSNL, Kerala Circle,

Thiruvananthapuram-33

Respected Sir,

Sub: Terminal benefits management for EPF beneficiaries, need to have a SPOC at Circle office and BAs, our request, reg:

Employees availing EPF are now on the higher side when compared to GPF optees after the recent VRS in BSNL. It may also be noted that majority of executives working in the Circle at present are EPF beneficiaries. Of late, employees in general and executives in particular are finding it very difficult to deal with EPF related matters both at BA level and at Circle level especially while settling EPF claims. Different types of EPF claims including provident fund, pension, partial withdrawal, insurance and transfer claims need to be settled for beneficiaries as and when required by them.

It is reported that EPF pension to VRS opted executives is yet to be released by EPFO for want of related documents and follow ups from Employee/BSNL side. Even, insurance claim worth Seven Lakhs Rupees towards the dependent of an employee who expired in February 2020 is yet to be settled. It is understood that one of the reasons for occurrence of inordinate delay in settling EPF related claims of BSNL employees is lack of proper understanding of the rules and procedures to be followed while dealing with EPF related matters. Supporting documents such as Break certificate, Non-employment certificate, Date of exit etc need to be sent to EPFO along with the claim applications for timely settlement. Even though EPFO has been communicating to all that members would be able to withdraw their contributions after two months of retirement, it has been noted that the same is not happening for EPF opted BSNL employees due to many reasons as explained above. It may also be noted that Circles like Maharashtra had already issued clear and detailed instructions to field units to help employees to process their EPF related claims promptly.

Hence, in order to facilitate employees for availing a fast-track settlement process through the EPFO it is suggested that a Single Point of Contact not below the rank of an AO is appointed to act as Terminal Benefit Manager in all BAs and Circle Office to deal with various EPF related matters of employees. It is also suggested that the SPOCs may be given proper awareness of all EPF related procedures utilizing the support of EPFO officials or experts in the field, if required, to guide employees for processing their various claims. The SPOC can also act as the liaison officer to coordinate EPF related activities between BSNL and regional offices of EPFO in Kerala Circle.

Kindly do the needful.

Thanking You,

Sincerely Yours



Jithesh K P

**Circle Secretary
SNEA Kerala Circle**