



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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### President

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Awadesh Sharma  
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No. AIBSNLREA/CHQ/2024/44

Dated 19<sup>th</sup> June 2024

To  
Shri Manish Sinha,  
Controller General of Communication Accounts,  
New Delhi

**Sub: Discrepancies in the process of downloading Form 16 from CGCA website, causing inconvenience to the pensioners**

Sir,

We would like to draw your kind attention to the discrepancies noticed in the process of downloading Form 16 from CGCA website, causing inconvenience and anxiety to the BSNL pensioners.

2. After entering the PAN number as required, the Submit button is not highlighted and there is no hand pointer when hovering over the Submit button, resulting in the pensioner wondering as to what to do next. But clicking on the Submit button takes to the next step, which many do not expect to be done. The moment it is clicked even without hand pointer hovering over, it takes to the next step, where the last five digits of the PPO and date of birth in DDMMYYYY format are to be entered. After entering the details, again the Submit button is neither highlighted nor does a hand pointer appear. Instead, the Cancel button is highlighted, again creating confusion in the minds of the pensioners.

3. In the case of pensioners for whom there was no recovery of TDS, on clicking the second Submit button, it moves to the previous page asking for PAN number, thereby the

pensioner trying the process from the start. While it is to be ensured that Form 16 with pension payment details should be available even in the cases where there is no TDS recovery, the programme should give some output message instead of looping back to the previous page.

4. We would request you to kindly do the needful for necessary corrective action in the software so as to make the process user-friendly and also to ensure that Form 16 is presented for download with details of payment of pension even in cases where there was no TDS recovered.

With kind regards,

Yours sincerely,

  
19/6/24

(R.R. Balasubramanian)  
General Secretary

Copy to: 1. Shri V.Srinivas,  
Secretary (Pension), DoP&PW  
2. Shri Amit Agrawal,  
Director General, NIC