

**No. BSNLCO-ADMN/80/2/2020-ADMN**

**Date: 04.12.2024**

To,  
The CGMs/Unit Heads,  
BSNL.

Sub: Use of Digital Life Certificate for validation of Concessional Connection provided to BSNL retired employee.

Ref: (i) Circular no.11/2007-PHA dated 20.07.2007.  
(ii) BSNLCO-ADMN/61/13/2022-ADMN dated 21.11.2024.


Vide Circular referred at s.no(i) above, BSNL retirees are required to submit the physical Life Certificate to the commercial officer for continuation of the concessional telephone connection .

In order to facilitate these retirees and provide them with a smoother process for the continuation of their connection i.e CTC/BB/FTTH/GSM, it has been decided that:

- (a) The Digital Life Certificate issued by the Jeevan Pramaan Portal may be accepted for the continuation of the connection availed by the BSNL retiree.
- (b) Vide circular at reference under (ii) above, Circles have already been asked to nominate one AGM/SDE under Admin/HR section to oversee the processing and validation of digital life certificate received via email/messenger for retired employee. The same may be shared by the nodal officer with the commercial section for validation of the concessional connection of retired employee.

A compliance report for the same shall be submitted by 20<sup>th</sup> December 2024 positively, for perusal of DIR(HR).

This issue with the approval of the competent authority.

  
04.12.2024  
(Rajiv Kumar Sharma)  
DGM (Admn & PR)

Copy to:

- 1.GS , All India BSNL Retired Executives' Association.
2. GS of all recognized Associations and Unions of BSNL.



## Bharat Sanchar Nigam Ltd.

[A Govt. of India Enterprise]  
10<sup>th</sup> Floor, East Wing, Chandralok Building, 36, Janpath, New Delhi-1.  
[Corporate Office - PHA Section]

No.2-7/2007-PHA

Dated: 20.07.2007

### CIRCULAR No. 11/2007-PHA

**Sub:- Concessional telephone facility to retired/retiring employees of BSNL - policy regarding.**

BSNL Management in its 59<sup>th</sup> meeting held on 30.3.07 has approved the following policy guidelines for extending concessional telephone facility to retired/retiring employees of BSNL:-

- 1) A permanent or temporary BSNL employee, who was absorbed in BSNL (from DOT/DTS/DTO or any other Government department or a PSU after formation of BSNL) or was directly recruited by BSNL, shall on retirement from BSNL, be eligible for concessional telephone facility under 'Retired BSNL Employee' category on fulfillment of any of the following conditions:-
  - (a) On retirement on superannuation from BSNL on or after 1.10.2000 irrespective of length of service put in by him in BSNL after its formation on 1.10.2000.

**OR**

  - (b) on taking voluntary retirement from BSNL after rendering minimum qualifying service for voluntary retirement provided that in case of voluntary retirement he has served in BSNL for atleast last one year before such voluntary retirement.
- 2) The benefit will also be available to the spouse of an eligible retired BSNL employee after the death of such employee.
- 3) In case of death in harness (i.e death while in service) of the employee, the benefit will be available to spouse of the deceased BSNL employee (permanent or temporary) even if the minimum eligibility for such a concession was not fulfilled by such employee before his death. However, the facility will be available to spouse only if the spouse does not remarry and the facility will cease to exist the day the spouse remarries. An affidavit to this effect is to be furnished by the beneficiary after every one year as in the case of pensioners receiving family pension alongwith the life certificate.
- 4) The telephone will be rent free with the following concessions in free calls over and above the free calls allowed to an ordinary subscriber:-

Category	Free local calls (monthly)
Executives falling in category E3 and above including full time Directors & CMD	500
Executives falling in category E1 and E2	250
Non-executives falling in category NE-5 to NE-11	150
Non-executives falling in category NE-1 to NE-4	100

Contd.....2/

The free calls as mentioned above have been prescribed on monthly basis. In areas having different billing cycle, the free calls to be allowed in a billing cycle will be proportionately adjusted as in the case of ordinary telephones. Carry forward of unused free calls from one billing cycle to the next billing cycle shall not be allowed.

- 5) As and when the pay scales are revised, the eligibility shall be decided on the basis of the revised pay scales equivalent to the scales mentioned above.
- 6) Concessional telephones under 'Retired BSNL employees' category as per these instructions shall be provided under 'One India' tariff Plan irrespective of exchange capacity.
- 7) Admissibility of free calls shall be determined on the basis of entitlement on the last day of retirement, whether on adhoc/officiating or regular basis.
- 8) No registration charges or security deposit shall be charged from the retired BSNL employee if the STD/ISD facility is not provided on the telephone.
- 9) STD/ISD on concessional telephone under retired BSNL employee category may be provided on the request of the retired employee subject to payment of security deposit as applicable to an ordinary subscriber.
- 10) No installation charges need be charged in case of a telephone booked under retired BSNL employee category. The installation charges paid by an employee in respect of an existing telephone, on which concession is availed, however, need not be refunded.
- 11) Internet/Broadband facility on payment basis may be allowed if requested for, subject to payment of all the prescribed charges for the broadband connection and fulfillment of the commercial conditions. There shall be no change in the free call limits of the telephone.
- 12) The benefit of concession under retired BSNL employee category will be available to all retired BSNL employees/spouse of deceased BSNL employees subject to fulfillment of eligibility criteria irrespective of category of registration. Further, the concession is without prejudice to the existing benefits regarding entitlement for registration under Non-OYT-SS or any other category available to the employee.
- 13) The retired BSNL employees will have to furnish a valid documentary proof of having retired
  - (i) on superannuation from BSNL;

OR

  - (ii) on voluntary retirement from BSNL after serving continuously for last one year before such voluntary retirement.

Such certificate should also clearly indicate the period of qualifying service rendered by the retired BSNL employee. In case of an employee who dies while in service, a certificate to this effect shall be required to be furnished. An entry, to the effect that a certificate for availing concessional telephone facility has been issued, should also be made in the service book at the time of issue of certificate.
- 14) After the death of the retiree and the spouse, the telephone will be treated as a general category telephone and fixed monthly charges and Security Deposit will be charged as applicable to general category telephone.

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- 15) Life certificate (as is required for drawing pension) shall invariably be required to be produced during 1<sup>st</sup> November to 30<sup>th</sup> November every year to the concerned Commercial officer. The concession should be withdrawn forthwith if the beneficiary fails to submit the same. However, the concession may be restored if the life certificate is produced subsequently.
- 16) Original Pension Payment Order (PPO) shall be stamped at the time of provision of the facility under the scheme. In case of BSNL retiree who is otherwise eligible for concessional telephone facility but in whose case PPO is not issued (either due to minimum requisite length of service entitling him/her for the pension not being completed or in the case of employees directly recruited by BSNL after its formation who are not covered under the pension scheme), the original retirement order shall be stamped at the time of provision of the facility under this scheme.
- 17) Both husband and wife shall be treated as independent entities for the purpose of concessional telephone and the concession can be availed by husband and wife both provided there is separate registration in their individual names and other conditions as laid down here in are fulfilled individually.
- 18) In case of death of a BSNL employee, if the spouse joins BSNL on compassionate grounds, he/she will not be eligible for the concessional telephone facility (available to the spouse of the deceased employee) during period of such employment as he/she will be governed by instructions regarding service or concessional telephone facility to BSNL serving employees. Thereafter, on retirement, he/she can avail the concessional telephone facility as admissible to BSNL retirees. Dual benefit of concessional telephone facility to such employees should not be allowed.
- 19) The Concessional telephone facility shall be admissible only to the retired BSNL employees on fulfillment of the prescribed conditions. Retired employees of other Government departments or PSUs shall not be eligible for concessional telephone under the scheme of 'Retired BSNL Employees'.
- 20) The retired/retiring employees of DoT shall continue to be governed by DoT's instructions issued vide letter no.2-79/94-PHA dt.25.9.98 read with subsequent clarifications issued vide letters no.2-79/94-PHA dt.30.12.99 and 12.1.2001 for the time being.
- 21) In case of an eligible retired BSNL employee, who joins other organization for gainful purposes after retirement from BSNL, he/she shall be entitled for the concession only if he/she is not provided a residential connection by his/her employer.
- 22) The benefit of concessional telephone facility will not be admissible to those employees whose services are terminated on disciplinary/vigilance grounds.
- 23) The facility shall also be admissible to those BSNL employees who have taken invalidation retirement on medical grounds before completion of minimum eligibility years of service for voluntary retirement.
- 24) The concessional telephone facility can be extended to a BSNL employee who retire while under suspension provided PPO is issued to him/her.

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- 25) The concessional telephone facility shall be extended on request of the concerned employee or spouse, as the case may be, and no retrospective benefit should be granted for the period prior to the date of application.
- 26) Shifting of concessional telephone within SSA may be permitted on the request of the retired BSNL employee immediately as all commercial records are maintained SSA wise. In case of All India Shifting, closure certificate should clearly indicate the category of telephone based on which concessional telephone may be provided at the new station.
- 27) An employee should not be allowed dual concession on the grounds that he/she joined BSNL after technical retirement/resignation from DoT at the time of absorption in BSNL.

Hindi version of this circular will follow.



[J. S. Tyagi]  
Jt. DDG (PHE)

All Chief General Managers,  
Telecom Circles/ Telephone Districts & other Administrative Units.  
Bharat Sanchar Nigam Limited.

Copy for necessary action to:

- 1) CGM [IT], Project Circle, Pune.
- 2) DDG [TRF], BSNL Corporate office, New Delhi.
- 3) DDG [IT] BSNL Corporate office, New Delhi
- 4) AD [OL] for Hindi version.



[D.K. Kathuria]  
ADG (PHA-I)

Copy for information to:

1. PS to Chairman & Managing Director, BSNL
2. All Directors of the Board of BSNL
3. CMD MTNL, New Delhi.
4. All Sr. DDsG/ DDsG /Company Secy., BSNL CO New Delhi.
5. Jt. DDG [IT-III], BSNL Corporate office, New Delhi.
6. BSNL Intranet site.
7. DG, P&T Audit, Sharnath Marg, Delhi.
8. All Recognised Staff/Executive Associations
9. Guard file.



[D.K. Kathuria]  
ADG (PHA-I)

No. BSNLCO-ADMN/61/13/2022-ADMN

Dated: 21.11.2024

To,  
The CGMs/Unit Heads,  
BSNL

**Subject: Yearly revalidation of BSNL MRS Card for retirees, regarding.**

As you are aware, retired employees are required to revalidate their BSNL MRS Card every year. The medical card revalidation is being done in the respective BAs for which retirees are required to be present in person in concerned office or sometimes documents are sent via posts.

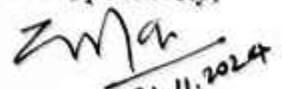
It is observed that this very requirement of personally being present in front of concerned person in respective office causes a lot of hardship and unnecessary inconvenience particularly for the aged and infirm retirees who cannot always be in a position to present themselves in front of the particular authority.

Moreover, it is seen that Online Digital Life Certificate for Pension related requirements is now being done through biometric enabled Jeevan Pramaan digital service for pensioners which provides life certificates to the authorized pension disbursing agencies like Banks, Post offices etc.

Hence, in order to enable hassle-free revalidation of Medical Card issued to retired employees under BSNL MRS, it is decided that Medical Card Issued to BSNL retirees shall be validated yearly on submission of digital Life Certificate issued by Jeevan Praman Portal. Digital Life Certificate may be submitted to the concerned authority electronically through email/messenger etc. to concerned BA/SSA/Circle office. However, existing process of revalidation shall continue for any change in beneficiary.

It is therefore, requested to nominate one AGM/SDE under Admin/HR section in Circle/BA offices for confirming revalidation of BSNL MRS card electronically, on the basis of Digital Life Certificate received through email/messenger from retired employees. The official email(s)/Contact details of Nodal Officer may also be provided to unions/associations representatives.

A compliance report for the same shall be submitted by 10<sup>th</sup> December 2024, positively, for perusal of Director (HR).

  
(Rajiv Kr Sharma)  
DGM (Admin & PR)

**Copy to:**

1. GS, All India BSNL DOT Pensioner's Association
2. GS of all recognized Associations and Unions of BSNL.