

# SANCHAR NIGAM EXECUTIVES' ASSOCIATION (INDIA)

GUJARAT CIRCLE HEAD QUARTER

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To,  
The Hon'ble CGMT  
Gujarat Telecom Circle,  
Telecom Bhavan, Navrangpura, Ahmadabad.

**Most Urgent**

**Earlier Ref.Letter No:** SNEA/Guj/19-20/05d19  
**Letter No:** SNEA/Guj/19-20/11a19

**dated:** 09/05/2019.  
**dated:** 26/11/2019.

**Subject:** Our kind request for issuing necessary clarifications to fields for resolving issues pertain to verification and corrections in records of **(I) Service Book (II) Presidential Order (III) NERP (ESS)**, requested by officials who are opting VRS and for necessary action regarding.

**Respected Sir,**

In connection of above cited subject, issues & our suggestions for kind consideration of your good self is submitted to issue necessary clarification with administrative views to field at an earliest so as to expedite the process in time.

**(1)** Help desk is to be made operational immediately at all SSAs with sufficient staff comprise of HR/Admn & Account /Finance for counseling and necessary actions to facilitate the VRS optees till 03/12/2019 and to be continued till issues of all optees is settled.

Accordingly all Officers / Officials opting VRS are to be facilitated to check & verify that their name in the records of (I) Service Book (II) Presidential Order (III) NERP (ESS) as well in (IV) PAN Card (V) Aadhaar Card (VI) Joint Bank A /C which need to be identical (along with spelling)

**(1a)** if any mismatch / discrepancy observed in the spelling of Name, surname in **(I) Service Book**, in comparison with appointment order, Presidential Order, LC then SSA Admn may correct the name as per appointment order, at SSA, with supportive documents.

**(1b)** if any mismatch / discrepancy observed in the spelling of Name, surname in **(II) Presidential Order** compare to Service book, then SSA may accept application and send to Circle Office (HR / Admn ), with supportive documents. Accordingly circle may resolve & keep on informing all such cases to concern SSAs.

**(1c)** In case of spelling correction in the Name at BSNL records i.e. **(III) NERP / ESS is required**, due to entry made in Local language i.e. Gujarati or Hindi in **(I) Service Book**, which is made at the time of DOT, then it is to be updated in **(I) Service Book and in (III) NERP / ESS** as per **(II) Presidential Order or Appointment order which is in English.**

**(1d)** if required any correction in any record of family Details in **(I) Service Book and in (III) NERP / ESS** then on submitting the revised Form 3 signed by concern officer / official along with the signature and stamp of controlling officer. (No extra documents are required for the same), after that SSA Admn may correct in **(I) Service Book and in (II) NERP / ESS**

We are very much optimistic that our views and suggestions will be considered and necessary clarification is issued to field units / SSAs, along with administrative views at an earliest.

Thanking you,  
Yours sincerely,

*B. Patel*  
(B.G.Patel), Circle Secretary SNEA (I)-Gujarat.

Copy to: (1) Respected GM (HR) O/o CGMT Gujarat Circle for information and N/A Plz.

*Recd  
27/11/19*

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