

Pr.CCAtn –A Profile

- ***Principal Controller of Communication Accounts, Tamil Nadu Circle serves four BSNL circles for the purpose of pension settlements of retired BSNL absorbed officials/officers.***
 - ***Tamil Nadu Telecom Circle***
 - ***Chennai Telephone District***
 - ***Southern Telecom Region***
 - ***Southern Telecom Project***

This circle is also in charge of pension settlement of retired DOT officials/officers at Chennai and in Tamil Nadu (including Puducherry)
- ***This circle serves about 31607 serving employees of BSNL for GPF and other loans and advances such as HBA and about 25234 pensioners of BSNL and DOT***
- ***This circle serves Tamil Nadu Telecom Circle, CTD and Andaman & Nicobar Telecom Circle for the purpose of USO disbursements***
- ***This circle is in charge of collecting license fee and spectrum charges from 17 licensees - both, UASL and Cellular. Besides, it deals with 15 ISP-IT operators,17 ISP operators , 8 CMRTS operators, 1 ILD and 1 NLD operator for collection of license fee***
- ***Table 1 shows a profile of important licensees and Universal service Operators(USPs) currently operating in Tamil Nadu Circle.***

Licencees in Tamil Nadu Circle

List of Telecom operators

Sl. No.	OPERATOR	Category of License	Service Area	Percentage of License fee
1	BSNL, TAMILNADU CIRCLE	BASIC	TamilNadu	10
2	BSNL, TAMILNADU CIRCLE	CELLULAR	TamilNadu	10
3	BSNL, CHENNAI TELEPHONES	BASIC	Chennai	10
4	BSNL, CHENNAI TELEPHONES	CELLULAR	Chennai	10
5	AIRCEL LIMITED	CELLULAR	TamilNadu	10
6	AIRCEL CELLULAR LIMITED	CELLULAR	Chennai	10
7	VODAFONE ESSAR CELLULAR LIMITED	UASL	TamilNadu	10
8	VODAFONE ESSAR SOUTH LIMITED	UASL	Chennai	10
9	BHARTI AIRTEL LIMITED	UASL	TamilNadu (including Chennai)	10
10	RELIANCE COMMUNICATIONS LIMITED	UASL	TamilNadu (including Chennai)	10
11	TATA TELESERVICES LIMITED	UASL	TamilNadu (including Chennai)	10
12	VIDEOCON TELECOMMUNICATIONS (formerly Datacom Solutions)	UASL	TamilNadu (including Chennai)	10
13	IDEA CELLULAR LTD	UASL	TamilNadu (including Chennai)	10
14	LOOP TELECOM PVT LTD	UASL	TamilNadu (including Chennai)	10
15	SISTEMA SHYAM TELESERVICES LIMITED (formerly Shyam Telelink Ltd)	UASL	TamilNadu (including Chennai)	10
16	ETISALAT DB TELECOM PVT. LTD. (formerly Swan Telecom)	UASL	TamilNadu (including Chennai)	10
17	UNITECH WIRELESS LTD	UASL	TamilNadu (including Chennai)	10

LIST OF ISP-IT OPERATORS		
Sl. No.	OPERATOR	Service Area
1	DISHNET WIRELESS LTD	All India
2	GSM ONLINE INTERNET SERVICES PVT LTD	Erode
3	LIMRAS ERONET BROADBAND SERVICE PVT LTD	All India
4	VIVA COMMUNIATIONS LIMITED (formerly Mylai Karpagambal Information Pvt. Ltd.)	All India
5	PULSE TELESYSTEMS PVT LTD., CHENNAI	Chennai
6	PULSE TELESYSTEMS PVT LTD., PONDICHERRY	Pondicherry
7	SWIFTMAIL COMMUNICATIONS LTD	All India
8	SIFY TECHNOLOGIES LIMITED	All India
9	SGS INTERNET SERVICES PVT LTD	Chennai
10	MICROSENSE PVT LTD	All India
11	VELLORE ONLINE SYSTEMS PVT. LTD.	All India
12	ZYLOG SYSTEMS (INDIA) LTD	All India
13	READYLINK INTERNET SERVICES COVAI PVT LTD	Tamilnadu
14	KAL CABLES PRIVATE LIMITED	Chennai

LIST OF ISP OPERATORS		
Sl. No.	OPERATOR	Service Area
1	ABT LTD	Coimbatore
2	ERONET BROADBAND INDIA SERVICES PVT LTD	Erode
3	ISP SERVICES (I) PVT LTD	Trichy
4	ISP SOLUTIONS (INDIA) PVT LTD	Coimbatore
5	JET BROADBAND INTERNET PVT LTD	Cuddalore
6	KARUR AIRNET PVT LTD	Karur
7	MADURA CABLENET PVT LTD	Madurai
8	MYNET SERVICES INDIA PVT LTD	Salem
9	NETCOM ONLINE SOLUTIONS (INDIA) PVT LTD	Tamilnadu
10	RAINBOW COMMUNICATIONS (INDIA) PVT LTD	Salem
11	RS BROADBAND SERVICE PVT LTD	Tamilnadu
12	SHRI VINAYAGAA INTERNET PVT LTD	Madurai
13	V ONE INTERNET SOLUTIONS PVT LTD	Virudhunagar
14	VIJAYA COMNET (P) LTD	East Godavari
15	VIJAYA COMNET (P) LTD	Coimbatore
16	VISOLVE.NET INDIA PVT. LTD	Coimbatore
17	WIRELINE SOLUTION (INDIA) PVT LTD	Coimbatore

SI. No.	LIST OF PMRTS/CMRTS OPERATORS	
1	L&T KRISHNAGIRI THOPUR TOLL ROAD LIMITED	CMRTS
2	L&T INTERSTATE ROAD CORRIDOR LIMITED	CMRTS
3	L&T VADODARA BHARUCH TOLLWAY LIMITED	CMRTS
4	NEYVELI THERMAL POWER STATION-II	CMRTS
5	NLC MINE-II LTD	CMRTS
6	NLC BARSINGSAR PROJECT	CMRTS
7	CAIRN ENERGY INDIA PVT. LTD.	CMRTS
8	TAMILNADU POLICE TELECOM BR.	CMRTS
9	INATIVE NETWORKS LIMITED	PMRTS

SI. No.	LIST OF NLD/ILD OPERATORS	
1	Sify Communications Limited - NLD	NLD
2	Sify Communications Limited - ILD	ILD

Allocation of Spectrum in Tamilnadu Circle

GSM Operators – Tamilnadu service area:

<i>Sl. No.</i>	<i>Operators</i>	<i>2G GSM Spectrum</i>	<i>MW Access spectrum</i>	<i>MW Backbone Spectrum</i>	<i>3G Spectrum (Frequency range)</i>	<i>BWA Spectrum</i>
1	Aircel	9.8+9.8 MHz	56+56MHz	28+28MHz	1974-1979 MHz	2335-2335 MHz
2	Bharti	9.2+9.2 MHz	168+168 MHz	56+56MHz	1959-1964 MHz	NIL
3	BSNL	10.0+10.0 MHz	84+84 MHz	NIL		
4	Vodafone	7.2+7.2 MHz	84+84 MHz	56+56MHz	1969-1974 MHz	NIL
5	Reliance	4.4+4.4 MHz	56+56 MHz	28+28MHz	NIL	NIL
6	Unitech	4.4.+4.4 MHz	56+56 MHz	28+28MHz	NIL	NIL
7	Etisalat (Formerly SWAN)	4.4+4.4 MHz	56+56 MHz	28+28MHz	NIL	NIL
8	Loop	4.4+4.4 MHz	56+56 MHz	28+28MHz	NIL	NIL
9	Videocon (Formerly Datacom)	4.4+4.4 MHz	56+56 MHz	28+28MHz	NIL	NIL
10	Idea	4.4+4.4 MHz	56+56 MHz	28+28MHz	NIL	NIL
11	TTSL	4.4+4.4 MHz	28+28 MHz	NIL	NIL	NIL

GSM Operators – Chennai service area:

<i>Sl.No.</i>	<i>Operators</i>	<i>2G GSM Spectrum</i>	<i>MW Access spectrum</i>	<i>MW Backbone Spectrum</i>	<i>3G Spectrum</i>	<i>BWA Spectrum</i>
1	Aircel	8.6+8.6MHz	112+112MHz	NIL	NIL	NIL
2	Bharti	9.2+9.2 MHz	168+168 MHz	NIL	NIL	NIL
3	BSNL	10.0+10.0 MHz	84+84 MHz	NIL		
4	Vodafone	8.0+8.0 MHz	112+112 MHz	NIL	NIL	NIL
5	Reliance	NIL	NIL	NIL	NIL	NIL
6	Unitech	NIL	NIL	NIL	NIL	NIL
7	Etisalat (Formerly SWAN)	NIL	NIL	NIL	NIL	NIL
8	Loop	NIL	NIL	NIL	NIL	NIL
9	Videocon (Formerly Datacom)	NIL	NIL	NIL	NIL	NIL
10	Idea	NIL	NIL	NIL	NIL	NIL
11	TTSL	NIL	28+28 MHz	NIL	NIL	NIL

CDMA Operators – Tamilnadu service area:

<i>Sl. No.</i>	<i>Operators</i>	<i>CDMA Spectrum</i>	<i>MW Access spectrum</i>	<i>MW Backbone Spectrum</i>
1	BSNL	2.5+2.5 MHz	NIL	NIL
2	Reliance	5+5 MHz	56+56 MHz	56+56 MHz
3	Sistema Shyam	2.5+2.5 MHz	28+28 MHz	NIL
4	TTSL	2.5+2.5 MHz	56+56 MHz	NIL

CDMA Operators – Chennai service area:

<i>Sl.No.</i>	<i>Operators</i>	<i>CDMA Spectrum</i>	<i>MW Access spectrum</i>	<i>MW Backbone Spectrum</i>
1	BSNL	2.5+2.5 MHz	NIL	NIL
2	Reliance	5+5 MHz	56+56 MHz	NIL
3	Sistema Shyam	2.5+2.5 MHz	28+28 MHz	NIL
4	TTSL	3.75+3.75 MHz	84+84 MHz	NIL

Comparison of Gross Revenue and AGR for 2010-11 and 2011-12 - An Executive Summary

Name of the licensee	Gross Revenue			Deductions			AGR		
	2010-11	2011-12	Percentage	2010-11	2011-12	Percentage	2010-11	2011-12	Percentage
Aircel, TN	1866.61	1967.53	□ 5.4%	299.36	304.30	□ 1.65%	1567.25	1663.23	□ 6.12%
Aircel, Ch	579.75	543.02	□ 6.3%	146.17	136.9	□ 6.34%	433.58	406.12	□ 6.33%
Vodafone, TN	1639.91	1982.13	□ 20.87%	335.33	391.20	□ 16.66%	1304.57	1590.92	□ 21.95%
Vodafone, Ch	630.06	746.79	□ 18.53%	227.90	274.25	□ 20.34%	402.16	472.53	□ 17.5%
Bharti Airtel	3406.28	3770.93	□ 10.7%	713.79	773.34	□ 8.34%	2692.49	2997.59	□ 11.33%
BSNL, CTD, Basic	364.49	311.86	□ 14.44%	48.16	34.53	□ 28.3%	316.33	277.33	□ 12.33%
BSNL, CTD, CMTS	213.51	195.58	□ 8.4%	23.34	25.31	□ 8.44%	190.22	170.27	□ 10.49%
BSNL, TNC, Basic	539.30	514.87	□ 4.53%	98.11	88.97	□ 9.32%	441.19	425.90	□ 3.46%
BSNL, TNC, CMTS	701.21	723.55	□ 3.18%	177.76	191.43	□ 7.7%	523.46	532.12	□ 1.65%
RCL	729.83	691	□ 5.32%	229.42	167.57	□ 27%	500.41	523.43	□ 4.6%
Tata Teleservices	612.79	726.52	□ 18.56%	129.78	180.46	□ 39.05%	483	546.06	□ 13.05%

Operator-wise Gross Revenue and LF Collection										
Operator	Gross Revenue					License Fee Collection				
	Y 2007-08	Y 2008-09	Y 2009-10	Y 2010-11	Y 2011-12	Y 2007-08	Y 2008-09	Y 2009-10	Y 2010-11	Y 2011-12
Bharti	2361.55	3129.73	3294.48	3297	3770.93	186.08	239.33	260.7	270	300.31
BSNL	4075.34	3080.15	2068	1818	1745.86	340.6	216.06	199.21	157.61	144.49
Aircel	1167.2	1856.83	2043.78	2447	2510.56	124.15	159.55	167.45	200.94	208
Vodafone	1875.84	2189.16	2018.24	2270	2728.92	85.65	141.19	156.91	170.67	205.52
Reliance	1008.47	984.51	769	727	691	76.01	66.36	54.43	52.74	50.99
Tata	473	458.67	477.13	613	726.52	35.69	37.89	50.16	51.05	57.34
Total	10961.4	11699.05	10670.63	11172	12173.79	848.18	860.38	888.86	903.01	966.65

Human Resources Management

Staff Strength

The cadre wise working strength as on 31st March 2012 is shown in the *Table 7* below.

Staff Strength

Cadre	Sanctioned Strength	Working Strength	Vacancy
HAG	1	1	0
SAG	1	1	0
JAG	3	3	0
STS	5	4	1
JTS	3	1	2
SR.AO/AO	8	4	4
AAO/JAO	17	15	2
GR.'C'	70	50	20
STENO	5	1	4
GR.'D'	15	0	15
Total	128	80	48

Staff Training

One Gr.C official was nominated to attend the in-house program on “Revenue Management” from 25/7/2011 to 27/7/2011 at NICF, Ghaziabad. Two Group ‘C’ officials were nominated to attend the in-house program on “Analysis of Financial Statements” held from 01/08/2011 to 05/08/2011 at NICF, Ghaziabad.

Status of Staff Training

Cadre	Number
Group A	Nil
Group B	Nil
Group C	3
Total	3

HR Turn over
Transfer of Officials- Status

Incoming (S/S)	Outgoing (S/S)
6	23

USO Fund Management

<u>CUMULATIVE PICTURE OF USO SETTLEMENT AT THE END OF YEAR 2011-12</u>									
ACTIVITY	BSNL (IN CR)			RELIANCE (IN CR)			TOTAL (IN CR)		
	CLAIM ED	SETTLED	WH/DIS ALLOW ED	CLAIM E D	SETTLED	WH/DIS ALLOW ED	CLAIMED	SETTLED	WH/DISAL LOWED
VPT	68.01	66.03	1.98	0	0	0	68.01	66.03	1.98
RCP	3.65	3.32	0.33	3.49	1.93	1.56	7.14	5.25	1.89
RDEL	52.45	49.49	2.96	111.74	106.94	4.80	164.19	156.43	7.76
BB	22.73	19.52	3.21	0	0	0	22.73	19.52	3.21
TOTAL	146.84	138.36	8.48	115.23	108.87	6.36	262.07	247.23	14.84

<u>USO FUNDS DISBURSEMENT - USP WISE TREND</u>										
USP	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	Total
BSNL (IN LAKHS)	90.22	630.20	4953.65	1054.17	1937.98	958.44	1532.40	1684.63	1462.25	14303.94
RELIANCE (IN LAKHS)	0.00	0.00	173.66	3869.49	2980.77	2184.60	1112.50	577.89	0.11	10899.02
TOTAL (IN LAKHS)	90.22	630.20	5127.31	4923.66	4918.75	3143.04	2644.90	2262.52	1462.36	25202.96

USO CLAIMS SETTLEMENTS - AN ACTIVITY WISE PERSPECTIVE

ACTIVITY	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12	Total
VPT (IN LAKHS)	90.22	630.20	1221.68	485.49	1399.99	702.65	954.92	574.00	269.42	6328.57
RCP (IN LAKHS)	0.00	0.00	415.96	86.59	127.52	15.60	36.46	39.85	0.38	722.36
RDEL (IN LAKHS)	0.00	0.00	3489.67	4351.58	3391.25	2424.78	1170.07	712.16	3.39	15542.90
BROADBAND							140.46	704.22	956.83	1801.51
INFRASTRUCTURE							342.99	232.29	232.34	807.62
TOTAL (IN LAKHS)	90.22	630.20	5127.31	4923.66	4918.75	3143.03	2644.90	2262.52	1462.36	25202.96

USO INSPECTIONS

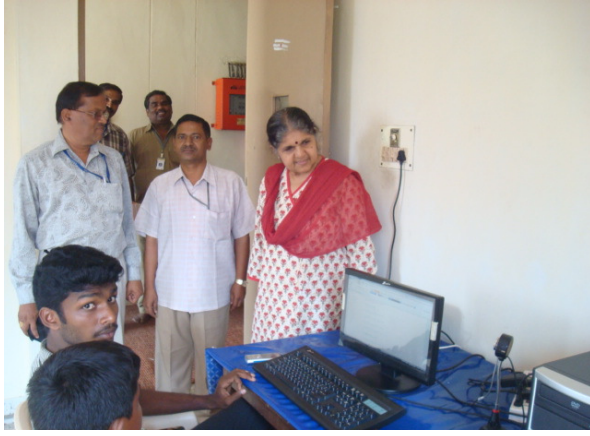
Year	No. of Inspections
2006-07	16
2007-08	18
2008-09	54
2009-10	VPT - 21 RCP - 27 RHDEL - 24 Mobile Infra - 242 Total - 314
2010-11	VPT - 21 RHDEL Special VFN - 21 Mobile Infra - 85 Broadband - 2400 Kiosk - 60
2011-12	New VPT TN Circle - 21 New VPT AN Circle - 10 Mobile Infra - 59 Towers Broadband - 1056 connections Kiosk - 43 Impact Assessment - 346 questionnaires

USO SCHEMES – Roll Outs

Service	USP	Roll out Target	Roll out Achieved	Achievement
(1)	(2)	(3)	(4)	(%) = (4) - (3)
Rural Broadband	BSNL	41760	20078	49.63
VPTs (New)	BSNL TN	682	503	73.75
VPTs(Old)	BSNL TN	17899	17899	100.00
RCPs	BSNL TN	1416	1416	100.00
	Reliance	1441	1250	86.75

Broadband Inspection by PCCA, TN Circle
Coimbatore SSA

BROADBAND INSPECTION by CCA, TN at
Circle at Thanjavur SSA



BROADBAND INSPECTION by DCCA, TN Circle at Coonoor SSA



BROADBAND INSPECTION of Kiosk by DCCA, TN Circle at Coonoor SSA



Broadband inspection by CAO, TN Circle at Dharmapuri SSA



Broadband inspection by Dealing Assistant at Vellore SSA



Revenue Management

Amount of License fee and Spectrum collected from Telecom operators			
Item	Y2009-10	Y2010-11	Y2011-12
License fee (in Cr.)	897	920.5	993.35
Spectrum (in Cr.)	360.54	299.65	535.60
Total (in Cr.)	1257.54	1220.15	1528.95

Revenue Components	Categories	Y 2009-10 (in Cr.)	% to Total	Y 2010-11 (in Cr.)	% to Total	Y 2011-12	% to Total
License fee							
	Basic/UASL	648.11	51.54	643.67	52.75	712.17	46.58
	Cellular	248.89	19.79	276.83	22.69	281.18	18.39
	Total	897		920.5		993.35	
Spectrum							
	CDMA	22.74	1.81	23.75	1.95	22.26	1.45
	GSM	337.80	26.86	275.9	22.61	513.34	33.58
	Total	360.54		299.65		535.6	
LF+Spectrum	Grand Total	1257.54	100	1220.15	100	1528.95	100

Year	FBG (for LF) Value (in Cr.) in r/o Telecom Operators
2009-10	700.85
2010-11	650.66
2011-12	571.52

Year	FBG (for Spectrum Cgs.) Value (in Cr.) in r/o Telecom Operators
2009-10	---
2010-11	---
2011-12	302.03

Year	FBG Value (in Cr.) in r/o ISP-IT Operators
2009-10	1.45
2010-11	1.62
2011-12	1.71

Year	FBG and PBG Value (in Cr.) in r/o NLD/ILD Operators*
2009-10	5.49
2010-11	5.49
2011-12	5.49

Note*: The work of collection & assessment of LF and maintenance of FBGs/PBGs in r/o NLD/ILD operators has been decentralised by DoT Hqrs. during September 2008.

Year	FBG and PBG Value (in Cr.) in r/o CMRTS/PMRTS Operators*
2009-10	0.06
2010-11	0.06
2011-12	0.07

Note*: The work of collection & assessment of LF and maintenance of FBGs/PBGs in r/o PMRTS/CMRTS operators has been centralized by DoT Hqrs. during September 2008.

Year	PBG Value (in Cr.) in r/o ISP and ISP-IT Operators*
2009-10	12.71
2010-11	12..91
2011-12	12.71

Note*: The work of assessment of LF and maintenance of FBGs/PBGs in r/o ISP-IT operators has been decentralised by DoT Hqrs. during September 2008.

Amount of License fee collected from ISP-IT Operators	
Year	Amount (in Cr.)
2009-10	1.32
2010-11	1.28
2011-12	1.99

Amount of License fee collected from NLD Operators	
Year	Amount (in Cr.)
2009-10	7.79
2010-11	8.01
2011-12	8.37

Amount of License fee collected from ILD Operators	
Year	Amount (in Cr.)
2009-10	0.98
2010-11	0.9
2011-12	1.49

Operator-wise LF collected during 2011-12

SL. NO.	OPERATOR	LF COLLECTED DURING 2011-12 (in Cr.)
1	Airtel	300.31
2	BSNL	144.49
3	Aircel	208
4	Vodafone	205.52
5	Reliance	50.99
6	Tata	57.34
7	Idea	3.80
8	Unitech	7.41
9	Etisalat DB	0.01
10	Sistema Shyam	11.50
11	Videocon Telecommunications Ltd.	3.98
	Total	993.35

Pension Management

Pension Management

*Pension Voucher
Software
Implemented.*

- *Pension Activities – Process Flows*
- *Settlement of Pension Cases*
- *Special Pension Tasks during 2010-11*
- *Pension Vouching*
- *Pension Contribution*
- *Pension Adalats*
- *Pensioner Value Chain*
- *Pensioner Relationship Management*
- *Pensioner Grievances – Process Flows*
- *Pensioner's Satisfaction – Measurement*
- *Pension Settlement – Trend*

Pension Management

Pension Management

Settlement of Pension Cases

The total numbers of pensioners at the close of Y2011-12 are 26971. *Pr.CCAtn* is vested with the responsibility of settling pension cases of those who retired from DOT as well as those absorbed in BSNL and retired from BSNL. *Pr.CCAtn* also authorizes family pension cases. *Pr.CCAtn* has a sustained distinction of settling all superannuation cases on the first working day following the month of retirement. In respect of pension cases relating to death, there remains some lag in forwarding the necessary information by the BSNL and settlement of pension cases also gets deferred to the extent of lag. PPOs are issued by the pension section of *Pr.CCAtn*. Similarly, amounts due to the pensioners on account of DCRG, Commutation and GPF are settled in time and the outstation payments are disbursed through DD. Leave encashment for the absorbed employees is settled by the BSNL itself. The number of pensioners and the monthly pension amounts disbursed are exhibited in the *Table 30*.

Pension Disbursing Authorities- Numbers and Amounts

Item	Y2009-10 (Monthly Average)		Y2010-11 (Monthly Average)		Y2011-12 (Monthly Average)	
	Post offices	Banks	Post Offices	Banks	Post Offices	Banks
Numbers	14719	8394	15415	9194	15120	11851
¹ Amount(Rs in Cr)	8.12	6.8	11.2	9.25	15.81	16.55

A historical data of number of pension cases received during a year and the amounts disbursed as pension payments are shown in the *Table 31*.

Pension Disbursements –Trend

Item	Y2006-07	Y2007-08	Y2008-09	Y2009-10	Y2010-11	Y2011-12
Pension cases-Numbers	1588	1483	1477	1670	1496	1816
Pensionary disbursements(Rs in Cr)	80.68	78.09	98.91	170.16	170.89	**

***Here pension amounts include DG/RG, Commutation and pension disbursements by cheque/DD/RTGS.

Special Pension Tasks During Year 2011-12

- 1. Revision of Pension to DOT Pensioners of Pre-2006 (CDA) :**
The work of issue of authorities for the revised pension for the CDA retirees of Pre-2006 was continued and 1500 authorities have been issued during the year 2011-12.
- 2. Revision of pension due to pay revision of BSNL Non executives (Post 2007 revision).**
Revised pension authorities to 3281 retired Non Executives have been issued during the year. Revised pension authorities to these post 2007 non executives have been issued after making payment of DG/RG and commuted value of pension.
- 3. Revision of pension to the BSNL Retirees of Pre-2007 (IDA)**
The pension for Pre 2007 IDA BSNL retirees have been revised and revised pension authorities issued. 7500 cases have been revised within a record time of 3 months.

Pension Vouching

Pr.CCAtn has been receiving the vouchers of monthly pension disbursements made at various branches and post offices as the case may be from RBI and SBI in the case of the banks and from HPOs in the case of the post offices. The vouchers received are checked with reference to the pension payments authorized and the discrepancies in this regard are noted down. Any excess payments noticed are recovered from the banks and post offices as the case may be.

After computerization of Pension Vouching, 100% monthly pension vouching has been done in respect of Banks and Post Offices.

The volume and the excess amounts noticed in the process of pension vouching are captured in the Table.

Pension Vouching - A Historical Perspective

<i>Item</i>	<i>Y2007-08</i>	<i>Y2008-09</i>	<i>Y2009-10</i>	<i>Y2010-11</i>	<i>Y2011-12</i>
<i>Pension Vouchers - No.</i>	320702	343936	384900	389672	401830
<i>Excess payment detected (in Lakhs)</i>	24	44.68	49.23	29.7	80.26
<i>Excess payment recovered (in Lakhs)including excess payment observed at their ends</i>	19.52	41.53	42.27	72.13	178.76

Pension Vouching Computerization –Status

Pension Vouching computerization has been completed. The Pension Vouching Software has been developed by M/s Axiom Technologies.

This Office has entered into formal agreement with M/s Axiom Technologies as per DOT (HQ) letter No.41-5/2011/PVA/TA-II dated 29.07.2011.

Final validation report on all modules of the software was submitted to DOT (HQ) on 05.08.2011.

A centralized advance purchase on M/s Axiom Technologies covering all the aspects of implementation and training together with AMC charges was placed vide letter No.CCA/TNC/PVA-SW/2011-12 dated 11.08.2011.

Now Pension vouching in respect of both Banks and Post Offices is being done on the software.

Pension Contribution

Pr.CCA/CCA Circles collect Pension Contribution (PC) from the BSNL employees both absorbed and those who are still on deemed deputation / whose option exercise is not yet complete. Leave salary contribution is collected from all officers whose option exercise is still pending. The key issues of this important functional area are the following.

- *Reconciling the numbers and the amounts received from the BSNL with respect to the schedules received from the BSNL.*
- *Independent verification with reference to the BSNL HR data base is not yet actualized.*
- *Transfer-in and transfer-out cases are not received in complete terms.*

Table given below illustrates the amounts received by way of pension contribution from various BSNL circles over the years.

Pension Contribution Trend

<i>Year</i>	<i>BSNL employees- Numbers</i>	<i>PC and LS-Amount (in Cr)</i>
<i>Y2007-08</i>	36659	71.11
<i>Y2008-09</i>	35359	151.33
<i>Y2009-10</i>	34483	213.13*
<i>Y2010-11</i>	32232	306.87*
<i>Y2011-12</i>	29843	169.38

*Includes arrears remittances

Pension Adalats

Pr.CCAtn has a distinct tradition of conducting Pension Adalats right from its inception. It is noteworthy to mention that pension adalats are conducted three times /quarterly a year at different places in Tamil Nadu to reach out the pensioners. The details of Pension Adalats conducted so far are:

- *First Pension Adalat held on 12th March 2002*
- *Second Pension Adalat held on 10th March 2003*
- *Third Pension Adalat held on 26th March 2004*
- *Fourth pension Adalat held on 23rd March 2005*
- *Fifth Pension Adalat held on 3rd March 2006*
- *Sixth Pension Adalat held on 3rd November 2006*
- *Seventh Pension Adalat held on 5th April 2007*
- *Eighth Pension Adalat held on 12th October, 2007*
- *Ninth Pension Adalat held on 12th March, 2008*
- *Tenth Pension Adalat held on 12th August 2008*
- *Eleventh Pension Adalat held on 11th February 2009*
- *Twelfth Pension Adalat held on 10th July 2009*
- *Thirteenth Pension Adalat held on 11 February 2010*
- *Fourteenth Pension Adalat held on 16 April 2010*
- *Fifteenth Pension Adalat held on 05 August 2010*
- *Sixteenth Pension Adalat held on 16 December 2010*
- *Seventeenth Pension Adalat held on 21st April, 2011*
- *Eighteenth Pension Adalat held on 12th September, 2011*

The Pension Adalat is being attended by about 100 pensioners each time. User friendly guide in Tamil Language has been prepared and distributed amongst the Pensioners for easy understanding of the subject. The guide is best utilized by the pensioners for clarifying the doubts on various pension matters.

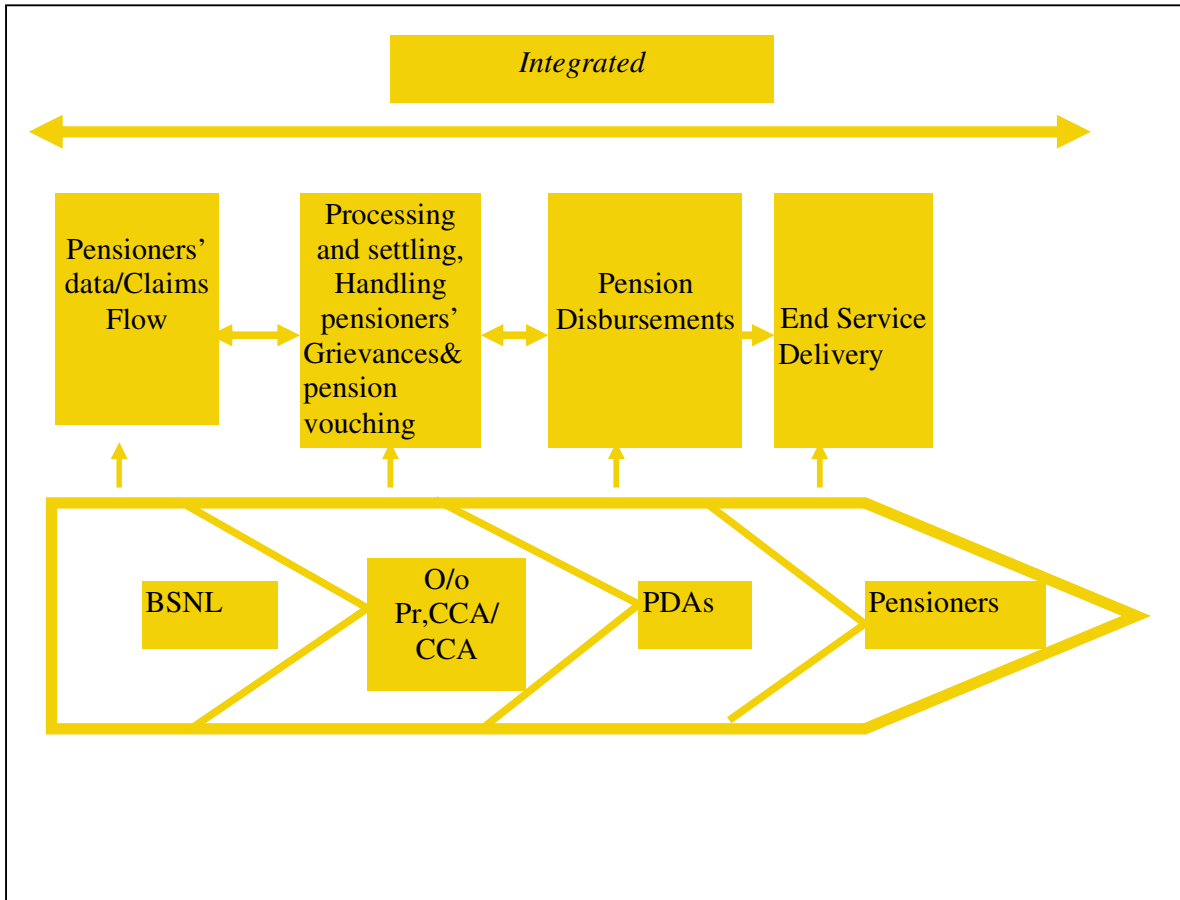
The general feed back from the pension adalats presents the following problem areas:

- *Non-payment of IDA relief to the pensioners by the Banks in due time.*

- *Non-payment of pension arrears, by the banks on the basis of revised authorities issued by this office.*
- *Issue of Revised Authority to the Pre 2006 CDA, Post 2007 and Pre 2007 retirees.*
- *Grant of Minimum Pension to the IDA pensioners Pre 2007 & Post 2007.*
- *Reauthorization of family pension,*

Many of the issues relate to BSNL but still efforts are taken to settle them in co-ordination with the BSNL. Some issues are systemic in nature requiring decisions/clarifications from DOT/BSNL. All other cases, which are solely within the purview of *Pr.CCAtn*, such as revision of pension, pension authorization in respect of death cases, etc., were settled on the spot. The individual grievances aired at Pension Adalats were resolved to the satisfaction of the pensioners. It is significant to note that many Pensioner Associations have been taking active part in the deliberations in the Pension Adalats. BSNL representatives are also present in the meetings. A high light of the pension adalats is the presence of the representatives from various banks in the pension adalats to address the concerns of the pensioners directly on the spot itself. In a way, Pension adalats in *Pr.CCAtn* have evolved into a one stop/ a single forum for airing and settling their grievances over the years.

Pensioner Value Chain

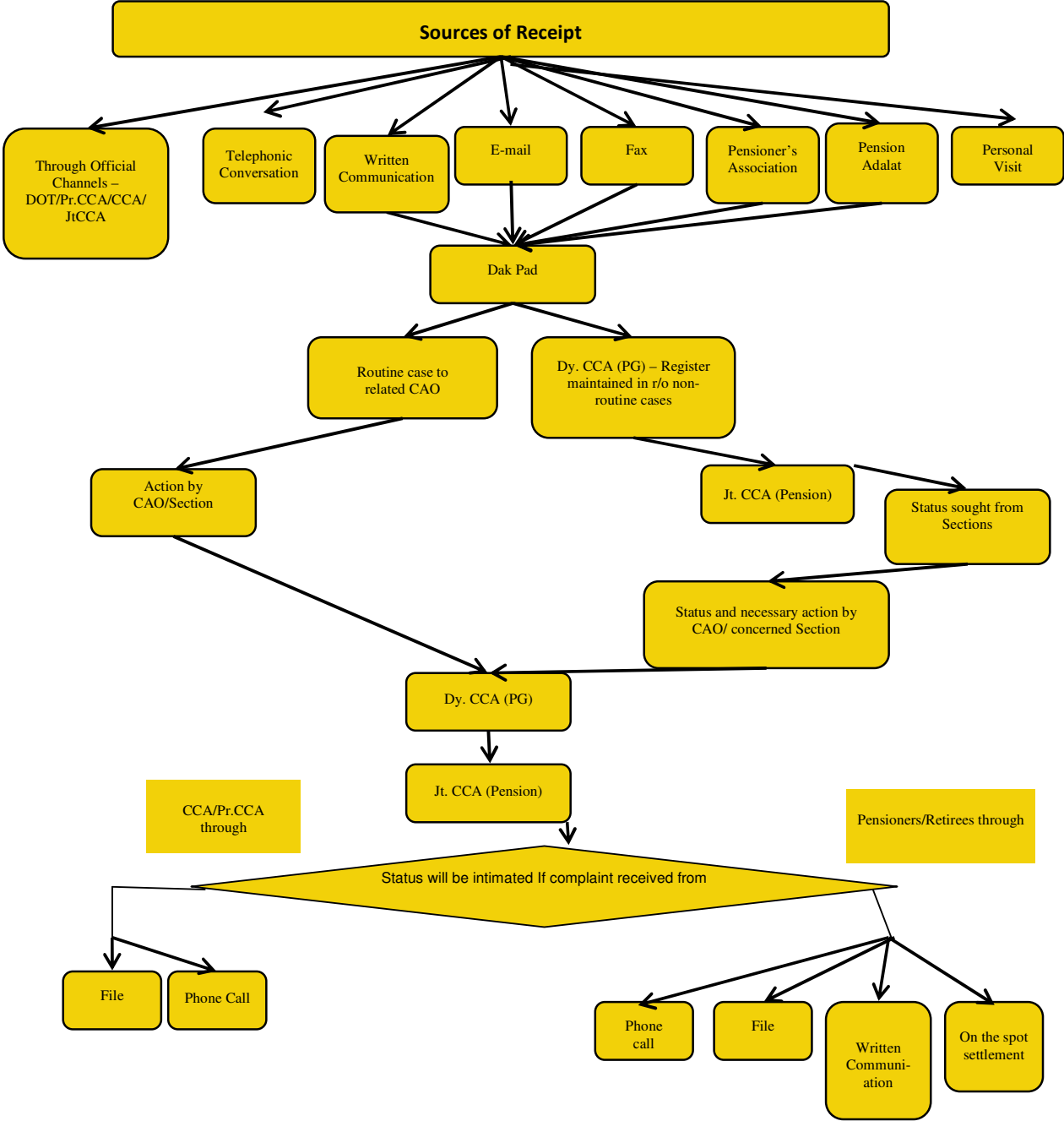


The pensioners' value chain is a string of players- BSNL, O/o Pr.CCAs/CCAs and PDAs (Pension Disbursing Authorities) working together to create value to the pensioners who are customers here. The more integrated the activities of these players, the more the value creation to the pensioners. It is important to note that the O/o Pr.CCAs/CCAs are at the centre stage and they have backward linkage with the BSNL and the forward linkage with the PDAs in the whole process of value creation to the pensioners. The challenge to the O/o Pr.CCAs/CCAs is to interact and co-ordinate with these external players and synergise the inputs/roles of these players with their own activities in order to provide a total service delivery to the pensioners. The steps taken by the O/o Principal CCA, Tamil Nadu Circle in this regard are stated under *Pensioner Relationship Management*

Pensioner Relationship Management

- *Making available all pension related information in the website of this Circle-ccatn.gov.in. Besides the details of PPOs/cheques issued are posted in the website every month. The data base of officials due for retirement within next six months is uploaded in the website*
- *Two help lines are available for the pensioners to contact*
- *Conducting Pension adalats every three/ four months at different places in Tamil Nadu Circle The latest Pension Adalat during 2011-12 was conducted at Chennai.*
- *Pensioners of BSNL Circles previously had to contact four different units of Pr. CCA for any of their issues/queries. These four units have now been unified and amalgamated as a single pension hub in one location that is convenient to the pensioners to contact.*
- *To sensitize the pensioners, the proviso of RTI act have been published in our website ccatn.gov.in*
- *Pension adalats are being held at various places in Tamil Nadu. Bank representatives are also present in the pension adalats to address the grievances of the pensioners on the spot.*
- *Sending SMS to the pensioners over mobile regarding the issue of PPOs*
- *Conducting post-service counseling courses for the retired officials/officers of BSNL. The latest counseling during 2011-12 was conducted in Jan 2012.*
- *Posting of Pensioner Relationship Manager*
- *Participating in the pension adalats conducted by the banks(e.g Indian Bank)*
- *Acknowledging pensioners grievances and settling them within a time frame depending upon the nature of the complaints.*
- *Interacting with the banks/post offices personally as well as officially to sort out the pensioners complaints regarding the short/excess payments made by the PDAs.*
- *During 2011-12 Post Counselling Sessions were conducted with the Cooperation of BSNL, Chennai Telephones. There were 4 Sessions and in each session not less than 150 members attended. Pension guides in Tamil/English and also frequently asked queries and replies were distributed. These Sessions have created awareness in the prospective Pensioners about the retirement benefits. Nationalised Banks/ Department of Post also address the pensioners about various schemes of savings available with them, enabling the pensioner to invest their retirement benefits wisely.*

Pensioners Grievances - Process Flows



Pension Settlement – Trend

Qualitative Analysis Report from the period April, 2011 to March, 2012

	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
Received	102	150	198	118	80	64	89	75	99	125	119	124
Settled	102	144	195	116	76	64	86	74	97	122	116	69
Percentage	100	96	98.48	98.31	95	100	96.63	98.67	97.98	97.60	96.63	55.64

Cash Flows Management

There has been steady and consistent increase in net cash flows in *Pr.CCAtn* over the years as can be seen from the *Table 36*. It is indeed a significant milestone that the net cash flows are almost close to Rs.1437.20 Cr during 2011-12.

Net Cash In flows

Items	Y2007-08 (in Cr)	Y2008-09 (in Cr)	Y2009-10 (in Cr)	Y2010-11 (in Cr)	Y2011-12 (in Cr)
<i>Cash Inflows</i>					
Dues from BSNL	95.87	154.79	216.91	310.99	173.87
License Fee	1129.18	1192.52	1269.25	1233.67	1546.93
Total	1225.05	1347.31	1486.16	1544.66	1720.80
<i>Cash Outflows</i>					
Retirement Benefits	56.21	90.44	170.16	170.89	261.22
OPEX of the office	2.52	4.12	6.47	6.99	7.73
USO subsidy	45.78	34.77	26.42	22.63	14.65
Total	104.51	129.33	203.05	200.51	283.60
<i>Net Cash Inflows</i>	1120.54	1217.98	1283.11	1344.15	1437.20
<i>Increase (%)</i>	31.91	8.69	5.35	4.757	4.51

Cash In flows

Cash inflows mainly comprise two components- Collection of dues from BSNL on account of pension contribution, GPF net credits and recoveries of loans and advances. Besides, a significant part of cash inflows stems from the collection of license fee and spectrum charges.

Cash Outflows

Cash outflows can be mainly accounted under three categories - USO subsidy disbursements, disbursements of retirement benefits and opex of the CCA circle.

Budgeting

The O/o Pr.CCA/CCA is responsible for budgetary control with reference to the budgetary allocations given under various heads of accounts by the DOT Head Quarters. The Office of Pr.CCA is also responsible for budgetary control in respect of budgets allotted to the ²WMO and ³IWMS at Chennai.

Budget Status- A Comparison

<i>Head of Account</i>	<i>Y2009-10 (in Cr)</i>		<i>Y2010-11 (in Cr)</i>		<i>Y2011-12 (in Cr)</i>	
	<i>Allotment</i>	<i>Expenditure</i>	<i>Allotment</i>	<i>Expenditure</i>	<i>Allotment</i>	<i>Expenditure</i>
<i>3451-OPEX</i>	6.52	6.47	6.97	6.99	7.73	7.74
<i>2071-Pension</i>	225.74	255.06	276.3	293.4	353.66	443.51
<i>Total</i>	232.26	261.53	283.27	287.59	361.39	451.25

Communication Accounting

Communication Accounting - Key Features

The key points of this functional area are:

- *Bank reconciliation*
- *Reconciliation between the License fee and spectrum charges collected and the accounts figures*
- *Pursuit of unlinked items*
- *Compilation of accounts under various heads*
- *Confirmation of RBI balances*
- *Review of balances*
- *Pay bill accounting*
- *Accounting of dues collected from the BSNL and reconciliation thereof*
- *Maintenance of Various accounting registers*

Broad Sheet

The mainstream accounting apart, an important subsidiary accounting relates to broad sheets. Broad sheets are basically maintained for the accounts which are closing to the balance such as GPF, loans and advances. Basically, broad sheet exercise becomes necessary from two perspectives.

- *Operational – Using broad sheet data, for example, in the case of GPF the minus balance case are independently verified and disallowed for debit settlement wherever minus balance cases are found. Broad sheets are of much help in GPF final settlement at the time of retirement for independent checking at CCA level.*
- *Accounting – Using broad sheet, the balances at the end of the year are struck and tallied with the individual ledger accounting. Such reconciliation is helpful in allowing correct interest, for instance, at a level vouchsafed by the broad sheet balances. Incidentally, these balances would be factored in at the DOT/centralized level to display the liabilities owed by the Government to the stakeholders.*

Some issues in Broad Sheet maintenance

- The balances transferred from BSNL as on 01.10.2000 are not reconciled balances.
- No doubt the schedules received are compared with the amounts received and it is ensured that there is no short collection from BSNL. But the point at issue is that to construct the broad sheet independently at the CCA end, exception transactions like transfer-in and transfer-out cases should be communicated to the CCA circle. This is not generally forthcoming.
- In GPF many minus balance cases are also noticed. This is also due to either non-accounting or delayed accounting of credits relating to transfer cases. CCA does not have control over such transactions.
- In GPF cases interests calculated by the office of Pr.CCA have been communicated to BSNL circles for confirmation for the year 2010–11.
- Regular monthly review meeting are held with four BSNL circles to discuss and resolve all issues pertaining to loans and advances and GPF balances.
- The status of broadsheet relating to four BSNL circles is shown in *Table 39*

Review of Balances

The position of review of balances as on 31st March 2012 is shown in the *Table*

<i>BSNL Circle</i>	<i>GPF</i>		<i>Loans and Advances</i>	
	<i>Y2010-11</i>	<i>Y2011-12</i>	<i>Y2010-11</i>	<i>Y2011-12</i>
Tamil Nadu Telecom Circle	Completed	Pending for want of conformation from BSNL	Under reconciliation	Pending for want of conformation from BSNL
Chennai Telephones			Completed	
STR				
STP				

Maintenance of Broad Sheet - Status as on 31st March 2012

Units	LSPC		GPF		Loans and advances		CGEGIS
	Postings	Reconciliation	Postings	Reconciliation	Postings	Reconciliation	
Tamil Nadu Circle	Completed up to March 2012	Completed up to Feb 2012	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. In respect of reconciliation of closing balance, interest calculated and communicated to BSNL for confirmation.	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. The outstanding balances in respect of individuals are to be confirmed by BSNL.	March 2012
Chennai Telephone District	Completed up to March 2012	Completed up to Feb 2012	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. In respect of reconciliation of closing balance, interest calculated and communicated to BSNL for confirmation.	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. The outstanding balances in respect of individuals are to be confirmed by BSNL.	March 2012
Southern telecom Region maintenance.	Completed up to March 2012	Completed up to Feb 2012	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. Interest calculated and closing balances are confirmed by BSNL.	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. The outstanding balances in respect of individuals are to be confirmed by BSNL.	March 2012
Southern Telecom project	Completed up to March 2012	Completed up to Feb 2012	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. Interest calculated and closing balances are confirmed by BSNL.	Completed up to March 2012	Reconciliation of schedules with payments completed up to March 2012. The outstanding balances in respect of individuals are to be confirmed by BSNL.	March 2012

Website – *ccatn.gov.in*

The website of this Circle has been revamped and a new look website has been launched . The salient features of the website are detailed below:

Salient Features of the website-ccatn.gov.in

- *All pension related information and pensioners' entitlements are detailed.*
- *The PPOs issued/Cheques dispatched are posted every month.*
- *Details of payment made through RTGS posted every month.*
- *A complete data base of the officials retiring within six months has been uploaded.*
- *The IDA orders issued- both historical and current- are available for the benefit of the pensioners.*
- *Pending VR/Family pension cases are posted every month.*
- *Checklists for DDOs / retiring staff / family of the deceased for ensuring correct & timely submission of various prescribed forms for seeking the sanction & disbursement of benefits under different rules in force.*
- *Provision to download all the required forms prescribed in the Pension Rules.*
- *The minutes of pension adalats conducted are made available*
- *VPT data base gives the details of VPTs district wise.*
- *Progress in implementation of the USO Scheme of Mobile Infrastructure is posted every month*
- *Telecom related articles and a number of presentations on USO made by this Circle can be read.*
- *RTI proviso are displayed and articulated*
- *The details of help lines shown will be helpful to the pensioners*

Miscellaneous

Legal

This office has been handling large number of legal cases. This office takes up the legal cases where the Secretary, DOT is one of the respondents, on behalf of the DoT Head quarters, with the Hon'ble CAT and Madras High Court on matters of administration and pensions, on the directions of DOT. The numbers of legal cases handled by *Pr.CCAm* are 84 and the details in this regard are:

Status of Legal Cases as on 31st March 2012

<i>Subject</i>	<i>CAT</i>		<i>High Court</i>		<i>Other Court</i>		<i>Total</i>
	<i>Pending</i>	<i>Disposed</i>	<i>Pending</i>	<i>Disposed</i>	<i>Pending</i>	<i>Disposed</i>	
Staff	16	-	08	01	-	-	25
Pension	12	-	08	-	-	-	20
Others	08	-	30	-	01	-	39
Total	36	-	46	-	01	-	84

Draft Audit Paras

The status of Draft audit paras is shown in the Table

Status of pending Audit Paras

	<i>Opening Balance As On 01.04.2011</i>	<i>Paras raised during the year</i>	<i>Paras Settled During the Year</i>	<i>Closing Balance As on 31.03.2012</i>
<i>Part-II A paras</i>	2	-	-	2
<i>Part-II B paras</i>	29	-	17	12