

RIGHT TO INFORMATION

O/o THE PR. CONTROLLER OF COMMUNICATION ACCOUNTS, MAHARASHTRA, DEPARTMENT OF TELECOMMUNICATIONS

In pursuance of the promulgation of Right to Information Act, 2005, the following infrastructure has been put in position in this Office:-

1. Any citizen of India seeking any information relating to this Office may address his application to:

Central Public Information Officer (CPIO)

**Shri Deepak Ashish Kaul,
Jt Controller of Communication Accounts,
O/o The Controller of Communication Accounts Maharashtra,
3rd Floor, 'C' Wing, Administrative Building,
Santa Cruz (West), Mumbai - 400 054
Telephone No. - 022-26607033**

2. The application shall be considered for providing desired information only if the application is accompanied by an application fee of Rs.10/-.
3. The application fee of Rs. 10/- may be deposited to the Office through any of the following three alternatives only :-
 - (a) By Cash to be deposited with the Communication Accounts Officer (Cash) in the O/o The CCA Maharashtra where money receipt would be issued against the cash deposit.
 - (b) By Bank Draft to be drawn in favour of Communication Accounts Officer (Cash), MH Circle, Mumbai.
 - (c) By Postal Order in favour of Communication Accounts Officer (Cash), MH Circle, Mumbai.
4. After receipt of response from the CPIO, if the applicant is still not satisfied with the information provided or denied, he may file an appeal against the same within 30 days of the receipt of the communication, which need to be addressed to:-

Departmental Appellate Authority (DAA)

**Controller of Communication Accounts Maharashtra,
3rd Floor, 'C' Wing, Administrative Building,
Santa Cruz (West), Mumbai - 400 054
Telephone No. - 022-26607030**

As per Right to Information Act,2005 para 4 (I)(b)

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Chapter-1

Introduction

- 1.1. Please throw light on the background of this hand-book (Right to Information Act 2005)
This Handbook of Information is prepared under the requirements of the Right to Information Act 2005.
- 1.2. Objective / purpose of this hand-book.
The Handbook of Information has been prepared to enable the citizens to get easy access to information pertaining to the office of the Controller of Communication Accounts Maharashtra.
- 1.3. Who are the intended users of this hand-book?
All Pensioners, BSNL and MTNL employees, other DOT Offices and citizens.
- 1.4. Organization of the information in this hand-book.
As per page 2 of this Handbook
- 1.5. Definitions (Please provide definitions of various terms used in the hand-book).
All details mentioned
- 1.6. Contact person in case some body wants to get more information on topics covered in the hand-book as well as other information.
CPIO as mentioned in this Handbook.
- 1.7. Procedure and Fee Structure for getting information not available in the hand-book.
As per the provisions of the Right to Information Act 2005 and also mentioned at page 1 of this Handbook.

Chapter-2 (Manual-1)

Particulars of Organization, Functions and Duties

2.1. Objective/purpose of the public authority.

- Timely settlement of the retirement benefit, GPF final payment cases and family pension cases of the employees of Bharat Sanchar Nigam Limited, working in Maharashtra Telecom Circle, Western Telecom Region, Telecom Factory, Mumbai and Western Telecom Project offices and settlement of their pension related grievances.
- Timely and correct disbursement of Subsidy to eligible Universal Service Providers
- Collection of Licence Fees from Telecom Operators, VSAT/OFC Licencees and ISP_Its
- Collection of Spectrum charges from Licencees
- Representing DepT of Telecom in Legal Matters
- Timely and appropriate action on staff matters.
- Settlement of GPF Final Payment cases of MTNL/BSNL and Transfer of GPF Balances.
- Timely payment of personal claims etc.
- Accounting of receipts and timely remittance of DD/Cheques in to SBI.
- Settlement of LSPC and post check of Pension paid vouchers.

2.2 Mission / Vision Statement of the public authority.

2.3. Brief history of the public authority and context of its formation.

- Formed with effect from 1.10.2000, in the wake of the formation of BSNL, to settle the retirement benefit cases of its employees.

2.4. Duties of the public authority.

- To finalise the retirement benefit, GPF and family pension cases of the employees of Bharat Sanchar Nigam Limited, working in Maharashtra Telecom Circle, Western Telecom Region, Telecom Factory, Mumbai and Western Telecom Project offices and to settle their pension related grievances.
- To countersign and transfer the pension PPO's of Telecom pensioners who wish to transfer their pension / family pension from any other circle to Maharashtra Circle.
- Timely and correct disbursement of Subsidy to eligible Universal Service Providers
- Collection of Licence Fees from Telecom Operators, VSAT/OFC Licencees and ISP_Its
- Collection of Spectrum charges from Licencees
- Timely and appropriate action on staff matters.
- Timely and appropriate action on Court Cases
- Settlement of GPF Final Payment cases of MTNL and Transfer of GPF Balances of BSNL/MTNL officials of Maharashtra Circle.
- Timely payment of benefits, personal claims etc . and Accounting of receipts
- Timely remittance of DD/Cheques.
- Settlement of LSPC and post check of Pension paid vouchers.

2.5. Main activities/functions of the public authority.

- As shown at 2.4 above.

2.6. List of services being provided by the public authority with a brief write-up on them.

- As stated in 2.1 above

2.7. Organizational Structure Diagram at various levels namely State, Directorate, Region District, Block etc (whichever is applicable).

- As available on the web-site

2.8. Expectation of the public authority from the public for enhancing its effectiveness and efficiency.

- Applications etc. received from the retirees/family pensioners must contain full details like PPO number, SSA name, Date of retirement etc. so that their grievances are redressed expeditiously.
- Claims of subsidy are correct in all respects
- Payments of Licence Fees etc is correct in all respects

2.9 Arrangements and methods made for seeking public participation/contribution.

- Pension Adalats are organised for settlement of the pensioner's grievances and for discussing the general issues of the pensioners.

2.10. Mechanism available for monitoring the service delivery and public grievance resolution.

- The work being done in the section is regularly monitored through the various reports obtained from the clerks.
- The monthly statement of the number of pension and family pension cases settled is regularly monitored and placed on the office website.
- An online grievance reporting / settlement page is also kept on the office website. Grievances received online are replied online.

2.11. Addresses of the main office and other offices at different levels. (Please categorise the addresses district wise for facilitating the understanding by the user).

Government of India
Ministry of Communication & IT
DEPARTMENT OF TELECOMMUNICATIONS
O/o Controller of Communication Accounts,
Maharashtra Circle,
3rd Floor, 'C' Wing, Administrative Building,
Juhu Danda Telecom Complex, Santa Cruz (West)
Mumbai - 400054.

2.12 Morning hours of the office: 9.30 a.m

Closing hours of the office: 6 p.m

Chapter-3 (Manual-2)

Powers and Duties of Officers and Employees

3.1 Please provide details of the powers and duties of officers and employees of the Organization.

Name & Designation	C.C.A.	
Powers	Administrative	1. 2. 3. 4.
	Financial	1.Contingent Expenditure Recurring - Rs.7500/- each case Non recurring - Rs.7500/- each case 2. Hot & cold weather charges} 3. Printing & binding of forms } 4. Legal Charges } 5. Office eqpts. } Full 6. computer stationery } Powers 7. Office stationery } 8. Maps,books & publications } 9. Furniture & furnishings } 10.Loans & advances to staff } 11. Purchase of computers - Rs.5 lakhs At a time & Rs.20 lakhs p.a. 12. Liveries & uniforms - Rs. 5 lakhs Per office p.a. 13. Honorarium - Rs.2500/- each case 14. Hiring of vehicle -Maximum charges of Rs.2500/- per day.
Duties		Head of the office for the O/O CCA Maharashtra Circle

Name & Designation	Deepak Ashish Kaul, Jt. C.C.A.	
Powers	Administrative	1. 2. 3. 4.
	Financial	1.Contingent Expenditure Recurring - Rs.1000/- each case Non recurring - Rs.10000/- each case 2. Office Stationery} Rs.10, 000/-P.A
Duties		Over all supervision of Admn., Cash and USO sections.

Name & Designation	Jayati Samaddar, Jt. C.C.A.	
Powers	Administrative	1. 2. 3. 4.
	Financial	1.Contingent Expenditure Recurring - Rs.1000/- each case Non recurring - Rs.10000/- each case 2. Office Stationery} Rs.10, 000/-P.A
Duties		Over all Supervision Pension, Legal, Postcheck and LF sections

Duties	<p>1.Shri.K.G.Shinde Dy.CCA (USO) Over all supervision of USO Subsidy disbursement.</p> <p>2.Shri SJ Yadav-SS (O)- Settlement of claims,</p> <p>3.Shri DS Kudve-SS (O) - USO settlements</p> <p>4.Mr. Wagh - USO settlement.</p> <p>5.Mrs. Pednekar - USO settlement</p> <p>6.Shri H.R. Mishra-SS (O)- Settlement of bills, audit, Maintanance of stock and Stationery items</p> <p>7.Mrs.M.S.Vengurlekar-SS (O)- Establishment work</p> <p>6.Mrs. J.D. Desai- SS (O) - Transport, Administrative work</p> <p>7.Mr.K.G..Pawar-Sr.Acct.- Transfer of GPF cases of BSNL/DOT</p> <p>8.Mrs.A.D. Sawaji - Sr. SS- Settlement and Transfer of GPF of MTNL</p> <p>9. Shri Mohite- Despatch work(Inward)</p> <p>10. Ms. M.G. Gaikwad - Jr. Acctt.- Settlement of GPF Debit/Credit claims of BSNL and Settlement of account of VSNL</p> <p>11. Shri S.A.Patade- Despatch work(Outward)</p>
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Duties	Sr.	Name	Duties	Settlement of Retirement benefits of SSA's offices as detailed below
	1	Shri.M.I.Khan	Settlement of Pension Cases	Chandrapur.Beed.Pune
	2	Shri.J.B.Atkari	Settlement of Pension Cases	Nagpur.Buldhana.Gadchiroli.Wardha
	3	Smt. R.R.Chande	Settlement of Pension Cases	CTOMumbai.Raigad.Satara.Sangli.Goa
	4	Smt.Indira.V	Settlement of Pension Cases	WTP.Kolhapur.Jalgaon.Dhule.Jalna Sindhudurag. Ratnagiri.Circle Office)
	5	Smt.V.Poonammal	Settlement of Pension Cases	T.Factory.Osmanabad.Latur.Yeotmal Ahmednager.WTR
	6	Smt.Mercy Paul	Settlement of Pension Cases	Akola.Amravati.Nanded.Nasik.Parbhani. Bhandara.
	7	Smt.Vidhya Samant	Settlement of Pension Cases & Transfer of PPOs	(Transfer of PPOs Revision case prior To 01/10/2000, LTA Claim, all Pension cases of Aurangabad, Kalyan, Solapur
	8	Smt.N.S.Chavan	Revision due to IDA, Extra Increment, Service Verification	All SSA's
	9	Shri.S.R.Pardhi	Receipt & Distribution of Cases & dak	Indexing and distribution of SB and dak Mtce.Of Rgisters, Noting of Payments)
	10	Shri.R.D.Palande	Preparation of statements	Preparation of all type of statements and Correspondence, Payment of Commission
	11	Smt.A.Deshpande	Pension all type Case of MTNL	(MTNL)
	13	Smt.K.S.Ubrani JCAO(Pen)	Checking / Verification of pension cases	All SSA's
	14	Smt.J.Daki	Scrutiny checking/Verification of claims received and preparation of sanction ect.	All SSA's
	Shri.B.N.Bagwe CAO (Cash)	Cash & Accounting work		

Chapter-4 (Manual-3)

Rules, Regulations, Instructions, Manual and Records, for Discharging Functions

4.1. Please provide list of rules, regulations, instructions, manual and records, held by public authority or under its control or used by its employees for discharging functions as per the following format. This format has to be filled for each type of document.

.....
Name / Title of document: 1) Swamy's Pension Compilation Incorporating CCS Pension Rules
.Type of the Document: Approved reference Book,

Choose one of the types given below.
(Rules, Regulations, Instructions, Manual,
Records, Others)

Brief Write-up on the Document : This book contains the CCS (Pension) Rules, 1972, CCS (Commutation of Pension) Rules, 1981, CCS (Extraordinary Pension) Rules, 1939 and CCS (Medical Examination) Rules 1957.

From where one can get a copy of rules, regulations,
instructions, manual and records

Address: Swamy Publishers
236, R K Mutt Road,
Post Box No. 2468,
Raja Annamalaipuram,
Chennai - 600028
Telephone No:044/24938365
Fax:044/24938363
Email:
Others:

Fee charged by the department for a copy of rules,
regulations, instructions, manual and records (If any)

.....
Name / Title of the document: Swamy's compilation of General Provident Fund Rules

Type of the document: Approved reference book

Choose one of the types given below.
(Rules, Regulations, Instructions, Manual,
Records, Others)

Brief Write-up on the Document
Issued as a supplement to the approved book of reference entitled Swamy's compilation of Fundamental rules and Supplementary rules, this book contains details of GPF (Central Services) Rules 1960, with Govt. of India's Orders and decisions there under.

From where one can get a copy of rules, regulations,
instructions, manual and records

Address: Swamy Publishers
236, R K Mutt Road,
Post Box No. 2468,

Raja Annamalaipuram,
Chennai - 600028
Telephone No:044/24938365
Fax:044/24938363
Email:
Others:

Fee charged by the department for a copy of rules,
regulations, instructions, manual and records (If any)



Name / Title of the document: P&T Financial Handbook Volume - II

Type of the document: Reference Book

Choose one of the types given below.
(Rules, Regulations, Instructions, Manual,
Records, Others)

Brief Write-up on the Document

The rules contained in this handbook describe primarily the procedure relating to the initial and compiled accounts of the Post Office and RMS branches of the department. It also describes in details the procedure for payment of pensions.

From where one can get a copy of rules, regulations,
instructions, manual and records

Address: Departmental Publishers
10B/6724, DEV NAGAR,
New Delhi - 110005.
Telephone No:
Fax:
Email:
Others:

Fee charged by the department for a copy of rules,
regulations, instructions, manual and records (If any)

Name / Title of -----
the document

Type of the document: -----

Choose one of the types given below.
(Rules, Regulations, Instructions, Manual,
Records, Others)

Brief Write-up on the Document

From where one can get a copy of rules, regulations, instructions, manual and records

Address:

Telephone No:

Fax:

Email:

Others:

Fee charged by the department for a copy of rules, regulations, instructions, manual and records (If any)

Name / Title of -*-----

Type of the document: Approved Rules----

The document

Choose one of the types given below.
(Rules, Regulations, Instructions, Manual, Records, Others)

Brief Write-up on the Document

*

Title of the Document	Type of the Document	Brief Write up on the Document
Fundamental Rules and Supplementary Rules	Rules	Deals on pay and allowances,Leave,Travelling allowances,LSPC
Medical Rules	do	Medical facilities
General Financial Rules	do	Cash section regulations
<u>GPF Ruls</u>	<u>Do</u>	<u>Transfer of GPF balance/refund of withdrawal and settelement of claims</u>

From where one can get a copy of rules, regulations,

Address: Swamys

Publication from

Letterprint Mumbai-2

instructions, manual and records

Telephone No:22090661

Fax:

Email:

Others:

Fee charged by the department for a copy of rules, regulations, instructions, manual and records (If any)

Name / Title of -----

Type of the document: -----

the document -- USO claim,FBGs,LF records,

-- Records and

Agreements of USO, Payment details.

instruction manuals

Choose one of the types given below.
(Rules, Regulations, Instructions, Manual,
Records, Others)

Brief Write-up on the Document

From where one can get a copy of rules, regulations,
instructions, manual and records

Address: CAO (Comm)

Telephone No:26614102

Fax:

Email:

Others:

Fee charged by the department for a copy of rules,
regulations, instructions, manual and records (If any)

Chapter-5 (Manual-4)

Particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof.

Formulation of Policy

5.1. Whether there is any provision to seek consultation/ participation of public or its representatives for formulation of policies? If there is, please provide details of such policy in following format.

Sr. No.	Subject / Topic	Is it mandatory to ensure public participation (Yes / No)	Arrangements for seeking public participation

Implementation of Policy

5.2. Whether there is any provision to seek consultation/ participation of public or its representatives for implementation of policies? If there is, please provide details of provisions in following format.

Sr. No.	Subject / Topic	Is it mandatory to ensure public participation (Yes / No)	Arrangements for seeking public participation

NA

Chapter-6 (Manual-5)

A statement of the categories of documents that are held by it or under its control

- 6.1. Use the format given below to give the information about the official documents. Also mention the place where the documents are available for e.g. at Secretariat level, Directorate level, others (Please mention the level in place of writing "Others").

Sr. No.	Category of the document	Name of the document and its introduction in one line	Procedure to obtain the document	Held by /under control of
1	File	Pension file - Containing details of pension case of retirees / deceased pensioners.		CAO (Pension)
2	File	GPF Final Payment file - Containing details of the GPF final payments of retirees / deceased pensioners.		CAO (ESTT)
3	PPO Register	Contains the Name of the Pensioner ,Date of retirement Terminal Benefit, Pension / family Pension authorized etc.		CAO (Pension)

Sr. No.	Category of The document	Name of the document and its introduction in one line	Procedure to obtain the document	Held by /under control of
1	Ruling files (Staff/Estt.)/	Staff Matters files	From Dealing Asst.to JCAO/CAO to Dy.CCA to Jt.CCA to CCA	DealingAsst. JCAO/CAO/Dy.CCA
2	Court Cases	Court cases files	From Dealing Asst.to JCAO/CAO to Dy.CCA to Jt.CCA to CCA	DealingAsst. JCAO/CAO/Dy.CCA

3	GPF	GPF files	From Dealing Asst.to JCAO/CAO to Dy.CCA to Jt.CCA to CCA	DealingAsst. JCAO/CAO/Dy.CCA
4	DDO and CAO (Cash)	Accounts Functions and maintaining of Accounts.	From Dealing Asst.to JCAO/CAO to Dy.CCA to Jt.CCA to CCA	DealingAsst. JCAO/CAO/Dy.CCA
5	Paid Vouchers Pension./LSPC/Settlement of DOT Accounts with BSNL/MTNL/VSNL	Post checks of Pension Vouchers	From Dealing Asst.to JCAO/CAO to Dy.CCA to Jt.CCA to CCA	DealingAsst. JCAO/CAO/Dy.CCA

Sr. No.	Category of the document	Name of the document and its introduction in one line	Procedure to obtain the document	Held by /under control of
1	Record,Instructions	USO FBG ,LF record and instruction.	From CAO (Comm)	Dy CCA (Comm)

Chapter-7 (Manual-6)

A statement of boards, council, committees and other bodies constituted as its part

7.1. Please provide information on Boards, Councils, Committees and Other Bodies related to the public authority in the following format :

- (a) Name and address of the Affiliated Body
- (b) Type of Affiliated Body (Board, Council, Committees, Other Bodies)
- (c) Brief Introduction of the Affiliated Body (Establishment Year, Objective / Main Activities)
- (d) Role of the Affiliated Body (Advisory / Managing / Executive / Others)
- (e) Structure and Member Composition
- (f) Head of the Body
- (g) Address of main office and its Branches
- (h) Frequency of Meetings
- (i) Can public participate in the meetings ?
- (j) Are minutes of the meetings prepared ?
- (k) Are minutes of the meetings available to the public ? If yes please provide information about the procedure to obtain them.

NA

Chapter-8 (Manual-7)

The names, designations and other particulars of the Public Information Officers

- 8.1. Please provide contact information about the Public Information Officers, Assistant Public Information Officers and Departmental Appellate Authority of the Public authority in the following format

Name of the Public Authority :

Assistant Public Information Officers :

Sr. No.	Name	Designation	S.T.D. Code	Ph. No.		Fax	Email	Address
				Office	Home			

Public Information Officers :

Sr. No.	Name	Designation	S.T.D. Code	Ph. No.		Fax	Email	Address
				Office	Home			
1	Deepak A. Kaul	Jt Controller of Communication Accounts	022	26607033	25559092	20067032	deepak.kaul@cca.maharashtra.nic.in	As Office

Department Appellate Authority :

Sr. No.	Name	Designation	S.T.D. Code	Ph. No.		Fax	Email	Address
				Office	Home			
1		Controller of Communication Accounts	022	26607030		26600300		As Office

Chapter-9 (Manual-8)

Procedure followed in Decision Making Process

9.1 What is the procedure followed to take a decision for various matters ? (A reference to Secretariat Manual and Rule of Business Manual, and other rules/ regulations etc can be made)

Case received along with all papers from BSNL SSA concerned. The dealing assistant in the pension/GPF section will check and put up the case to CAO (Pension)/Dy.CCA (Pension) for authorization of the terminal benefits/GPF final payment respectively.

Orders, Communications received from DOT HQ New Delhi are dealt accordingly and communicated to the concerned as per office procedure.(i.e. Cases through DA to JCAO/CAO to Dy.CCA to Jt,CCA to CCA) for final approval

9.2 What are the documented procedures / laid down procedures/ Defined Criteria /Rules to arrive at a particular decision for important matters ? What are different levels through which a decision process moves ?

9.3 What are the arrangements to communicate the decision to the public ?

Letters to the retirees and others concerned are sent by post.

9.4 Who are the officers at various levels whose opinions are sought for the process of decision making?

Communication Accounts Officer / Dy. Controller of Communication Accounts / Jt. Controller of Communication Accounts and Controller of Communication Accounts.

9.5 Who is the final authority that vets the decision ?

Normally, the CAO (Pension) authorizes the retirement benefits in a pension / family pension case and Dy. CCA(Pension) in a GPF final payment case. However, in case of doubt or to seek a clarification he can put up the case to senior officers like Dy. Controller of Communication Accounts, Jt. Controller of Communication Accounts and Controller of Communication Accounts.

Controller of Communication Accounts for staff matters, DOT for Court matters and CAO for settlement of personal claims.

USO Administrator

9.6 Please provide information separately in the following format for the important matters on which the decision is taken by the public authority.

Sl. No.	1
Subject on which the decision is to be taken	Finalisation of retirement benefits.
Guideline /Direction, if any	
Process of Execution	Case received along with all papers from the BSNL SSA concerned. The dealing

	assistant in the pension section will check and put up case to CAO (Pension) for authorization.
Designation of the officers involved in decision making	CAO (Pension)
Contact information of above mentioned officers	Smt. S.Girija, CAO (Pension) O/o Controller of Communication Accounts, Maharashtra Circle, Mumbai. 022/26612557
If not satisfied by the decision, where and how to appeal.	Application along with full details can be sent to Jt. Controller of Communication Accounts (Pension) O/o Controller of Communication Accounts, Maharashtra Circle, Mumbai.

Sl. No.	2
Subject on which the decision is to be taken	Final payment of GPF cases
Guideline /Direction, if any	
Process of Execution	Case is received along with all papers from the BSNL SSA concerned. The dealing assistant in the GPF section will put up case to Dy. CCA (Pension) through JCAO (GPF) for authorization.
Designation of the officers involved in decision making	CAO (Estt)
Contact information of above mentioned officers	CAO (Estt.)O/o Controller of Communication Accounts, Maharashtra Circle, Mumbai. 022/26612558
If not satisfied by the decision, where and how to appeal.	Application along with full details can be sent to Jt. Controller of Communication Accounts (Pension) O/o Controller of Communication Accounts, Maharashtra Circle, Mumbai.

Sl. No.	
Subject on which the decision is to be taken	Orders/Communications received from DOT Hq The DA will put up to JCAO/CAO/Dy.CCA/Jt.CCA/CCA

	for final approval
Guideline /Direction, if any	As per directives received from DOT
Process of Execution	Orders/Communications received from DOT Hq The DA will put up to JCAO/CAO/Dy.CCA/Jt.CCA/CCA for final approval
Designation of the officers involved in decision making	JCAO/CAO/Dy.CCA/Jt.CCA/CCA
Contact information of above mentioned officers	26607034/3874/2814/12553/54
If not satisfied by the decision, where and how to appeal.	The representations can be sent to Jt.CCA/CCA

Chapter-10 (Manual-9)

Directory of Officers and Employee

10.1 Please provide information district wise in following format

Sr No	Name (Smt./Sh.)	Designation	STD Code	Ph No		Fax	Email	Address
				Office	Home			
1		CCA	022	26607030		26600300		O/o Pr. C C A, Maharashtra Circle, 3 rd Floor, C-Wing, Juhu Danda Telecom Complex, Santacruz (West) Mumbai - 54.
2	Jayati.Samaddar	Jt.CCA(Pension)	022	26607034	26135454	26607035		-----do-----
3	T.T. Titus	PS to CCA	022	26607030	24375820			-----do-----
4	H.R. Mishra	SSO	022	26607038				-----do-----
5	J.D. Desai	SSO	022	26607038	28946460			-----do-----
6	M.G. Gaikwad	Jr Acctt	022	26612555	26612555			-----do-----
7	A.D. Sawaji	Sr S.S	022	26612555	26356062	26393993		-----do-----
8	M.S. Vengurlekar	SS (O)	022	26607038	26612551			-----do-----
9	S.A.Mohite	Sr.TOA	022	26607038	26652039			-----do-----
10	B.B. Lande	TM	022	26607038	0251- 2688990			
11	Leela K. Solanki	Gr D	022	26607038	23007711			-----do-----
12	G.B.Prasad	Gr D	022	26607038				-----do-----
13	S.A. Patade	TM						
14	S. Girija	CAO	022	26612557				-----do-----
15	K.A.Ubrani	JCAO	022					
16	M.Paul	Sr.Acct	022	26612551	25271060			-----do-----
17	Indra .V.	Sr.Acct	022	26612551	2544671			-----do-----
18	A.Chande	T.M.	95251	26612551	2457869			-----do-----
19	V.Samant	S.S.O.	022	26612551	28939803			-----do-----
20	S.J. Ghadigaonkar	S.S.O	022	26612551				-----do-----
21	N.S.Chavan	T.M.(O)	022	26612551	28752638			-----do-----
22	S.B.Sakat	TOA	022	26612551				-----do-----
23	J.Atkari	TOA	022	26612551	27860090			-----do-----
24	R.Palande	TOA	022	26612551	28107571			-----do-----
25	S.Pardhi	TOA	95251	26612551	2210445			-----do-----
26	J.P.Daki	T.M.(O)	022	26612555	25399623			-----do-----
27	Y.B. Dhawale	TOA	022	29501149	26615221			-----do-----
28	K.G. Pawar	Sr.Actt.	022	26612555				-----do-----
29	V.Chavan	Gr.D.						
30	D.A.Kaul	JCCA	022	26607033	25559092	26607032	deepak.kaul @cca.mahara shtra.nic.in	-----do-----
31	B.N. Bagwe	C.A.O.	022	26612553	28541456			-----do-----
32	Dilip Ghosalkar	Sr. Acct.	022	26612556	25813841			-----do-----
33	Shobha Kalsekar	TT (O)	022	26612556	24706551			-----do-----

34	S. R. Umralkar	SS(O)	022	26612556	28314651			-----do-----
35	A.K.Bugade	SS(O)	022	26612556	26848868			-----do-----
36	S.R. Nehete	Sr.Acct.	022	26612556				-----do-----
37	V.D.Pawar	Sr.TOA						-----do-----
38	G.C. Pant	Jr.Acct.	022	26612553				-----do-----
39	G.R.Naik	TOA	022	26607038	24985646			-----do-----
40	P.M.Nadkarni	TOA	022	26607038				
41	S.R.Sorte	Gr.D						
42	K.G.Shinde	Dy.CCA	022	26612559				
43	D.P.Shastrri	Comm.A. O.	022	26612553	29364281		dpshastri59@yahoo.com	-----do-----
44	Vishal Dhadave	TO(A)	022	26612556	26741224		vishaldhadave@rediffmail.com	-----do-----
45	D.S Kudve	SS (O)	022	26607038		26607032		-----do-----
46	AA Bugade	SS (O)	022	26607038	26848868	26607032		-----do-----
47	D.R.Wagh	TM(O)						-----do-----
48	Vinodkumar G.	Sr.Acctt						-----do-----
49	A.D. Pednekar	Sr.TOA						-----do-----
50	S.J.Yadav	SS (O)	022	26607038		26607032		-----do-----
51	V.Kalwari	TO	022	26603873				-----do-----
52	A.Kalamkar	Gr.D						-----do-----
53	A.C. Solapurkar	CAO (P&S)	022	26612554	28392551	22625693		O/o Pr. C.C.A. Maharashtra Circle CTO Bldg., 2 nd floor Fort, Mumbai-1.
54	Saramma Scaris	SS (O)	022	22625693	27713549			-----do-----
55	S.A. Amrute	Sr.Acctt.	022	22625693				-----do-----
56	V.Ponnamal	TOA(G)	022	22625693	27714350			-----do-----
57	B.S. Parab	Sr.Acctt.	022	22625693	25780151			-----do-----
58	J.S.Lad	TOA	022	22625693	23735522			-----do-----
59	B.R. Naik	TOA	022	22625693	9969028263			-----do-----
60	P.D.Chaudhary	TOA	022	22625693	0251- 2252150			-----do-----
61	B.M. Kale	TOA	002	22625693	25339260			-----do-----
62	B.S.Pawar	TOA	022	22625693	0251- 2230077			-----do-----
63	G.G.Hegde	TOA	022	22625693	25608055			-----do-----

64	M.I.Khan	SS(O)	022	22625693	24118450			-----do-----
65	B.R. Kharche	TOA	022	22625693	0251- 2608617			-----do-----
66	A.R. Tambe	TOA	022	22625693	24122710			-----do-----
67	A.S. Deshpande	SS(O)	022	22655900	25892578			-----do-----
68	P.G. Ghadi	TM	022	22625693	0251- 2318902			-----do-----
69	G.G. Parab	L/M	022	22625693	25964317			-----do-----

Chapter-11 (Manual-10)

The Monthly Remuneration Received by Each of its Officers and Employees, including the System of Compensation as Provided in Regulations

11.1. Please provide information in following format

<u>Posts</u>	<u>Scales</u>
1.Jt.CCA	14300-400-18300
2.Dy.CCA	10000-325-15200

Following pay scales are applicable for BSNL employees

1.Accounts Officer	11875-300-17225
2.Jr.Accounts Officer	9850-250-14600
3.Sr.Accountant	7800-225-11175
4.SSO.	7100-200-10100
5.Sr.TOA	5700-160-8100
6.TOA.	4720-150-6970

All the employees of the office are placed in these pay scales according to the cadre to which they belong.

The remuneration with reference to pay in the scales mentioned above along with the allowances as admissible from time to time.

Chapter-12 (Manual-11)

The Budget Allocated to each Agency (Particulars of all plans, proposed expenditures and reports on disbursement made)

For Public Authorities responsible for developmental, construction, technical works

12.1. Please provide information about the details of the budget for different activities under different schemes in the given format

Sr No	Name of the scheme / Head	Activity	Starting date of the activity	Planned end date of the activity	Amount Proposed	Amount Sanctioned	Amount released/ disbursed (no. of installments)	Actual expenditure for the last year	Responsible officer for the quality and the complete execution of the work

Chapter-13 (Manual-12)

The Manner of Execution of Subsidy Programmes

13.1. Please provide the information as per the following format:

- (a) Name of Programme/scheme- USO subsidy
- (b) Duration of the programme /scheme- For the period of agreement
- (c) Objective of the programme – To increase rural teledensity.
- (d) Physical and financial targets of the programme (for the last year)
- (e) Eligibility of Beneficiary – USP Telephone operator.
- (f) Pre-requisites for the benefit –Provide telephones in Rural area.
- (g) Procedure to avail the benefits of the programme – Submission of claim in format.
- (h) Criteria for deciding eligibility –Selected through bidding process at DOT HQ
- (i) Detail of the benefits given in the programme (also mention the amount of subsidy or other help given) –Equated for maintenance of rural telephone , Front loaded for new installation.
- (j) Procedure for the distribution of the subsidy –After getting autorisation of fund from USOF New Delhi.payment disbursed to USPs through Cheque.
- (k) Where to apply or whom to contact in the office for applying--PIO
- (l) Application Fee (where applicable)-NA
- (m) Other Fees (where applicable) --NA
- (n) Application format (where applicable. If the application is made on plain paper please mention it along with what the applicant should mention in the application) – As format given by DOT.
- (o) List of attachments (certificates/ documents) As format given by DOT.
- (p) Format of Attachments --As format given by DOT.
- (q) Where to contact in case of process related complaints – Jt CCA (Comm)
- (r) Details of the available fund (At various levels like District Level, Block Level etc) --NA
- (s) List of beneficiaries in the format given below

Serial Number/ Code	Beneficiary Name	Amount of subsidy	Parent/ Guardians	Criteria of selection	Address			
					District	City	Town/Village	House No.
1	All USPs	As per Agreement	---	Tender at USOF Admn.	MH, Goa State			

Chapter-14 (Manual-13)

Particulars of Recipients of Concessions, permits or authorization granted by it

14.1. Please provide the information as per the following format:

- (a) Name of Programme
- (b) Type (Concession/ Permits/ Authorization)
- (c) Objective
- (d) Targets set (For the last year)
- (e) Eligibility
- (f) Criteria for the eligibility
- (g) Pre-requisites
- (h) Procedure to avail the benefits
- (i) Time limit for the concession/ Permits/ Authorizations
- (j) Application Fee (where applicable)
- (k) Application format (where applicable)
- (l) List of attachments (certificates/ documents)
- (m) Format of Attachments
- (n) List of beneficiaries in the format given below

Serial Number/ Code	Beneficiary Name	Validity Period	Parent/ Guardians	Address			
				District	City	Town/Village	House No.

Also provide the following information for Concession

- (a) Detail of the benefit given
- (b) Distribution of benefits

Chapter-15 (Manual-14)

Norms set by it for the discharge of its functions

15.1 Please provide the details of the Norms/ Standards set by the department for execution of various activities/ programmes.

PENSION NORMS

SR	ITEM	TIME (Mins) per case
1	Preliminary Verification of Services	90
2	Reporting on Original pension cases	160
3	Revision Cases	60
4	Commutation Cases	90
5	Issue of PPO	30
6	Issue of CV authority	30
7	Nominations	5
8	Forwarding other PPO's	20
9	DCRG Calculation	9
10	Gratuity payment orders	25
11	Temporary Increase	3
12	Arrear Claims	30

As per USOF administrators instructions.

Chapter-16 (Manual-15)

Information available in an electronic form

16.1 Please provide the details of the information related to the various schemes which are available in the electronic format.

- Monthly list of Pension and family pension cases settled with effect from January 2005 is available in electronic format on the website of the office <http://ccamaharashtra.gov.in>
- Copies of commonly used departmental forms used for application for pension and GPF final payment is available in electronic format on the website of the office.
- Copies of orders of payment of DR to pensioners under the VI th Pay Commission are available in electronic format on the website of the office.
- Available on Office website.CCA_Maharashtra.

Chapter-17 (Manual-16)

Particulars of the facilities available to citizens for obtaining information

17.1. Means, methods or facilitation available to the public which are adopted by the department for dissemination of information.

Like

- (a) Office Library
- (b) Drama and Shows
- (c) Through News paper
- (d) Exhibition
- (e) Notice Board
- (f) Inspection of Records in the Office
- (g) System of issuing of copies of documents
- (h) Printed Manual Available
- (i) Website of the Public Authority
- (j) Others means of advertising

- Important notices are displayed on the official website for information of public.
- Any other important communication is published in newspapers for information of pensioners, if necessary.

Chapter-18 (Manual-17)

Other useful information

18.1 Frequently Asked Questions and their Answers by Public

18.2 Related to seeking Information

- (a) Application form (a copy of filled application form for reference)
- (b) Fee
- (c) How to write a precise information request - Few Tips
- (d) Right of the Citizen in case of denial of information and procedure to appeal

18.3 With relation to training imparted to public by Public Authority

- (a) Name of training programme with brief description
- (b) Time period for Training Programme/ Scheme
- (c) Objective of training
- (d) Physical and Financial Targets (Last Year)
- (e) Eligibility for training
- (f) Perquisite for training (If any)
- (g) Financial and other form of help (If any)
- (h) Description of help (Mention the amount of Financial help, if any)
- (i) Procedure of giving help
- (j) Contact Information for applying
- (k) Application Fee (Wherever applicable)
- (l) Other Fees (Wherever applicable)
- (m) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- (n) List of enclosures / documents
- (o) Format of enclosures / documents
- (p) Procedure of application
- (q) Selection Procedure
- (r) Time table of training programme (In case available)
- (s) Process to inform the trainee about the training schedule
- (t) Arrangement made by the Public Authority for creating public awareness about the training programmes.
- (u) List of Beneficiary of the training programme at various levels like district level, block level etc.

18.4 With relation to Certificate, No objection certificate etc issued by the Public Authority not included in Manual - 13

- (a) Name and description of the certificates and NOCs
- (b) Eligibility for applying
- (c) Contact Information for applying
- (d) Application Fee (Wherever applicable)
- (e) Other Fees (Wherever applicable)
- (f) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- (g) List of enclosures / documents

- (h) Format of enclosures / documents
- (i) Procedure of application
- (j) Process followed in the Public Authority after the receipt of application
- (k) Normal time taken for issuance of certificate
- (l) Validity period of certificate (If applicable)
- (m) Process of renewal (If any)

18.5 With relation to registration process

- (a) Objective
- (b) Eligibility for registration
- (c) Pre-requisites (If any)
- (d) Contact Information for applying
- (e) Application Fee (Wherever applicable)
- (f) Other Fees (Wherever applicable)
- (g) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- (h) List of enclosures / documents
- (i) Format of enclosures / documents
- (j) Procedure of application
- (k) Process followed in the Public Authority after the receipt of application
- (l) Validity period of registration (If applicable)
- (m) Process of renewal (If any)

18.6 With relation to collection of tax by Public Authority ((Municipal Corporation, Trade Tax, Entertainment Tax etc)

- (a) Name and description of tax
- (b) Purpose of tax collection
- (c) Procedure and criteria for determination of tax rates
- (d) List of major defaulters

18.7 With relation to issuing new connection electricity / water supply, temporary and permanent disconnection etc. (This will be applicable to local bodies like Municipal Corporation/ Municipalities / UPCL)

- (a) Eligibility for connection
- (b) Pre-requisites (If any)
- (c) Contact Information for applying
- (d) Application Fee (Wherever applicable)
- (e) Other Fees / Charges (Wherever applicable)
- (f) Application Form (In case the application is made on plain paper, please mention the details which the applicant has to provide)
- (g) List of enclosures / documents
- (h) Format of enclosures / documents
- (i) Procedure of application
- (j) Process followed in the Public Authority after the receipt of application
- (k) Brief description of terms used in the bills
- (l) Contact information in case of problems regarding Bills or service
- (m) Tariff and Other Charges

18.8 Details of any other public services provided by the Public Authority