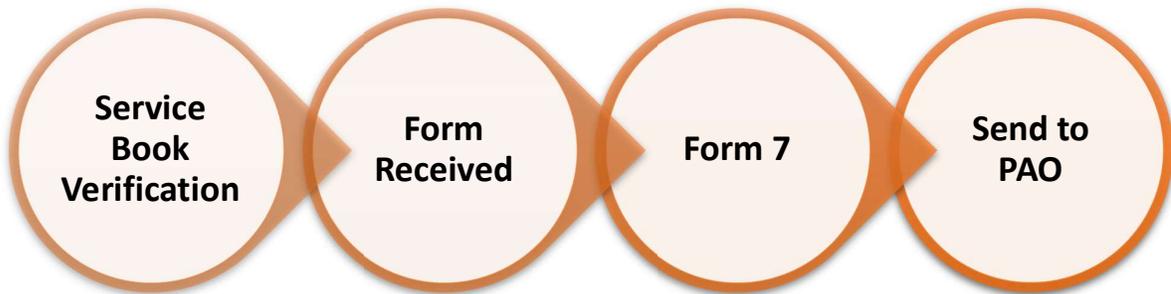


## **Revised Process Flow for BSNL VRS 2019 – HoO Section**

In continuation to the SAMPANN HoO Training PPT for BSNL VRS Scheme and the subsequent feedback received from the regional trainings conducted, the process flow for HoO has been modified as shown below:



### **Step 1: Service Book Verification**

- This will be done by DH followed by HoO.
- HoO can reject and send back the case to DH in case any amendments are required.
- Once the case is sent on next step, Retiree login would be created automatically, and retiree would be intimated via SMS with the login ID and Password.

### **Step 2: Form Received**

- The case will be shown to DH as Pending with Pensioner.
- Once Retiree sends the case after filling the details, the same will be visible to DH.
- DH can verify the details and can either send it back to Retiree for making the necessary amendments or send forward to HoO for approval.
- HoO can either approve or send back to DH with the remarks for rejecting the case.
- On rejection, DH can further send back the case to Retiree.

### **Step 3: Form 7**

- Once the Form received is approved, the case shall be pending at Form 7 at DH level.
- DH can fill and generate form 7 and send it to HoO for approval.
- HoO can either approve or send back to DH with the remarks for rejecting the case.
- DH can make the necessary amendments and send it back to HoO for approval again.

### **Step 4: Send to PAO**

- Once the Form 7 is approved, the case will move to Send to PAO at the DH level.
- DH will send the details to HoO for approval.
- HoO will approve the case and send to PAO which is the pension section of CCA office.