

ANUBHAV**Brief Service Details**

Name : N. NAGALAKSHMI
Asst. Chief Accounts Officer,
Dept. of Posts,

DoB :

DOR:

DoE :

Recruited in the DoT as Telecom Office Assistant in Mysore Telephones.

Total service: 41 Years and 01 Month.

Work experience

- Worked in DoT as Jr. Accounts Officer during 1989 to 1993 in the CGM Telecom office Karnataka and worked in the P&T cost check unit of ITI Ltd. During 1993 to 1995,
- Since then worked in DoP till the date of my superannuation. In the Postal Accounts wing of DoP worked in the various capacities as JAO, AAO, AO/Sr.AO and ACAO in Postal Accounts Sections, GPF, Pension, Cash certificates, PCD, Account Current section dealing with settlement of DoP transactions done by accredited banks with RBI, apart from spending a major part of my service in Pension section,

Achievements

- In Account Current section the major contribution was maintaining a very good rapport at the higher levels in the accredited banks in funds management & settlement of unlinked items, CMP proposals to Postal Dte. for single window payments, training to staff in PACS package in co-ordination with NIC, watching and collection of penal interest on delayed remittances, management of supply of cheque books to all the DDOs in the DoP in Karnataka including critical follow up action on the timely obtaining of cheque books from Nasik Security Press on the merger of SBM & SBH with SBI,
- I fascinated to work in pension section both in the capacity of AAO & AO/Sr.AO, which gave me immense job satisfaction apart from providing me opportunity to serve the aged pensioners in various ways. The aspects of more importance in this area of my working are listed below.

- In Karnataka Circle of DoP we had the tradition of releasing of all the retiral benefits of personnel retiring on superannuation well before the date of retirement from a very long time and this was continued to be maintained throughout, with scrupulous monitoring. In addition, other pension/FP cases were also settled with utmost speed which has been lauded by the pensioners/family pensioners from all parts of the State.
- The revision of both pre 1996 and pre 2006 pension cases (and also post 01.01.1996 & post 01.01.2006 till the date of receipt of orders for revision of those cases) was attended with utmost promptness. Not only the Karnataka Circle in DoP was the first Circle at the all India level to have completed the revision cases in record time, this was also the case from out of all the other Central Govt. Departments authorizing revision of pension cases like Defence, Telecom, Railways, CPAO etc. This has been appreciated by Postal Directorate as well as the nodal ministry (DOP&PW) in the SCOVA meetings and also Pensioners' Associations who interacted with our office.
- The basic requirement for prompt attending of revision cases was the availability of all the pension files systematically arranged & organized so as to retrieve any given file in no loss of time. This has been ensured by the arrangement of files in the record room in a most organized manner and its continuous maintenance on day to day basis. A pensioner calling over phone will be answered with reference to actual status in the pension file, retrieved from the records room within a minute or two. This was also greatly appreciated by the pensioners, who had all the words of gratitude for the quickest response given to them. Even the children abroad called me to express their happiness for the help rendered to their parents on the pension related matters.
- There were no major issues in pension adalat or CPGRAMS cases on pension matters during my tenure.
- On my visit to outstations for internal audit, a large number of pensioners and employees came to meet me to get advice on their difficulties, which were heard with utmost compassion for suggesting solutions mainly in the nature of counseling.
- Pensioners who approached on various pension related matters like Family Pension to unmarried/divorced/widowed daughters, physically handicapped / mentally retarded children were given proper awareness/guidance on the procedure to be followed to relieve the pensioners and their claimants of their concern on those matters.

- In some emergent medical treatment cases, the issue of CGHS card was coordinated with CGHS office for getting the needful done
- I have come across many instances where pensioners had kept slips containing my name /phone no. in their PPO for their wards to contact me in case of necessity.
- In addition to handling the pensioners' grievances as explained above, many staff members had also approached me for their problems on service matters. Wherever justified, within the frame of rules, they were advised/suggested to take appropriate course of action to solve their problems. This has been appreciated by them over phone and when they met me at outstations while on inspection work.
- I am awarded with '**Most Empathetic officer**' certificate by the Chief Postmaster General Karnataka in a function held on **17.05.2019**. This explains my attitude for 'working for overall general good cause' and also a testimony to all the above indicated aspects on the empathy extended by me for the overall betterment of pensioners/employees.
- I would also like to add two instances where personal reformation was achieved changing the life approach of two staff members:
 - A habitual drunkard who had no hope of reaching the age of superannuation was taken to my section and with continuous counseling he was changed completely, made to give up his bad habits and also retired on attaining the age of superannuation by his improved health condition. His family members came and expressed their indebted feeling for the positive transformation induced on him.
 - A divorcee female staff member and a patient for neuro/psychological cause who had no takers in any other section due to her inability to work due to her mental status was got posted to my section. She was counseled for taking proper medication, cured completely and due to this transformation she became a very good worker. She eventually happily retired on superannuation. Her daughter came and expressed her sincere thanks for saving her mother. This instance will be green in my memory throughout my life.
- The dues from other departments like Telecom/EPFO relating to disbursement of pension thro' POs were collected to the maximum extent during my tenure.

- I rendered a lecture on pension related matters at the National Academy of Central Excise & Customs for a 3 hours extempore session participated by about 45 officers and officials including few senior Officers from IRS cadre. The input provided based on CCS (Pension) Rules 1972 additionally explained with practical examples - mainly drawn from my overall practical experience - received applaus & praise from each & every participant.
- Imparted training on pension matters to probationers from both IPOs and IP&TAFS stream posted on field training, who were impressed with the practical knowledge gained by them on the subject covering all the areas.

I remain greatly indebted to Department of Posts/Govt. of India for the opportunity provided to me to render my service under the Government which was a livelihood for me and also for the opportunity extended to me to serve the pensioners / employees for a overall general good cause aiming betterment in leading the life of those pensioners/employees.

Suggestion:

- The Dept of Posts is heading towards a Technology Revolution by introducing robust Software called core System Integrator. I feel that Technology should not overtake the basic principles of Audit, Ethics, Financial Propriety, Vigilance, sincerity and honesty while discharging their duties. In this context, I suggest the Postal Academy and Training Centers situated across the country, to impart and include the necessary curricula, in their syllabus covering these aspects besides normal training activities.

SANKALP:

- I continue to give guidance and suggestions for all the employees and pensioners whenever approached even after retirement, I conclude with a feeling of gratitude for the immense help and support I received throughout my career, from my senior colleagues and staff who worked with me.

[Smt. N NAGALAKSHMI]
Asst. Chief Accounts Officer