



न्यायालय मुख्य आयुक्त

COURT OF CHIEF COMMISSIONER FOR PERSONS WITH DISABILITIES (DIVYANGJAN)

दिव्यांगजन सशक्तिकरण विभाग / Department of Empowerment of Persons with Disabilities (Divyangjan)

सामाजिक न्याय और अधिकारिता मंत्रालय / Ministry of Social Justice and Empowerment

भारत सरकार/ Government of India

Case No. CCPD/15615/1024/24

Dated: 01/10/2025

Case No. CCPD/15615/1024/2024

In the matter of:

S. Ravi

...Complainant

Versus

1. The Managing Director,

Telecommunications Consultants India Ltd.

...Respondent No. 1

2. The Central PF Commissioner,

Employees Provident Fund Organization

...Respondent No. 2

1. Hearing:

A hearing in online was conducted on 02.09.2025. The following Parties/ Representatives were present:

S. No.	Name and Designation of the Party/Representative	For Complainant or Respondent	Mode of Attendance
1.	Mr. S Ravi	Complainant	Online
2.	Mr. Manish Maini, Executive Director, TCIL	Respondent	Online
3.	Mr. J Ramesh Kanan, MD TTL	Respondent	Online

5वीं मंजिल, एनआईएसडी भवन, प्लॉट नं०. जी-2, सेक्टर-10, द्वारका, नई दिल्ली-110075; दूरभाष: 011-20892364, 20892275
5th Floor, NISD Building, Plot No.G-2, Sector-10, Dwaraka, New Delhi-110075;Tele# 011-20892364, 20892275

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(पया भविष्य मे पत्राचार के लिए उपरोक्त फाईल/केस संख्या अवश्य लिखे)
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4.	Swapnil Gupta, Company Secretary, TTL	Respondent	Online
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2. Record of Proceedings:

2.1 The Complainant argued that his Higher Pension Application under EPFO was rejected due to non-uploading of documents by his employer, TTL, despite his timely submission of all required papers before the 31.01.2025 cut-off. He highlighted that EPFO had confirmed in writing that uploading was solely the employer's duty and alleged harassment by Tamil Nadu Telecommunication Limited (TTL).

2.2 Telecommunications Consultants India Ltd (TCIL) clarified that the Complainant was not its employee but belonged to TTL, and that TCIL had no role in the dispute. TTL explained that records from 1988 onwards were required for EPFO processing, but documents from 1988-2003 were incomplete due to shifting and closure of the Arakkonam plant. The Complainant, being senior-most and custodian of records, was asked to help trace them.

2.3 TTL further submitted that staff members had assisted the Complainant in locating records, but gaps remained, making the application incomplete. It argued that the rejection by EPFO was due to missing records and not deliberate employer negligence.

2.4 The Complainant reiterated that he had already provided all available records, could not personally trace more, and that EPFO's replies supported his stance that uploading was the employer's responsibility. He maintained that TTL's failure had directly led to the rejection of his pension claim.

2.5 The Court observed that uploading records is the Employer's sole responsibility and that burdening a person with disability, such as the Complainant, was inappropriate. It noted that TTL must assume full responsibility for retrieving and uploading records rather than shifting blame, and warned against continued wastage of resources over a basic compliance issue.

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2.6 The Court directed TTL to, within 15 days, retrieve the missing records or provide full assistance to complete EPFO requirements. The Managing Director of TTL must also place on record a written representation of compliance. It was further made clear that denial of higher pension benefits due to employer inaction would not be permitted, and failure to comply could attract further action.

2.7 This is issued with the approval of the Commissioner for Persons with Disabilities.

Yours faithfully,

(Praveen Prakash Ambashta)
Dy. Chief Commissioner

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