

Corporate Office  
Pension Section, 5<sup>th</sup> floor  
Bharat Sanchar Bhawan  
H.C. Mathur Lane,  
New Delhi-110001



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

File No.- BSNLCO-A/12(19)/1/2020-ESTAB

Dated : 04 June, 2025

To,

Sh. Dineshchand Kalyanji Bhatt

Block no.7, Type 2 Kendranchal Jantower Road

Rajkot, Gujrat

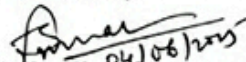
Subject: Grievance of Shri Dineshchandra Kudya ji Thakor registered on CPGRMS portal with reg no. DOTEL/E/2025/0022664 dated 27.05.2025

Sir,

I am directed to refer to your CPGRAM grievance Registration No. DOTEL/E/2025/0022664 dated 27/05/2025 regarding the issuance of duplicate service books and to say that as per prevailing practice the Service Book is maintained by the concerned administrative office. There is no provision for providing a duplicate Service Book to the employee. However, the individual employee can see his service book and also obtain a copy of service book by making a request to the concerned administrative office on payment applicable of fees as per rules, if he desires so.

Your grievance is disposed of, accordingly.

Yours faithfully,

  
[Sanjeev Kumar]

Assistant General Manager (Estt.I)  
Tel. No.23037477