



सामान्य सेवाएं प्रशासन प्रभाग, प्रधान कार्यालय,
प्लॉट क्र. 4, सेक्टर-10, द्वारका नई दिल्ली- 110075
GENERAL SERVICES ADMINISTRATION DIVISION, HEAD OFFICE
PLOT NO-4, SECTOR 10, DWARKA, NEW DELHI - 110075

22.09.2026

TO ALL OFFICES

GSAD Circular No. 31/2026

EXTENDING AIR TICKETING FACILITY WITH M/S BALMER & LAWRIE COMPANY LTD (BLCL) TO EX EMPLOYEES (SUPERANNUATED / VRS)

Our Bank has tie-up with **M/s Balmer Lawrie & Company Limited (BLCL)** for providing air ticketing services to employees at preferential rates and other associated benefits as mentioned below.

- ✓ Zero Service Fee as per the contract agreement. [Payment gateway fee is applicable.]
- ✓ Free Meal Options.
- ✓ Free Seat Selection.
- ✓ Nominal Cancellation charges as per Airlines Policy.

For this purpose, BLCL has developed an exclusive **Self-Service Booking Tool (SSBT)** for use by PNB employees.

Now as part of its welfare initiatives towards ex-staff the Bank is pleased to extend access to the Self-Service Booking Tool (SSBT) of M/s Balmer Lawrie & Company Limited (BLCL) for the superannuated/VRS staff of the Bank. The Registration for the facility is entirely voluntary.

Eligible superannuated/VRS staff desirous of availing the facility may register through HRMS by providing their explicit consent for sharing their personal information required by BLCL for creation of a user profile in Self Service Booking Terminal(SSBT) portal.

The Bank is facilitating access to this facility solely as a goodwill and welfare measure. The Bank is neither the provider nor the guarantor of any travel or related service offered through the BLCL portal. No financial liability, risk, or responsibility shall arise upon the Bank in respect of any booking, payment, cancellation, modification, refund, transaction, service deficiency, dispute, loss, or any claim arising out of the use of the facility.

Detailed guidelines covering eligibility, registration through HRMS, terms and conditions, disclaimer, benefits and the BLCL escalation matrix are enclosed as Annexure.

(Vishesh Kumar Srivastava)
Chief General Manager

ANNEXURE

OPERATIONAL GUIDELINES FOR AVAILING BLCL TRAVEL BOOKING FACILITY

1. Eligibility

The facility shall be available only to eligible staff members who have retired from the Bank upon attaining the age of superannuation or those who have taken VRS. The eligibility shall be determined on the basis of the information recorded in HRMS.

2. Nature of the Facility

BLCL shall provide travel booking and related services through its dedicated SSBT portal.

The Bank's role is limited to:

1. enabling eligible superannuated/VRS staff to register through HRMS;
2. obtaining their consent for sharing the minimum required personal information;
3. electronically sharing the consented information with BLCL for creation of the user profile; and
4. facilitating access to the arrangement as a goodwill and welfare measure.

All bookings and transactions shall be entered into directly by the registered staff member with BLCL and/or the concerned airline, hotel, transport operator, or other service provider.

3. Process for Registration Through HRMS

Eligible superannuated/VRS staff may register for the facility by following the process given below:

Step 1: Login to HRMS

Access HRMS using the retired employee login credentials.

Step 2: Open the Registration Menu

Navigate to:

Retired Employee Services → BLCL Ticketing Registration. (This is a one time exercise)

Step 3: Verify the Details

Verify the personal details displayed in HRMS and provide or update the required information, wherever permitted.

The information are required for BLCL SSBT profile creation

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- first name;
- middle name
- last name;
- gender
- date of birth;
- mobile number; and
- personal email address.

Step 4: Read the Consent and Disclaimer

Carefully read the data privacy consent declaration, terms and conditions, and disclaimer displayed on the HRMS screen.

Step 5: Provide Mandatory Acceptance

Accept the consent declaration and disclaimer by selecting the relevant checkbox. Registration cannot be completed without such acceptance.

Step 6: Submit the Registration Request

Submit the completed registration request through HRMS.

Step 7: Creation of Profile by BLCL

After successful submission:

- the required information shall be electronically transmitted to BLCL;
- BLCL shall create the user profile on its portal; and
- the profile creation confirmation and login details shall be communicated by BLCL directly to the registered personal email address and/or mobile number of the ex- staff member.

Please note Submission of a registration request does not, by itself, constitute confirmation of profile creation. The profile shall become operational only after confirmation from BLCL.

4. Consent and Data Privacy

Registration for the facility is entirely voluntary. The personal information of an eligible ex- staff member shall be shared with BLCL only after explicit consent is recorded through HRMS.

Only the minimum information required for creation and administration of the user profile shall be shared with BLCL. Such information shall be governed by the applicable agreement, addendum, and data processing arrangements executed between the Bank and BLCL.

The ex-staff member shall ensure that the personal email address and mobile number submitted through HRMS are correct, active and under the control of the concerned ex-staff member.

5. Disclaimer and Limitation of Bank's Liability

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The BLCL travel booking facility is being facilitated by Punjab National Bank solely as a goodwill and welfare measure for eligible ex-staff. Availing the facility is entirely voluntary and at the sole discretion of the concerned ex-staff member.

The Bank's role is limited to facilitating registration and access to the BLCL portal. The Bank is not the provider, travel agent, intermediary, guarantor, or contracting party in respect of any booking, transaction, payment, travel service, or related service availed through the BLCL portal.

All bookings and transactions undertaken through the portal shall be entered into directly by the ex-staff member with BLCL and/or the concerned airline, hotel, transport operator, or other service provider. Such bookings and transactions shall be governed by the applicable terms and conditions, fare rules, cancellation policies, refund policies, and other stipulations of BLCL and/or the concerned service provider.

Accordingly the user of this facility acknowledges the below terms & conditions before enrolling for the facility

1. The Bank is facilitating registration of eligible **superannuated/VRS staff** on the BLCL SSBT portal solely as a goodwill and welfare measure. **No financial liability or responsibility shall arise upon the Bank** from registration for or use of the facility.
2. All bookings and transactions shall be undertaken directly by the retired staff member with BLCL and/or the concerned service provider. The Bank shall not be responsible for any booking, payment, cancellation, modification, fare or charge, refund, service deficiency, claim, dispute, loss, or related consequence.
3. All transaction-related or service-related issues shall be taken up directly with BLCL and/or the concerned service provider. The Bank shall neither be a party to such transactions nor be obliged to intervene or resolve any related matter.
4. Use of the facility shall constitute acceptance of the above disclaimer and the applicable terms and conditions. The Bank reserves the right to modify, suspend, restrict, or withdraw the facility, wholly or partly, at any time.

6. Withdrawal of Facility Upon Death

Upon receipt of information regarding the death of a registered retired staff member and updation of the same in HRMS:

1. the registration status under the facility shall be deactivated;
2. further access to the registration facility shall be withdrawn; and

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3. an automated electronic communication shall be sent to BLCL requesting deactivation of the corresponding user profile and discontinuation of associated access.

7. Important Instructions for Registered Users

Registered retired staff members are advised to:

- maintain the confidentiality of the BLCL portal login credentials;
- not share passwords, one-time passwords, or payment credentials with any person;
- verify the authenticity of communications before clicking links or sharing information;
- approach the designated BLCL support channel/escalation matrix directly for all booking and service-related matters.

8. Escalation Matrix of BLCL.

Escalation Matrix

Issue related to Login, profile creation, cancellation, refunds or any travel related query

LEVEL 1	
NAME:	MS TANYA KUMAR
CONTACT NO:	9582417343
EMAIL ID:	KUMAR.T@BALMERLAWRIE.COM

LEVEL 2	
NAME:	RAJIB SAIKIA
CONTACT NO:	011-46412242/9706043459
EMAIL ID:	SAIKIA.R@BALMERLAWRIE.COM

After office hours/Holidays (in case of emergency)	
24X7 HELPDESK	
CONTACT NO:	0124-6282500/4603500
EMAIL ID:	SBT.HELPDESK@BALMERLAWRIE.COM