



## ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2017/38

Dated: 30.12.2017

To  
Smt Aruna Sundararajan,  
Secretary (Telecom),  
Department of Telecommunications,  
New Delhi 110001

**Sub: Proposal for disbursement of pension/family pension directly in the Accounts of the pensioners/family pensioners by the Principal Controller of Communication Accounts/Controller of Communication Accounts discarding the present system of disbursement by the Banks/Post Offices – Our protest thereof.**

**Ref: DOT F.No. 47-16/TA-II/PDA/2016-17 dated 11.08.2017**

Madam,

We find to our utter surprise that Department of Telecommunication, vide the above quoted office letter, has initiated action for disbursement of pension/family pension by the Principal Controller of Communication Accounts/Controller of Communication Accounts directly in the Accounts of the Pensioners/Family Pensioners. This particular function is now being done by the Banks/Post Offices with full satisfaction of the pensioners/family pensioners.

2. We strongly oppose the above move since it will invite more problems to the pensioners/family pensioners for the reasons stated below:-

- (1) The Offices of Principal CCAs/CCAs are always understaffed. The staff are deployed on deputation basis who cannot be held accountable. Therefore, the number of unresolved grievances of the pensioners/family pensions continue to grow.
- (2) Most of the staff are not professionally equipped to work with computers.
- (3) There is no grievance redressal mechanism in these Offices and the toll free numbers and other contact numbers go unanswered most of the times.
- (4) It is not possible for the pensioners/family pensioners, at their old age, from far off places to visit the Pr CCA/CCA Offices to pursue their grievances.

- (5) There is no proper accommodation for the offices of Pr CCAs/CCAs and required infrastructure including computers etc in these Offices to discharge even their normal functions.
- (6) The offices of Principal CCAs/CCAs are repeatedly failing to issue revised PPOs to the Pensioners/Family pensioners, as and when ordered, within the targeted date. Even the normal PPOs/payment of Gratuity cases are not settled on time.
- (7) On the other hand, the Banks, which now disburse pension/family pension, are meticulously informing the pensioners/family pensioners every month the details of the total pension, income tax deducted etc through sms. The Offices of Principal CCA/CCA are not equipped for this. They are to set up a proper mechanism for such activities with additional and dedicated man power.
- (8) The Banks also deduct Income Tax and issue Form 16 on time. The concerned pensioners/family pensioners are easily collecting the details of Income Tax deducted including Form-16. The disputes, if any, are easily getting resolved since the Bank Branches, located nearby, can easily be visited. The Principal CCAs/CCAs will not be able to handle such huge responsibility since such pensioners/family pensioners are spread over a vast geographical jurisdiction. Moreover, the aged pensioners/family pensioners cannot be expected to travel such long distances to visit the Pr. CCA/CCA Offices to get the disputes settled.

3. In view of the above, we earnestly request you to review and rescind the above decision for disbursement of pension/family pension by the Pr. CCAs/CCAs directly in the account of the pensioners/family pensioners. We also request that the present universal system of disbursement of pension/family pension by Banks/Post Offices should not be disturbed. The present system also allows the Government to save considerable amount of money in terms of manpower and cost of establishment.

With kind regards,

Yours sincerely,



(S Basu)  
General Secretary

Copy to:

1. Shri C Viswanath,  
Secretary (Pension),  
Deptt of Pension & Pensioners' Welfare.
2. Smt Anuradha Mitra,  
Member (Finance),  
Telecom Commission.
3. Shri S K Jain,  
Dy Director General (Estt),  
Department of Telecommunications.