



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2024/29

Dated: 1st May 2024

To
Shri Srikanta Panda,
Addl. Controller General of Communication Accounts,
New Delhi

Sir,

We had a very purposeful meeting with the then CGCA on 25.09.2023, discussing in detail for nearly 2 hours, listing various difficulties experienced by the pensioners [copy enclosed] after migration to SAMPANN. CGCA assured us that priority will be given to non-commencement of Family Pension, stoppage of pension due to DLC not updated and then rectifying the incorrect personal details under SAMPANN, including mobile number. CGCA also told us that once SAMPANN 2.0 is launched, possibly by December 2023 all the grievances related to incorrect personal details will be resolved.

2. We had also drawn her attention to the pathetic situation where the pensioners are left wondering as to when their request to resolve some grievance, submitted either through email or by post or through SAMPANN portal, will be considered or whether their request has been noticed at all. We had therefore suggested the following:

1. Acknowledging the receipt of grievance through whichever mode it has been submitted.
2. Prescribing a time limit for resolving the grievances by the CCAs.
3. Periodical monitoring by the CGCA of the number of grievances received, resolved and pending with each CCA.
4. Automating the works like issue of CDA-IDA mapping certificates for migration to CGHS & issue of Pensioner ID card and simplifying the procedure for authorising and drawal of FMA under CGHS.

3. After the lapse of seven months, the issues remain unresolved, with SAMPANN 2.0 failing the deadline and the woes of the pensioners continuing without relent. All the

grievances lodged about incorrect personal details, either through email or by Post or through SAMPANN do not revoke any response or remedial action. But those who visit CCA offices are able to get the details corrected. And sadly, the pensioners are unwelcome visitors at CCA offices and are treated with scorn in many CCA offices. Many CCAs have again called for submission of KYP forms with relevant documents, as the already submitted documents appear to have been discarded as trash. There is still undue delay in sanctioning and payment of Family Pension and payment of arrears. Payment of pension is also irregular leaving the pensioners worried, unlike the period when the Banks/Post Offices paid the pension a few days in advance.

4. The then CGCA has acknowledged the fact that huge number of pensioner grievances received in your office pertained to Maharashtra & Goa CCA and next Tamilnadu CCA. While this is attributed to shortage of manpower in these offices, the pensioners should not be put into all these hassles for no fault of theirs [A list of grievances pertaining to MH & Goa CCA is enclosed at Annexure-II]

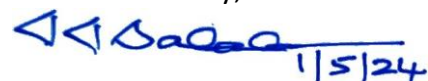
5. While earlier the pensioners used to approach the Adalat for getting some difficult cases settled, now they are being compelled to file complaints to the Pension Adalat mostly about missing and incorrect data in SAMPANN and the CCAs are happy reporting that hundreds of cases are settled by the Adalats.

6. In another baffling case, Tamilnadu CCA has notified holding the Pension Adalat in Ooty, a popular hill station and tourist centre, for grievances pertaining to pensioners of Erode and Coimbatore Districts. They forgot to take into account that Ooty attracts huge number of tourists during this time, with Flower Show also notified by the Government, making travel, accommodation and getting food difficult, costly and unaffordable. Expecting the aged pensioners to fight through all these hurdles to be present at the Adalat is a bad idea. Some of the pensioners associations in the State have requested to shift the venue to Coimbatore and are awaiting response from CCA Tamilnadu.

7. We would therefore request you to kindly examine these issues and cause necessary instructions to resolve them in order to ensure ease of living of the pensioners.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary

Encl: As stated

Copy to: Shri Manish Sinha, Member (F), DoT &
CGCA (Additional Charge), New Delhi