



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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### President

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(M) 9444003300

### General Secretary

R.R.Balasubramanian  
(M) 9486100613

### Financial Secretary

Awadesh Sharma  
(M) 9968630008

No. AIBSNLREA/CHQ/2025/1

Date: 2<sup>nd</sup> January 2025

To

Shri Mohammad Shahbaz Ali,  
Controller General of Communication Accounts, DoT,  
New Delhi

**Sub: Non-credit of pension for the month of December 2024 in respect of Telecom/BSNL Pensioners drawing pension through Canara Bank – Need to inform the pensioners the reason for the delay and ensuring immediate credit.**

Sir,

We are constrained to draw your kind attention to the fact that the pension for the month of December 2024 in respect of Telecom/BSNL pensioners across the country drawing their pension through Canara Bank, is yet to be credited till this time, although CCAs had long back approved payment and the pensioners served by all the other banks have got their pension credited to their accounts as early as on 26.12.2024. This has subjected these pensioners to unnecessary apprehension and anxiety.

2. There is contradictory information from different authorities, adding to the confusion. While the CPPC Canara Bank attributes this fiasco to some software related issue in State Bank of India Server and claims that they had no role in it, one of the CCAs has on Tuesday informed that *"The Canara bank has not resolved the issue. They have sent back the bills to us. We are*

*reprocessing and sending again*” and that *“it will take one week to get resolved.”* Our understanding is that due to software issues with SBI server, payment in respect of Canara Bank customers has been rejected and the amount has been automatically returned to the disbursing authorities. Now the CCAs have to re-process the pension in respect of Canara Bank customer-pensioners for fresh payment advice. Each CCA office may take its own time in completing this process. This understanding is based on our interaction with the bank authorities, but remains unconfirmed. The net result is that the concerned pensioners are left to suffer, whatever be the cause of this humiliating failure on the part of the system of pension payment under SAMPANN, as a whole.

3. Only a few months back, there was delay in credit of pension by all banks for three consecutive months reportedly due to some technical glitch in SBI server and the pensioners heaved a sigh of relief after they got their pension credited in time for October and November 2024. Neither SBI nor CGCA office has revealed the real issue till now. The affected pensioners are completely kept in the dark. We feel that they are entitled to be duly informed of the delay and the reason for it. The irony is that they have only received SMS that their pension has been credited, without actual credit.

4. It is therefore requested to ensure that pension is credited to the accounts of affected pensioners immediately, certainly not taking a week’s time, and they are duly informed individually through SMS about the delay and the reason for the delay in order to remove their anxiety and misgivings. Action needs to be initiated against the failing intermediary to avoid recurrence.

With kind regards,

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '2/1/25' written below it.

(R.R. Balasubramanian)

General Secretary

Copy to:

Shri V Srinivas,  
Secretary (Pension), DoP&PW, GoI