



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

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No.AIBNSLREA/CHQ/2021/53

Dated 7th September 2021

To
Shri Indevar Pandey,
Secretary (Pension),
Dept. of Pension & Pensioners' Welfare,
New Delhi.

Sub: Request for impressing upon the banks to implement the long existing instructions on doorstep collection of Life Certificates from pensioners.

Ref: DoP&PW OM No. 1(4)/2021-P&PW(H)-7223 dated 22nd June 2021

Sir,

We are thankful for issue of DoP&PW O.M. cited under reference, regarding providing the breakup of monthly pension to the pensioners by the banks. This O.M. has been issued following a meeting held with CPPCs of Pension Disbursing Banks, in order to ensure "Ease of Living" of the Pensioners, a meeting was held with the CPPCs of Pension Disbursing Banks on 15.06.2021. The banks were said to be impressed upon to undertake this welfare measure in respect of the pensioners.

2. We would request you to impress upon the banks on another important issue, again to ensure "Ease of Living" of the Pensioners, on which DoP&PW has already issued instructions but the instructions remain unimplemented.

3. DoP&PW vide its Circular No.12/4/2020-P&PW(C)-6300 dated January 17, 2020, had issued instructions, for strict compliance, to promote Ease of Living for pensioners and minimize the cases of non-submission of Life Certificate by the pensioners and ensure uninterrupted disbursement of pension to them. The core of the instructions was that the banks should encourage pensioners to take request for doorstep visits through SMS/Email and provide doorstep collection of the Life Certificate, charging them not more than Rs.60/- for such doorstep visit, apart from encouraging submission of Life Certificate through Digital means.

4. The above said DoP&PW Circular was based on letters issued by RBI vide RBI/2006-2007/262 dated 21st February 2007 and reiterated vide RBI/2017-18/89 dated November 9, 2017, advising banks to make concerted efforts to offer certain banking services to senior

citizens of more than 70 years of age and differently abled persons at the doorstep of such customers and an earlier OM by DoP&PW vide No.1/20/2016-P&PW(E) dated 14.11.2017.

5. But it has been observed that such services are yet to be offered by banks or are restricted to select branches. It is really disgusting that the banks have taken this matter lightly and are not implementing the instructions issued by the Reserve Bank of India, even after 14 years of RBI issuing the instructions.

6. We therefore request you to use your good offices to impress upon the CPPCs of all banks about the extreme hardship faced by the pensioners, especially those above 70 years of age and ensure implementation of the long existing instructions to collect the Life Certificate from the doorsteps of the pensioners.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian) 7/9/21

Asst. General Secretary

For General Secretary

Copy to: Shri Shaktikanta Das
Governor, Reserve Bank of India