



Regn. No. S/00108/NE-/2010

**ALL INDIA  
RETIRED BHARAT SANCHAR NIGAM LIMITED EXECUTIVE'S WELFARE ASSOCIATION  
CENTRAL HEAD QUARTERS, NEW DELHI**

CHQ ADDRESS: C-8/230, YAMUNA VIHAR, DELHI-110053, [www.aibsniretd.org](http://www.aibsniretd.org)

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To

Ms Aruna Sundararajan  
Secretary & Chairman TC  
Department of Telecommunication  
20 Ashoka Road New Delhi.



No: AIRBSNLEWA/CHQ/2018

Dated: 27/09/2018

**Sub: Arbitrary Proposal regarding changing the present system of managing the pension payment through Bank to some other system to be controlled by CCA offices. for BSNL retirees.**

Respected Madam,

It is a matter of great concern for all the pensioners that DOT is changing the present well established and nicely working system of managing the pension payment through Banks to some other system to be controlled by CCA offices. As per the information received through a RTI (copy enclosed), the system will have the following features:

- 1) The calculation and payment will be made by the concerned CCAs directly to the Bank account of the pensioners.
- 2) Life Certificates are to be submitted to the CCAs only by on line or conventional methods. It is also mentioned that the life certificates can also be send by post.

At present the pension payment systems are being managed by the Nationalized Banks / Post Offices very effectively and efficiently. Practically pensioners do not have any major grievance. Any problem is being resolved by the banks very quickly. Apart from DOT, the Banks are managing the pension matters of most of other Central and State Govt pensioners very effectively. During the month of November they arrange special counters for Life Certificates and the pensioners leisurely visit the banks of their vicinity and submit the Life Certificates smoothly without any hassle. IDA of BSNL pensioners gets changed every quarterly and the Banks are implementing the new rate in the same month itself.

Now if in the new system the pensioners are to submit the Life Certificate to the CCA offices which are located only in the State Capitals, they will be put into immense inconvenience because most of them having been settled at their native places in far flung areas. As mentioned in RTI that the Life Certificates can also be send by post. Sending the Life certificate by post will not be workable for security and authenticity unless these are attested by some competent authority.

*KSingh*

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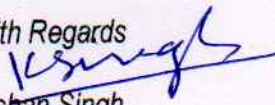
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For getting it attested from some competent authority again may create hassles for such pensioners. Presently Bank Officers do visit the bed ridden pensioners on request and collect the Life Certificates from their places as per RBI guidelines. In the new system it can never be possible. Furthermore our experience about the dealing and behavior of CCA offices are not at all pleasant as has been observed during the pension revision on account of implementation of 78.2% IDA merger. We are sure that the same thing is going to happen for each and every IDA change which is taking place every quarter.

Respected Madam, all the pensioners are senior citizens and most of them are very senior citizens and are not physically well and it is extremely difficult for them to travel in public transports or to stand in Q for long hours. Many of them even cannot move out of their house without other's help. Please don't put them into further trouble and mental agony. It will not be possible them to visit CCA offices located in distant places every now and then for submission of Life Certificates and implementation of revised IDA etc. Same problem will be faced by the pensioners at the time of procuring Form 16 and for rectification of any discrepancies noticed therein, which is presently being collected and sorted out in the Bank in the vicinity itself.

We have not understood the necessity of changing a long well established smooth system. DOT has not even bothered to discuss the proposed change with any of the pensioners Associations. They are not even disclosing the scheme under RTI. We strongly protest such action and request you not to change the present system which is being followed by all Central and State Government offices. We also request you to invite the pensioner Associations for discussion on the issues related to pensioners welfare early.

With Regards

  
Kishan Singh  
General Secretary

Copy to : Member(Finance) / Member (Services) DOT / Spl Secretary (T), DOT

Enclosure: RTI reply from DOT

GOVT. OF INDIA  
MINISTRY OF COMMUNICATION  
DEPARTMENT OF TELECOMMUNICATIONS  
20, ASHOKA ROAD, SANCHAR BHAWAN- NEW DELHI

No.ADG /DCA/2017/TA-I/RTI /2616

Dated 20-09-18

To  
Shri Amit Kumar Gupta  
1/4, Rajendra Banerjee Road,  
Behala, Kolkatta 700034

**Subject: -Information under RTI Act 2005.**

Kindly refer to your RTI application dated 09.07.18 for providing information in respect of Points 1,2 & 3 of the Application..

	Information required under RTI Act	Reply
01	Whether DoT is proposing any change in the present system of pension disbursement?	Yes
02	If the answer of question 1 is "yes" then whether in the new system the pension will be disbursed directly by CCAs to pensioners account through RTGs or NEFT or any other system. in that event where the pensioner will submit their life certificate? What is the proposed date of launching the new system?	The disbursement shall be made using PFMS. However details shall be shared on finalization of software.  Life certificate can be submitted online in form of Digital Life certificate. Also, Conventional Life certificate can also be sent by post to CCAs. Other modes to facilitate pensioners are also being explored. The date of launching of the new system is not yet finalized.
03	Kindly furnish copies of all relevant papers describing the new Scheme and its road map for implementation	The road map has not been finalized as of now. Once the CPMS is in final form, then further details will be put in public domain.

In case you are not satisfied with the reply/information, you may appeal with in 30 days to Mrs Taikala Lynda Yaden, DDG (Accounts ), Appellate Authority, Room No.1305, Sanchar Bhawan, 20, Ashoka Road, New Delhi-110001.

*S.N. Mishra*  
20/09/18  
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