

ALL INDIA RETIRED BSNL EXECUTIVE WELFARE ASSOCIATION



WEST BENGAL STATE BRANCH

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AIRBSNLEWA/Pr CCA/2017

Dt 24-05-2017

ofc

President :

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Ref.

Smt Srinvanti Pal Zaheer

The Principal Controller of Telecom Accounts

8 Hare Street, Kolkata

Date

**Sub: 78.2% IDA Fixation work for pensioners – again requesting
to grant a meeting**

Respected Madam,

We are in receipt of a letter from your Dy CCA in reply of our earlier letter of even no dated 24-04-2017 addressed to you. The reply is most unfortunate and the Dy CCA has failed to understand the spirit of our letter. In our earlier letter we have pointed out that the revisions are made in a random way and the old cases are being kept pending. We attached 12 pages from 3 areas to establish our say. Unfortunately to prove us wrong the office of Dy CCA could find 10 cases where our information is incorrect. He also advised us the following:

“ Please recheck the annexure and resubmit correct information before meeting the Pr CCA. In future care may please be taken to furnish correct data.”

Madam, we are a small executive pensioners' welfare Association and do not have any official status so that we can access the correct official data. Therefore instead of pointing our mistakes the Dy CCA could have supplied the correct data to us establishing the fact that there is no superseding and the revision process is being done strictly on FIFO basis. Otherwise we may be given access to all the related data, so that we can prepare the correct record.

In the said letter Dy CCA also informed that out of 6530 cases received 4989 cases settled. As per the website From Oct 2016 to April 2017 only 4323 cases are settled. Then what are the details of 4989-4323= 666 cases. The letter was written on 8-5-2017, so are we to consider that from may 1 to May 8 these 666 cases are settled when the total output of April 2017 was 480 cases. Any way when he has committed that within 31st May all the 6530 cases will be settled, we accept that and hope that all the pending 6530-4323 = 2207 cases will be completed by 31st May.

Madam, you are the custodian for all the pensioners of West Bengal and Calcutta Telephone Circles including territorial circles. The responsibility of their pension payment and periodical pension revision lies with you. The pensioners and Family Pensioners particularly who are ailing and in immobile stage are totally dependent on you for correct disbursement of their pension. If you do not have a transparent system in your office to redress their problems where they will go? The behaviour of the employees of the CCA CTD office is extremely rude and unhelpful. They refuse to answer any query and if persuaded, they threaten to stop the revision work.



24.05.17

In CCA WB office the picture is opposite, there the officers and officials are helpful and courteous but do not project correct picture always. For example since last 2/3 months they are telling that 95% work is over but as per the website upto 31-3-2017 only 2761 cases are handled including cases of other circles in Eastern Zone. There is no updating of the CCA WB website after 31-3-2017. As per our rough estimation huge cases may be about 50% pension revision work is pending in WB circles also.

Both CCAs are considering the total cases as the cases received from BSNL. But to our opinion this is incorrect. CCAs should consider the total nos as total nos of pensioners retired between 1-10-2000 and 10-06-2013 and to whom pension is being paid from their offices including family pensioners. For those pensioners for whom BSNL has not sent the service books yet, CCA offices should write to BSNL to send those cases and the same list to be uploaded in website also for information of all. We wanted to meet you and discuss these problems of pensioners but since you are avoiding us, we shall request you to intimate the solution of following problems for Both CTD and WBTC circles including territorial circles including the problems mentioned above.

- 1) Total no of pensioners and their names etc are immediately to be identified and their present status e.g. Already Revised, Recd from BSNL and under process, Not received from BSNL, Recd but returned due to error in calculation etc to be mentioned against each. Such list of pensioners also to be uploaded in both the websites.
- 2) What action the pensioners/Family pensioners will take who has neither been intimated anything yet nor their name appeared in the lists uploaded?
- 3) What action the pensioners/Family Pensioners will take, whose name has appeared in the completed list as uploaded in website but neither received the revision letter nor received the revised pension ?
- 4) What action the pensioner/ Family Pensioner will take, for whom the pension is revised and paid by bank but not received any revised PPO ? You must admit that all pensioners must receive the revised PPO because it contains the details of revised family pension also.

Here we are to mention that while negotiating with SBI and UBI pension units they have shown us number of cases where the pensioners name appeared in March list, Letter is dated April and received by Banks in May. This is also to be taken care of.

However our Association is keeping faith on you as well as on officers of both the CCAs. We hope that the proper action on above points and also the commitment of 31st May will be kept not only for the cases received from BSNL but for all eligible pensioners.

Finally we request you again to grant an immediate meeting so that we get a chance to describe the woes of the pensioners and family pensioners,

With Kind Regards

Yours Faithfully


(Amit Kumar Gupta, AGS CHQ)

for Secretary 9433000088 sdebhl@yahoo.co.in

Copy to : CCA CTD / CCA WB for kind information