



Sanchar Nigam Pensioners' Welfare Association

Reg.No: SOCIETY/WEST/2021/8902564

CHQ: B-11/1, Ramesh Nagar, New Delhi-110015, India

🌐 snpwachq.com

✉ snpwachq@gmail.com

K.D Sebastian
CHQ President
+91 9447144100

G.L.Jogi
General Secretary
+91 9868217799

S.S. Rajput
Treasurer
+91 9413394204

SNPWA/CHQ/CGCA/2/25.

Dated 8th Jan, 25.

To

Sh Mohammad Shahbaz Ali, (CGCA),
DOT New Delhi

Subject: Unprecedented delay in disbursement of Dec, 24 Pension. Request to put in place effective and foolproof monitoring mechanism to ensure such serious and recurrent lapses don't occur

Respected Sir,

We write to express our gravest concern regarding the inexcusable delay of more than ten days in the disbursement of December 24 pension to Canara Bank account holders. This delay has caused immense distress to aged pensioners, particularly during the festive season, when their financial dependence is at its peak.

The lack of clarity in communication exacerbated the situation. **Starting from December 27th, pensioners were repeatedly assured by CCA offices throughout the Country that their pension would be credited "the next day." These unfulfilled assurances left pensioners in a state of uncertainty**, unable to plan their finances or borrow money with confidence. For many, the delay extended until January 5th, with some pensioners still awaiting payment. **Even as on date, Pension in many places remains undisturbed.**

While we appreciate the cooperation extended by the CCAs, it is evident that the root cause of this debacle lies in the inefficiency and lack of accountability among the responsible banking entities. The passing of responsibility from one post to another reflects a troubling absence of urgency or empathy for the plight of senior citizens who depend on timely pension disbursement for their daily needs.

We fear that unless corrective measures are implemented promptly, similar incidents may recur in the future. To prevent such distress, we urge the CGCA to:

1. Hold the Concerned Bank(s) Accountable : Impose significant penalties on the bank(s) responsible for each day of delay in pension disbursement, adequate enough to feel the pinch and take more care and responsibility.

2. Compensate Affected Pensioners : Ensure that pensioners are adequately compensated for the financial and emotional hardship caused by delays beyond the appointed date.

3. Implement Robust Monitoring Mechanisms : Introduce a stringent monitoring and escalation framework to address disbursement delays promptly and prevent future occurrences.

Pensioners have the right to receive their dues on time, and it is imperative that all stakeholders treat this issue with the seriousness it deserves.

We trust that your esteemed office will take swift and decisive action to safeguard the interests of the pensioners and restore their confidence in the system which is shattered by repeated delays in disbursement of Pension.

Thank you for your immediate attention to this matter.

With warm regards,

Yours sincerely,



G. L. Jogi

General Secretary