



# Sanchar Nigam Pensioners' Welfare Association

Reg. No: SOCIETY/WEST/2021/8902564

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

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SNPWA/ CHQ/ M( F) & CGCA/ 2/25.

Dated 3rd March, 25

To

Sh Manish Sinha.

M( F)/DOT/ CGCA,

New Delhi.

**Sub Unprecedented insensitivity, indifference and callousness of Pr CCS/ TN by ignoring addressing and redressal of legitimate issues of Pensioners despite requests of this Association for the last more than two years**

Sir

**Pr CCA/ TN appears to be blatantly ignoring persistent instructions of DOP& PW and the Office of Hon PM that issues relating to Pensioners need to be addressed on highest priority and that any delay in addressing issues of Pensioners would be viewed very seriously. He appears to be unmindful of these crucial instructions**

Our Circle Association of TN has been urging upon Pr CCA/ TN, for last more than two years, to address innumerable issues relating to Pensioners of BSNL. We are herewith enclosing number of letters addressed by our Circle Secretary/ TN to Pr CCA/ TN, seeking his intervention, time and again, to resolve these significant issues, adversely impacting Pensioners. But it appears that Pr CCA/ TN is not at all interested in resolution of these just issues for reasons best known to him only.

**We, therefore, request you to sternly warn Pr CCA not to contravene and blatantly violate repeated instructions of DOP& PW regarding expeditious redressal of Pensioners issues and also direct him to immediately hold discussion with our Association for resolution of issues which have been lingering on for more than two years**

Warm Regards

Sincerely Yours



( G. L. Jogi)

Encl Copy of SNPWA/ TN addressed to Pr CCA/ TN.

Copy to

1. Pr CCA/ TN.
2. CS/ SNPWA, TN.



# SANCHAR NIGAM PENSIONERS' WELFARE ASSOCIATION

## TAMILNADU CIRCLE

Regd No: SOCIETY / WEST / 2021 / 8902564

Website : www.snpmatn.com

E-mail: snpmatnc@gmail.com

**CIRCLE PRESIDENT**  
R. MUTHIYAL  
9443200671

**CIRCLE SECRETARY**  
R. RAJAN  
9486102600

**CIRCLE TREASURER**  
P. GOVINDARAJAN  
9486104213

**No. SNPWA TNC / CCA / 2025 / 06 dated 24-02-2025**

To  
The Principal Controller of Communication Accounts,  
O/o. The Principal CCA / DoT  
Tamilnadu Circle  
Chennai - 08.

Respected Sir,

- Sub:** Request to resolve long pending genuine issues of Pensioners - reg  
**Ref:** 1) SNPWA TNC / CCA / 02 / 2022-23 dated 3rd March 2023.  
2) SNPWA TNC / CCA / 03 / 2022-23 dated 29th March 2023.  
3) SNPWA TNC / CCA / 01 / 2023-24 dated 16th May 2023.  
4) SNPWA TNC / CCA / 05 / 2023-24 dated 05<sup>th</sup> October 2023.  
5) SNPWA TNC to Pr CCA TNC-Request to issue DoT ID cards without further delay 09-05-24.  
6) SNPWA TNC to Pr CCA TNC- Request to settle Adalat and long pending grievances 09-05-24.  
7) SNPWA TNC to Pr CCA TNC- Request to settle very long pending FMA related grievances 04-12-2024.  
8) SNPWA TNC to Pr CCA TNC- To Pr CCA to convene exclusive Pension Adalat CnTX South - TN Circle wide Adalat once in 6 months 14-02-2025.

We express our deepest sense of gratitude to your good self and the TEAM CCA TN Circle for convening PENSION ADALAT for CnTX South at Hosur. Kindly refer to our letters cited under above references with a request to resolve pertinent and significant grievances of Pensioners under CCA TN Circle jurisdiction. It is really painful to state that majority of the genuine grievances from March 2023 are not yet resolved with the pretext shortage of staff in CCA TN Circle office. We do agree with the shortage of man power since it was hectically utilised for several other works. Some mechanism is to be devised at once to resolve the long pending genuine issues of Pensioners. We are thankful to Joint CCA (Pension) for settling some issues raised during this period. We are once again furnishing below some of the long pending grievances of Pensioners under CCA TN Circle jurisdiction for your kind consideration and fervently requesting you Sir to resolve the grievances at the earliest.

**Abnormal delay in issuance of ID card to Pensioners:**

On 05-10-23 Joint CCA (Pension) informed that Out of 11000 requests for ID cards approximately 5000 ID cards are ready to roll. Mode of issuance is being analysed. Some hiccups anticipated in the process of sending through Post, hence at present it is planned to



convene DLC Campaign by CCA TN Circle in 4 or 5 locations in TN circle, in that locations arrangements will be made to issue ID cards. Meanwhile action will be taken to issue ID cards through BSNL BA office. Any other convenient methods will also be explored. Anyhow 5000 ID cards will be issued shortly and for the remaining 6000 applicants action will be taken to make and issue ID cards.

On 7<sup>th</sup> Nov 2023 a list of 544 Pensioners circulated through CCA TN Website and requested to receive the ID card from CCA TN Office at Ethiraj Salai, Chennai. It is learnt that now ID cards are being sent post. Further no updates circulated on this subject. We earnestly request you Sir the list of Pensioners for whom ID cards were sent by post may kindly be circulated through CCA TN Website. Further the process of printing ID cards for the remaining applicants in CCA Office itself shall be started at the earliest. List of pending applicants may kindly be circulated through CCA TN Website to avoid repetition.

**Abnormal delay in Sanctioning FMA and also in payment of arrears (FMA arrears/Pension Arrears/IDA arrears etc.):**

Abnormal delay is noticed in respect of sanctioning eligible FMA to Pensioners. For the applicants the reason for the delay or any other requirement of documents are communicated. They are also not getting any response over phone.

The payment of arrears to pensioners / Family pensioners are unduly getting delayed for no reasons. Pension arrears due to DLC issues / FMA arrears / Wrong calculation during Commutation restoration / less pension due to migration issues etc are kept pending months together. Further the issue of non-payment of IDA arrears due from Oct 2023 by the CPPC (SBI Bank) is also the responsibility of the CCA Office. Each pensioner cannot visit the respective bank at this old age.

Delaying the payment of arrears is mere denial of the rights of Pensioners. Shortage of staff shall not be a criteria for the delay in payment of arrears. Each right royal penny due to the pensioner is very important to the pensioners and Family pensioners by all means. Principal CCA office to devise a suitable mechanism at the earliest to make the arrears payment. We earnestly request you Sir to make appropriate arrangements to sanction FMA in time and also to pay all pending arrears to the eligible Pensioners / Family pensioners in time without further delay.

**Convening Regular Circle wide Pension Adalat in addition to Area wise Pension Adalats:**

PENSION ADALATS Adalats are being organized area-wise, covering two or three BAs at a time, with one Adalat held every quarter. Unfortunately, this approach has led to a backlog of grievances from other BAs, with some pending for over a year.

We earnestly request you Sir to make appropriate arrangements to Convene a Pension Adalat for TN Circle at least once in every six months to ensure timely redressal of long pending pensioner grievances.

Abnormal delay in migrating PPO from CCA TN Circle to Other Circles and vice versa:

Several PPO migrations are pending in CCA TN Office for unknown reasons. Applicants are kept in dark. We earnestly request you Sir to make appropriate arrangements to take speedy action to redress this issue.

Non-responding to the Communications made by Associations and Pensioners:

The CCA TN Circle office's lack of response to pensioners' grievances is concerning, especially when the Department of Pension and Pensioners' Welfare (DoP & PW) and the Prime Minister's Office are emphasizing timely resolutions. So far we have not received any type of communication from the Principal CCA TN Circle Office for our genuine representations.

Often Pensioners and family pensioners are complaining that their phone calls to the designated enquiry number are not being answered and their grievance through e-mail are not being replied. Even for their genuine grievances posted in the Grievance Module of SAMPANN Portal, misleading auto generated message is passed on to the pensioner. W.r.t FMA related grievances, in the Grievance Status it is replied as "Resolved", but in reality nothing resolved. Pensioners / Family pensioners (Senior Citizens / Super Senior Citizens) are really under frustration & anxiety since they feel that resolving their genuine grievances in CCA TN Circle office through grievance redressal system is little bit difficult.

Pensioners are forced to post their grievances in the CPGRAMS or other Grievance redressal portals of Govt. of India.

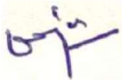
Reasons for the poor response to Pensioner's grievances are to be analyzed and addressed.

We are humbly requesting you Sir to designate one officer to acknowledge the representations of Pensioners Associations' and also to communicate (through e-mail or over phone) or to discuss our genuine issues.

We are once again fervently requesting you Sir to resolve all above genuine grievances at the earliest please.

With Kind regards,

Sincerely Yours,



(R. RAJAN)

Circle Secretary

SNPWA, TN Circle.

Copy to: GS / SNPWA / CHQ, New Delhi.