



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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To

MS Anuradha Joshi Durgapal,
CGCA, Ghitorni,
New Delhi

No. SNPWA/CHQ/CGCA/01/2024 dated 18th January 2024.

Respected Madam,

Sub: Issues pending for long with CCA s, particularly TN Circle

We are extremely happy to extend you our warm greetings for a happy, prosperous New Year.

It is with great reluctance that we encroach upon your precious time. The long pending issues at various Circles, particularly Tamil Nadu has been a subject of serious heartburn to the aged pensioners, who have to depend on the CCA s for almost all their pension related issues. In this context, it is unfortunate that it is next to impossible for them to get in touch with the concerned officers to project their grievances, including non - receipt of pension, just because the phone remains unanswered most of the time. In the rare case of response, the replies are simply negative or vague, resulting in the non-settlement of the grievance.

Issues like non-receipt of pension arrears, FMA on CGHS, identity cards, IDA arrears etc are just a few among the plethora of grievances to be resolved. The efforts of our Circle leaders to sort out the issues also remain futile because of the lackadaisical attitude of the concerned authorities.

Sir, needless to say that the hapless pensioners and Circle leaders have no other way but to approach the CHQ for remedial action on the badly delayed grievances of this aged group.

We, therefore, request your good self to kindly intervene to give immediate relief to the pensioners, many of whom are sick and find it difficult to meet even their medical expenses.

We are enclosing a letter from Tamil Nadu Circle for your ready reference on some of pending issues, which call for your immediate attention.

We are sure that you will kindly take appropriate action and come to the aid of the needy pensioners.

Thanking you,

With kind regards,

Sincerely Yours,

G. L. Jogi
General Secretary

Enclosed: Letter from Circle Secretary, SNPWA, TN Circle.



SANCHAR NIGAM PENSIONERS' WELFARE ASSOCIATION

TAMILNADU CIRCLE

Regd No: SOCIETY / WEST / 2021 / 8902564

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CIRCLE PRESIDENT

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CIRCLE SECRETARY

R. RAJAN
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CIRCLE TREASURER

P. GOVINDARAJAN
9486104213

No. SNPWA TNC / CCA / 2024 / 01 dated 11-01-2024.

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 05th October 2023.

We once again express our deepest sense of gratitude to your good self and the TEAM CCA TN Circle for having taken extraordinary initiative for successfully on boarding majority Pensioners of DoT/BSNL to SAMPANN Portal in time. 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 in SAMPANN migration work. Now the major portion of SAMPANN migration work is over hence 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.

Issuing Sanction Memo for FMA (CGHS / DoT) in time, intimating to Pensioners and making FMA Payment along with Pension in time:

Sanction Memo for FMA (CGHS / DoT) is being issued by the CCA TN Circle office. Though the BSNL MRS card were surrendered by the pensioners and duly forwarded by the concerned BSNL BA Offices in time, the FMA sanction is being effected from the date of processing the case at CCA office. In all the cases there is a vast gap between the BSNL MRS cards surrender date / Date of effect of the FMA sanction. Nevertheless there is no lapse on the part of pensioners, their right of getting FMA from the date of surrendering BSNL MRS card is deprived. Hence it is humbly requested to sanction the eligible FMA (CGHS / DoT) from the date of surrender of BSNL MRS Card and the sanction memo shall be issued from the date of surrender

of BSNL MRS Card. Further requested to pay the arrears for the intervening period for the already sanctioned cases from the date of processing the case at CCA office.

Further SAMPAAN migrated pensioners are able to view the FMA sanction memo in the individual folder of the pensioners in CPMS portal. But pensioners yet to migrate to SAMPANN portal are not in a position to know the sanction details. Hence on our request to intimate the FMA sanction details to pensioners through email or SMS or through Common circular in CCA TN Website, the sanctioned list was circulated in the month of May 2023 and June 2023. From July 23 to August 23 some of the FMA cases were approved but the list was not circulated. On 05-10-23, we brought to the notice of Jt. CCA (Pension) the abnormal delay in approval and payment of FMA by CCA TN office. Jt. CCA (Pension) instructed the unit head to circulate the list of approved FMA cases from July 2023. But the List of Pensioners for whom FMA Sanctioned from July 2023 to till date is not yet circulated through CCA TN Website.

Pensioners who are all applied for FMA (DoT / BSNL) are kept in dark, no one knows whether his FMA request application is missing or pending at CCA Office or Sanctioned by CCA Office. Time taken from Sanction of FMA to Payment of FMA with Pension is also too long. Further to the grievances of the pensioners on this subject in CPMS, the PDA section updated in the Status as "Resolved" without taking any remedial action.

Hence it is humbly requested to circulate through CCA TN Website the list of FMA Sanctioned pensioners every month and also the list of Pending FMA cases to be processed. Further requested to make payment of FMA along with arrears at the earliest.

Abnormal delay in sending CDA pay scale mapping memo to IDA pay scale (Corresponding basic pay in corresponding levels in CDA) for the purpose of migration to CGHS:

After surrendering the BSNL MRS card for the purpose of migration to CGHS, the CDA pay scale mapping to IDA pay scale (Corresponding basic pay in corresponding levels in CDA) of CCA office is essential. It is observed that CDA pay scale mapping to IDA pay scale letter is issued belatedly by CCA TN office. The letter is being prepared and kept at the CCA Chennai Office. Individual has to come to Chennai CCA office to get the copy of the letter. Dispatching sanctioned letter to the Pensioner is not happening in time. During the period between surrendering the BSNL MRS card and migrating to CGHS, the pensioner cannot undergo any medical treatment either under BSNL MRS or under CGHS. If such a pensioner who is waiting for the CDA to IDA mapping letter of CCA office is affected by any life threatening critical illness, then that pensioner has to spend lakhs of rupees from his pocket which cannot be reimbursed. **Hence it is humbly requested to complete all pending cases and send the copy of the CDA to IDA Scale mapping letter by e-mail or by some other mode which is convenient to CCA office.**

Circulating the list of Pending Migration from Banks and Post Office to SAMPAAN:

Though migration from Banks and post offices to SAMPANN is successfully completed, still some hundreds of cases are yet to be migrated from banks for unknown reasons. It was requested to circulate the list of non-migrated Pensioners along with reasons for non-migration.

On 05-10-23, Jt. CCA (Pension) informed that utmost migration from Banks and Post offices is over. In the month of Oct 2023 / Nov 2023, CCA TN office will concentrate on Pending / left out and error cases. After that they will try to get the list of pending cases from Banks, consolidate

and will try to circulate. We once again earnestly request you Sir the list may kindly be circulated through CCA TN Website.

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 7th 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. Till date approximately more than 4500 ID cards are waiting for distribution in the CCA TN Circle office. Further no updates circulated on this subject. We earnestly request you Sir to distribute the printed ID cards to the pensioners at once and also to take appropriate action to make necessary arrangements to print the ID cards for the remaining applicants. Further the list of 5000 Pensioners for whom ID cards are ready for distribution may kindly be circulated through CCA TN Website.

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

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 pay all pending arrears to the eligible Pensioners / Family pensioners in time without further delay.

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 our genuine grievances at the earliest.

With Kind regards,

Sincerely Yours,

Sincerely Yours,



(R.RAJAN)

Circle Secretary

SNPWA, TN Circle.

Copy to: GS / SNPWA / CHQ, New Delhi for information and requested to address the CCA TN Circle office Staff shortage issue with CGCA / Delhi.