



# Sanchar Nigam Pensioners' Welfare Association

Reg.No: SOCIETY/WEST/2021/8902564

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**SNPWA/CHQ/ CGCA/2//2026**

**Date: 18 th June 2026**

To

MS Vandana Gupta,

CGCA, ND.

**Subject: Complaint regarding rude, insensitive and unbecoming behaviour of an official dealing with family pension cases – Request for inquiry and appropriate action.**

Respected Madam

The Sanchar Nigam Pensioners' Welfare Association (SNPWA) is constrained to bring to your notice a matter of serious concern involving the treatment meted out to Smt. Mala Ghosh, a family pensioner, and her daughter Ms. Mahua Ghosh during their visit to the CCA Office, Kolkata, on 15.06.2026.

Smt. Mala Ghosh, widow of late Shri Prasun Ghosh, had reportedly been receiving only 50% of her entitled family pension for the last two months. Despite repeated telephone calls and emails seeking clarification and rectification of the anomaly, no satisfactory response was received from the concerned office, compelling the aged widow and her daughter to personally visit the DoT Cell at Nizam Palace.

We are informed that they first met Shri Subhash Sarkar, Deputy CCA, who treated them courteously and directed them to the concerned Payments Section. **However, when they approached Shri Ashish Kumar Das, the official handling pension disbursement matters, they were allegedly subjected to highly discourteous, rude and insensitive behaviour**

**Instead of addressing the grievance of the family pensioner with empathy and professionalism, Shri Ashish Kumar Das reportedly outbursted, for no reason, expressing annoyance that SNPWA leaders and well-wishers had been contacting him regarding the matter. It is alleged that his tone and demeanour were intimidating and dismissive, creating an impression that the pensioner was seeking a favour rather than claiming a legitimate**

**entitlement. Such conduct is particularly distressing when directed against a widow who was merely seeking restoration of her lawful pension.**

The incident has caused deep anguish and humiliation to the family. More importantly, it raises a larger concern regarding the treatment accorded to pensioners and family pensioners who approach Government offices seeking resolution of their grievances. **Pensioners and widows are among the most vulnerable sections of society and deserve compassion, courtesy and prompt service from public authorities.**

The issue assumes greater significance because the late Shri Prasun Ghosh had rendered long years of service and remained actively associated with pensioners' welfare activities. If the family of such a person can be subjected to such treatment, one can only imagine the difficulties faced by countless widows and elderly pensioners who have neither support nor representation.

SNPWA therefore requests your kind intervention and seeks:

1. A thorough inquiry into the circumstances leading to the incident.
2. Appropriate administrative action against the concerned official if the allegations are found to be correct.
3. Immediate issuance of instructions to all officials dealing with pensioners and family pensioners to maintain the highest standards of courtesy, sensitivity and public service.
4. Early settlement of all pending dues payable to Smt. Mala Ghosh and confirmation that her family pension is being released correctly.
5. Establishment of an effective grievance redressal mechanism so that elderly pensioners and widows are not compelled to repeatedly visit offices for resolution of routine pension matters.

Government offices dealing with pensioners are not merely administrative establishments; they are institutions entrusted with the welfare of senior citizens who have devoted the best years of their lives to public service. Every pensioner and widow deserves to be treated with dignity, respect and compassion.

We trust that the matter will receive your personal attention and that suitable corrective measures will be taken to prevent recurrence of such unfortunate incidents.

With regards,

Yours Sincerely



(G. L. Jogi)

General Secretary

Copy to:

1. Secretary, (T), for kind information pl
2. Member (Finance), DOT, for information pl
3. PrCCA West Bengal Circle for immediate n/a pl on war footing.
4. Smt. Mala Ghosh (Family Pensioner) – PPO No. 70201010120114. This version maintains a respectful tone while clearly conveying the seriousness of the misconduct and the need for accountability. It also broadens the issue from an individual grievance to a systemic concern affecting pensioners and widows.