

**ALL INDIA  
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**No. AIBSNLEA/ CHQ/ SECY (T)/2018-2019**

**Dated 26.09.2018**

To

**Ms. Aruna Sundararajan**

Chairman TC & Secretary (T)

Department of Telecommunications, Govt. of India

20, Ashoka Road, New Delhi.110001

**Subject: Proposed Changes in Pension Payment System –our concern thereof**

**Respected Madam,**

It is matter of great concern for all the pensioners that DOT is changing the present system of managing the pension payment through Bank to some other system to be controlled by CCA offices. As per the information received through a RTI petition received (copy enclosed), the system will have the following features:

1) The calculation and payment will be made by the concerned CCAs directly to the Bank account of the pensioners.

2) Life Certificates are to be submitted to the CCAs only by on line or conventional methods. It is also mentioned that the life certificates can also be send by post.

At present the pension payment systems are being managed by the Nationalized Banks / Post Offices very effectively. Practically pensioners do not have any major grievance. Any problem is being resolved by the banks very quickly. Apart from DOT, the Banks are managing the pensioners of other Central and State Govt pensioners as well very effectively. During the month of November they arrange special counters for Life Certificates and the pensioners leisurely visit the banks of their vicinity and submit the LC smoothly without any hassle. IDA of BSNL pensioners' gets changed every quarterly and the Banks implement the new rate in the same month itself.

Now if in the new system the pensioners are to submit the Life Certificate to the CCA offices which are located only in the State Capitals, they will be put into immense difficulties. As mentioned in RTI that the LC can also be send by post, can never be possible for security and authenticity. Presently Bank Officers do visit the bed ridden pensioner on request and collect the LC from their places. In new system it can never be possible. Furthermore our experience about the dealing and behavior of CCA offices are not at all happy and we are sure that for each and every IDA change, we have to request them to implement as was done for 78.2 % IDA merger implementation.

Respected Madam, most of the pensioners are not in physically well and it is extremely difficult for them to travel in public transports or to stand in Q for long hours. Many of them even cannot move out of their house without others help. Please don't put them into further trouble and mental agony. It will not be possible them to visit CCA offices located in distant places now and then for submission of Life Certificates and implementation of revised IDA.

We could not understood the necessity of changing existing smooth system. DOT has not discussed with any of the pensioners associations. They are not even disclosing the scheme under RTI. We strongly protest such action and request your good self not to change the present system which is being followed by all Central and State Government offices. We also request you to invite the pensioner associations for discussion on the issues related to pensioners welfare early.

With kind regards

Enclosure: RTI reply from DOT

Yours Sincerely,  
-sd-  
**(Prahlad Rai)**  
**General Secretary**

**Copy to:**

1. The Member (Finance) DoT/ Member (Services) DoT / Spl Secretary DoT, Sanchar Bhawan, New Delhi
2. The CMD BSNL, New Delhi