

ALL INDIA BSNL PENSIONERS' WELFARE ASSOCIATION

[Regd. T 1833/09]

Central Head Quarters

Website: www.bsnlpensioner.in

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H. No 6, G No 12th Street, Jogupalya, Halasuru, Bangalore 560008

President: P S Ramankutty
Phone: 9447551555

General Secretary: P Gangadhara Rao
Phone: 9448088404

No. MOS(C)-CPMS/01-2018

dated 22nd October, 2018

To
Shri Manoj Sinhaji,
Hon'ble Minister for Communications,
Sanchar Bhawan,
20, Asoka Road, New Delhi-110001

Respected Sir,

Sub: **Proposed Direct Payment of pension by DoT**

We understand that DoT is contemplating to introduce direct payment of pension by CCAs instead of through the agencies like banks/post offices. Though we are not averse to the new concept, **it needs transparency, exchange of views with stake-holders, proper infrastructure, proper training, posting of required staff in O/o PCCA/CCA to handle the additional quantum of work, addressing the problems likely to be faced by the pensioners.**

2. Controller General of Defence Accounts (CGDA) prepared a 12 page "**Concept paper**" on "centralized pension disbursement system" before introducing the new system. A news item appeared in 'Economic Times' in July 2018 in this regard. According to that 'concept paper' there are 24.16 lakh defence pensioners for whom Rs.51,000 crores are disbursed per year. 75% of pensioners are getting their pension through banks and 95% of the amount is disbursed by the banks. Ministry of Defence is paying Rs.960/- per annum per transaction to banks which works out to Rs.180 crore p.a. At present the defence pensioners are getting pension through 29 banks, 63 DPDOs, post offices and state treasuries. The paper mentions that it will be implemented in 3 phases – first, new pensioners – 2nd DPDO pensioners, shifting of files and indexing – 3rd existing bank pensioners.

3. The concept paper mentions about the issues viz. 1) lack of agency which could provide the pensioners a forum for personal interaction/contact at their nearest place; 2) identification at the time of first payment; 3) submission of annual life certificate in November; 4) submission of death certificate in case of death of pensioner and sanction of FP. DoT/BSNL pensioners also would face supply of form 16 by the PDAs in addition to the above mentioned four issues.

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4. DoT/BSNL pensioners are not aware about the resolution to the above issues. Earlier, we were told that it will be implemented in phases, first to the new pensioners, next to existing pensioners in some circles drawing pension through banks. During the nation-wide pension adalat held recently also, it was informed that no target date is fixed and all the issues likely to be faced would be taken care of before implementation. But, on the contrary now we understand that DoT is pushing through the new system wholehog fixing a target date. To have hassle-free new system we would like to submit the following suggestions:-

- a) **A concept paper needs to be circulated to the pensioners particularly the organizations representing DoT/BSNL pensioners who are stakeholders and it should address the problems likely to be faced by the pensioners.**
- b) **It should be optional.**
- c) **Creation of necessary infrastructure needs to be explained.**
- d) **Strengthening with required staff in O/o PCCAs/CCAs.**
- e) **Proper and adequate training to the staff handling the new software.**
- f) **A special programme has to be conducted by O/o PCCA/CCAs to educate the pensioners, particularly the representatives of pensioners' organizations about the proposed new system.**

We are of the considered opinion that any new system can be successful only with the willing cooperation of stake-holders. We hope that DoT would take our suggestions seriously and take necessary action before implementing it.

May we earnestly request you Sir, to instruct the Department of Telecom suitably in the matter.

Yours faithfully,

(P.Gangadhara Rao)
General Secretary.