



GOVERNMENT OF INDIA
Ministry of Communications
Department of Telecommunications
Office of the Principal Controller of Communication Accounts
Tamil Nadu Circle



No. DOT/CCA/TN/PEN/General /2024-25

Dated : 11.04.2025

To

The Circle Secretary,
Sanchar Nigam Pensioners' Welfare Association,
Tamilnadu Circle.

Sub : Request to resolve long pending genuine issues of Pensioners – reg.

Ref : SNPW Association, TN Circle's Lr. No.SNPWA TNC/CCA/2025/06
dated 24.02.2025.

Kindly refer to SNPW Association, TN Circle's letter cited above. In this regard, reply on the grievances raised by your Association is furnished below :-

Abnormal delay in issuance of ID card to Pensioners :

Out of the 5000 ID Cards already printed, around 750 ID Cards have already been issued to the Pensioners, by direct issue in the Office, during DLC Melas, Pension Adalats conducted & by post. Action has been initiated to despatch the balance ID Cards through Post. Also, ID Card Printing Machine has been procured and installed in the Office. Further, necessary action is being initiated to issue ID Cards to all the Pensioners shortly.

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

As on date, 3500 FMA applications have been processed and Sanctions issued by Pension Section of this Office. It is further intimated that incomplete FMA applications are being received from the Pensioners (viz. Annexure 'A', Annexure 'B', MRS Card Surrender Certificate & EPPO/Address Proof). This leads to unnecessary correspondence with the Pensioners/BSNL Units, resulting in delay in issue of FMA Sanctions. Pensioners may be suitably advised to forward their FMA Applications, along with wanting documents as stated above, through the respective BSNL Units to avoid the delay in issue of FMA Sanctions.

Further, payment of arrears of Pension/Family Pension is being made through Supplementary Bills without much delay.

Contd...2/-



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Convening Regular Circle wise Pension Adalat in addition to Area wise Pension Adalat :

Pension Adalat is being conducted in each quarter of the year, as per the instructions issued by O/o CGCA and DoT HQ, New Delhi, in this regard. Further, Pension Adalat is being conducted at different cities, covering two or three BAs at a time, to facilitate the Pensioners to attend the same, personally submit their grievances and get the same resolved. While selecting the place for conducting Pension Adalat, care is being taken so that maximum number of Pensioners get benefitted. Also, Pension Adalat is being conducted Online for the benefit of the Pensioners who are unable to attend the same personally. It is also pertinent to mention that Online Pension Adalat was conducted on 28.03.2025 for the Pensioners who retired from Salem BA and O/o CGM, CNTx South. It is also intimated that Pension Adalat will be conducted in future for the Pensioners who retired from BSNL TN Circle.

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


This Office has completed the last phase of migration process in August 2024. Further, 2 cases, which were received in grievances during January 2025, have also been migrated.

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

The grievances of Pensioners/Family Pensioners, brought to the focus of the Office through representatives of different Associations, are being attended to/resolved. The representatives of Associations are being apprised of the present status of the cases, as and when they visit the Office.

Regarding grievances of individual Pensioners/Family Pensioners, it is intimated that a separate Grievance Cell has been formed wherein Pensioners/Family Pensioners can personally submit their grievances at the designated Counters for their redressal. Also, grievances submitted by the Pensioners/Family Pensioners through e-mail/SAMPANN Portal are being resolved and replies being given to the Pensioners. Further, enquiries through Telephone Numbers are being monitored at the highest level.

This issues with the approval of the competent authority.


Accounts Officer (Pension),
O/o Pr. CCA, TN Circle, Chennai – 600 008.