



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2018/56

Dated: 20.10.2018

To

Shri P K Sinha,
Advisor (Finance),
Department of Telecommunications,
New Delhi 110001.

Sub: Roll out of Comprehensive Pension Management System (CMPS) - Concerns of the pensioners acknowledged but not addressed.

Ref: (1) BSNL Office No. 48-3/2018-Pen(B) dated 14.08.2018

(2) Your D.O.No. 47-15/TA-II/CMPS/2018/Pt.1 dated 01.10.2018

(3) BSNL Office No. 48-3/2018-Pen(B) dated 05.10.2018

Sir,

We find from the communications, as referred above, that though some of our major concerns regarding the problems that the absorbed BSNL IDA pensioners will encounter on unilateral introduction of CMPS have been acknowledged, but unfortunately these have not been fully addressed.

2. As we find from the above communication as at Ref.(2) that "instructions for opening of 'Pensioners' Service Centres' are issued to BSNL Units/SSAs by BSNL Corporate Office". But no confirmation to this is available in BSNL Office letter No. as at Ref. (3) above which endorsed your DO letter dated 01.10.2018 addressed to CMD, BSNL to the BSNL Circle Heads.

3. Moreover, opening of proposed 'Pensioners' Service Centres' only at Circle Office or even at SSA/BSNL Unit Headquarters will not serve the purpose, since the pensioners, who are mostly over aged and immobile, and also residing at faraway places cannot travel long distances to get the facilities like uploading Digital Life Certification, Downloading Form 16, Uploading Grievances etc from such limited number of centralized Service Centres. As such, these Service Centres must have to be opened in many locations/offices within the same SSA/BSNL Unit jurisdiction so that pensioners can have easy access to these Centres and get hassle free service. At present in cities/towns, the pensioners get most of the above facilities by visiting their Bank Branches which are available even within 1 Km distance from their residences. Further, besides the BSNL SSAs/Unit Offices, the CCA Offices also must open such 'Pensioners' Service Centres'. One has

also to understand that these Centres will be overcrowded during the months of May, June and July to get Form-16 and in the month of November of each year for submission of Life Certificate.

4. Further, nothing has been indicated how DOT plans to get the CCAs issue monthly pension slips, at least through sms on the registered mobile numbers and/or e-mail id, when available, of the pensioners. At present, the pensioners do get this facility through the CPC of their respective Banks on their registered Mobile Numbers giving details of the basic pension, commuted pension, IDA, Income Tax deducted and pension credited in the S/B Account etc. These information are important to the pensioners, since they have got the right to know the details about their disbursed pension.

5. We, would, therefore request you to kindly look into the above issues immediately and address them so that the pensioners are not put into unnecessary trouble. We also strongly feel that had DOT taken the pensioners, the main stakeholders in this case, into confidence before introduction of CMPS, most of these issues could have been sorted out beforehand.

With kind regards,

Yours sincerely,


(S. Basu)

General Secretary

Copy to:

1. Ms. Anuradha Mitra,
Member (Finance),
Telecom Commission.
2. Shri Anupam Shrivastava,
Chairman & Managing Director,
Bharat Sanchar Nigam Limited.
3. Ms. Tiakala Lynda Yaden,
Dy Director General (Accounts),
Department of Telecommunications.
4. Shri S K Jain,
Dy Director General (Estt),
Department of Telecommunications.
5. Shri Shiv Shankar Prasad,
Dy General Manager (Estt),
Bharat Sanchar Nigam Limited.