



REF: HO/CPPC/2024-25/537/MPS

Dt:21.01.2025

 The
 Executive President
 BSNL & DOT Pensioners
 Association(INDIA)
 Central Head Quaters
 Ahemedabad-380001
 Tamilnadu circle

Subject: Delay in credit of pension for December 2024 to Telecom Pensioners

We acknowledge the receipt of your letter Ref no: BDPA (1)/TN/GENL Dated 31/12/2024 ,Delay in credit of pension for December 2024 to Telecom Pensioners in Canara bank branches throughout the Nation

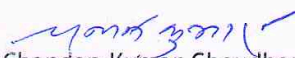

In this regard, we would like to inform you that all the accounts have been migrated to SAMPANN package and now SBI is crediting the monthly pension proceeds to all pensioners account of Canara Bank through NEFT. Canara Bank has no role towards crediting of pension in respect of these migrated accounts.

In respect of December 2024 month Pension credits, Our technical team has informed that from 22/12/2024 there were additional space padded in beneficiary account number field in some of the inward transactions received from SBI. This resulted in mismatch with account number stored in our database due to which transactions were auto returned from our end to SBI. Hence we confirm that there was no issue at our end.

Despite Canara Bank having no role in above transactions, we considered it our moral responsibility and took up the matter with SBI and Sampann officials for rectifying the issue and redress grievance of the pensioners.

We assure you that Canara Bank is committed towards our pensioners and will always act with all the sincerity for resolution of issues if any.

Yours faithfully,


 Chandan Kumar Choudhary
 Assistant General Manager




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