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BHARAT PENSIONERS' SAMAJ

ESTABLISHED IN : 1955

(All India Federation of Pensioners' Associations)

(Registered No. 2023 of 1962-63)

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NO:BDPA(I)/BPS/PEN/2026

Dated 15th October, 2026

URGENT – IMMEDIATE INTERVENTION REQUESTED

To

Ms. Vandana Gupta

Controller General of Communication Accounts (CGCA)

New Delhi

Subject: Non-disbursement of pension through Banks/Post Offices against supplementary bills due to lack of integration between SAMPANN and PFMS – Request for immediate nationwide intervention.

Respected Madam,

1. Bharat Pensioner Samaj (BPS), the apex federation representing pensioners' associations, is committed to safeguarding the legitimate rights and welfare of pensioners and family pensioners across the country. In this capacity, we consider it our responsibility to bring to the notice of the concerned authorities any issue causing hardship to pensioners and to seek its early and effective resolution.
2. We wish to bring to your urgent attention a serious issue reported to us this morning by Shri Goutam Chatterjee, State Secretary, BDPA (India), West Bengal Circle, concerning the non-disbursement of pension to pensioners and family pensioners through Banks/Post Offices, even after the pension has been released by the concerned CCA offices.
3. As reported, during festival months, pension cases processed through supplementary bills are not being disbursed by Banks/Post Offices due to a lack of integration between **SAMPANN and PFMS (Public Financial Management System)**. The affected beneficiaries include pensioners and family pensioners who could not submit their Life Certificates within the prescribed time but subsequently submitted them, which were duly accepted by the concerned CCA offices.
4. It is particularly distressing that even after the CCA offices have processed and released the pension, the concerned Banks/Post Offices reportedly fail to disburse the amount to the beneficiaries. This defeats the very purpose of restoring pension after acceptance of the Life Certificate and causes avoidable financial hardship to elderly pensioners and family pensioners, especially during festival periods when timely receipt of pension is essential.

5. **The matter is particularly urgent in West Bengal, where the important Durga Puja festival has just been celebrated.** The affected pensioners and family pensioners have been deprived of their legitimate pension dues during this important festive period, causing considerable hardship and disappointment to elderly beneficiaries and their families. Immediate intervention is therefore essential to ensure that all pending amounts are disbursed without further delay.
6. As per the information received, the problem is not confined to West Bengal but is affecting pensioners across the country. Therefore, the matter requires immediate intervention at the level of CGCA, New Delhi, as it cannot be effectively resolved by an individual CCA office alone.

In view of the urgency and the hardship being faced by the affected beneficiaries, I request your good office to kindly:

1. **Immediately take up the matter with the concerned authorities responsible for SAMPANN–PFMS integration and pension disbursement.**
2. Identify and resolve the technical or procedural impediments preventing Banks/Post Offices from disbursing supplementary pension bills already released by the CCA offices.
3. Issue necessary instructions to ensure that all pending pension and family pension arrears are disbursed without further delay once the Life Certificate has been accepted and the pension authorized.
4. Ensure that an effective, time-bound mechanism is established to prevent recurrence of this problem, particularly during festival months.

Madam, pension is the livelihood of retired employees and their families. Once the requisite Life Certificate has been accepted and the pension released, beneficiaries should not be made to suffer because of technical or administrative coordination failures between the concerned systems and disbursing agencies.

Considering the nationwide nature of the reported problem and the urgency involved, I **earnestly request your personal intervention and immediate necessary action**, with suitable instructions to all concerned for early resolution.

An early response indicating the action initiated in this matter would be highly appreciated.

With regards,

Yours Sincerely,



(D.D. MISTRY)

Secretary, BSNL/PSU Pensioners

Bharat Pensioner Samaj (BPS)

Copy to: (1) Shri Goutam Chatterjee, State Secretary, BDPA (INDIA), West Bengal Circle, for information (2) The Member Services, DoT, New Delhi (3) The SG BPS New Delhi