

Western Zone Review Conference of Controller General of Communication Accounts begins in Goa

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The Western Zone Review Conference of the field offices under the Controller General of Communication Accounts (CGCA), Department of Telecommunications (DoT), Ministry of Communications, commenced in Goa today, December 1. The two-day conference brings together senior officers from the office of the CGCA, DoT headquarters and Controller of Communication Accounts offices under the Western Zone (Maharashtra & Goa, Mumbai, Rajasthan and Gujarat) to review performance, share best practices, and identify actionable measures for improvement across key functional areas.



The meeting was presided over by Smt. Vandana Gupta, CGCA, who joined the conference virtually from New Delhi. The conference was chaired by Shri Sanjay Kumar Bariar, Principal Controller of Communication Accounts, Western Zone.

In his inaugural address, Shri Bariar highlighted the significance of the Western Zone, noting that it has contributed approximately ₹6,000 crore in revenue over the last financial year through License Fee and Spectrum Usage Charges. He also underscored the zone's vital role in public service delivery, disbursing nearly ₹5,000 crore in pension payments to DoT and BSNL/MTNL pensioners.



Delivering the keynote address, Smt. Vandana Gupta, CGCA, emphasised the need for greater efficiency, promptness, and accountability in pension disbursement and resolution of pensioners' grievances. She urged all CCA Heads to intensify efforts toward enhancing efficiency in license fee collections and commended the Western Zone offices for their notable progress in achieving zero pendency in assessments.

Smt. Sunita Chandra, Director General, Telecom, also addressed the conference virtually stressing the importance of continued cooperation and coordination between CCA offices and the LSA units to ensure seamless service delivery and regulatory compliance.

Over the two days, the conference will conduct an in-depth review of key functional areas including Pension, Revenue, Digital Bharat Nidhi, and Internal Audit across all CCA offices within the Western Zone. The review aims to strengthen internal processes, improve revenue assurance mechanisms, and enhance citizen-centric service delivery.

A special address was delivered by Dr. Satish Chandra Jha, Controller of Communication Accounts, Maharashtra & Goa, who showcased his office's milestone achievement of generating 25,000 electronic Pension Payment Orders (e-PPOs). This initiative enables pensioners to conveniently access their PPOs anytime, anywhere through the SAMPANN portal. The achievement received wide appreciation, and other CCA offices were encouraged to replicate this model.

In her concluding remarks, Smt. Vandana Gupta, CGCA expressed confidence that the conference would result in concrete, actionable outcomes aimed at improving service delivery to citizens and ensuring a robust non-tax revenue ecosystem managed by the CCA offices.

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