

**ALL INDIA BHARAT SANCHAR NIGAM LTD RETIRED EXECUTIVES' ASSOCIATION**  
**Central Headquarters**  
**New Delhi**

**RESOLUTIONS**

This All India Conference of "All India Bharat Sanchar Nigam Limited Retired Executives' Association" held at Bhubaneswar, Odisha on 2<sup>nd</sup> and 3<sup>rd</sup> July 2016 resolve as under and decide to urge Hon'ble Prime Minister for his kind intervention since the concerned Departments and BSNL have failed to address these grievances despite repeatedly taking up the issues since long:-

**(1) Delay in releasing Orders for revision of pension of retired BSNL Employees:**

In case of the Government Employees, Orders for revision of pay scales of the serving employees and revision of pension of the pensioners are always issued simultaneously. But in case of the absorbed BSNL pensioners, the Orders for pension revision on last occasion was issued years after the issue of Orders for revision of pay scales for the serving employees of BSNL. This causes the past pensioners of BSNL continue to receive lesser pension compared to the pensioners who retire after revision of their pay scales while in service. Since Government of India is responsible for payment of pension even to the absorbed BSNL pensioners/family pensioners under Rule 37-A of CCS (Pension) Rules, 1972, it must be ensured that simultaneous orders are issued for both revision of pay scales of the BSNL employees and revision of pension of the absorbed BSNL pensioners as in the case of the Government employees.

**(2) Non-settlement of anomaly in pension of the BSNL pensioners retired between 1.10.2000 and 31.07.2001:**

Since the pension of the absorbed BSNL pensioners who retired between 1.10.2000 and 31.07.2001 was fixed taking into account both their CDA pay before absorption and IDA pay after absorption, they received less pension compared to their other colleagues in the same grade whose pension was fixed taking into account only their IDA pay scale. This anomaly in pension has not been resolved till this date despite our taking up the issue repeatedly and even after the issue being discussed in the meetings of Standing Committee of Voluntary Agencies (SCOVA) held under the chairmanship of Minister of State for (PP), Government of India for over last three years. The issue must be resolved immediately and the affected pensioners/family members given justice.

**(3) Non-implementation of the offer made to the Group C Employees of Department of Telecommunications in the letter calling of their option for absorption in BSNL to allow the benefit of pay fixation in terms of Para 4 of DOP&PW OM No. 4/18/87-P&PW(D) dated 5.7.1989 to retain CDA pay scale till promotion or retirement whichever is earlier:**

At the time of calling of option for absorption in BSNL, the Group C Employees of DOT were

offered by Department of Telecommunication the benefit of pay fixation in terms of Para 4 of DOP&PW OM No. 4/18/87-P&PW(D) dated 5.7.1989 and thereby to retain CDA pay scale till promotion or retirement whichever is earlier. But it is regretted that Department of Telecommunication has not extended the benefit as per its own commitment, though 15 long years have already passed. As a result, this has adversely affected the pay/pension of the concerned employees. The benefit must be extended immediately by Department of Telecommunications to the concerned DOT employees who took absorption in BSNL and thus act as per its own offer which was accepted by the concerned employees.

**(4) Grant of notional increment to the Government employees whose increment falls on the day following superannuation on completion of one full year's service:**

Some employees even after completing one full year's service as on the last day of their service, do not get the annual increment since the date of their annual increment falls on the very next day of their retirement. Just because they retire before the day of receiving the annual increment, even though completing one full year's service, they receive lesser pension and other pensionary benefits compared to those who retire after receiving the next increment. Thus an anomalous situation is being created in such cases. The issue could be resolved by granting one notional increment in such cases for the purpose of fixation of pension. But the issue is not yet resolved.

**(5) Deficiencies in Medical Benefits under BSNLMRS for the BSNL pensioners/family pensioners:**

At present, the medical facilities for both indoor and outdoor treatment are covered under BSNL MRS which has got several deficiencies. The pensioners/family pensioners do not get any medical advance and are required to incur expenditure from their own resources and submit bills for reimbursement since cashless treatment are denied by most of the Hospitals. The reimbursement of claims also takes longer time. Further, withdrawal of benefit of medical allowance for outdoor treatment by BSNL has put the pensioners/family pensioners in further trouble. Further, there is no mechanism in place for the pensioners to track the status of their medical claims which puts them in great difficulties. Thus, the absorbed BSNL pensioners are facing serious problems on account of these unresolved issues. BSNL Management must resolve these issues at the earliest.

In order to solve the above deficiencies, it is requested that besides other measures, BSNL should also take following steps:

- (i) Ensure empanelment of more reputed hospitals for cashless indoor treatment,
- (ii) Grant medical advance to the pensioners/family pensioners and if needed by taking the surety of any serving BSNL employee.
- (iii) Restore the medical allowance for outdoor treatment without vouchers to the pensioners/family pensioners
- (iv) Provide for an on line tracking mechanism to track the status of the medical reimbursement claims of the pensioners/family pensioners. It is suggested that the

tracking of the status of medical claim may be done similar to the tracking of mails in speed post provided by India Posts.

**(6) Non-addressing the issue of gross injustice meted out to the BSNL optees vis-à-vis MTNL optees by subsequent changes in Pension Rules:**

At the time of offering option for absorption in BSNL and MTNL, Department of Telecommunications had offered two sets of terms and conditions of service to the erstwhile DOT Officers. *The Officers willing to opt for absorption in BSNL were offered payment of pension by the Government but with one stage lower IDA pay scales* than those offered to the MTNL optees. But the *MTNL optees were offered pension only by a Trust* and not by Government and *with one stage higher IDA pay scales over the BSNL optees on this ground*. At that time, the demand of raising the pay scales of the BSNL optees at par with MTNL optees was repeatedly turned down by DOT on the ground that the pension of BSNL optees would be paid by the Government, but in case of MTNL optees, the Government will not pay pension to them.

But subsequently, Department of Telecommunications, after long 14 years since absorption process was over, has changed the Pension Rules, which tantamount to modification of terms and conditions of service for absorption as settled earlier, and now agreed to make payment of pension also to the MTNL optees by the Government. DOT, however, also has ordered that during next wage revision pay parity of MTNL and BSNL be achieved by bringing down the pay scales of MTNL to the level of BSNL pay scales. But the next pay revision for the Executives is due only w.e.f 1.1.2017. Therefore, this decision of Department of Telecommunications will allow the MTNL optees to enjoy Government pension with the benefit of higher pay scales for long 17 years or even more. The absorbed BSNL pensioners are worst thus affected since they continue to receive lesser pension compared to the MTNL optees.

In order to render justice to the BSNL optees – specially the pensioners, the Pay Scales of BSNL Executives be also raised to the level of MTNL optees w.e.f. 1.10.2000 and the pension of the BSNL pensioners re-fixed immediately accordingly.

**(7) Inadequacy in the Grievance redressal mechanism of the pensioners/family pensioners:**

Department of Pension & Pensioners' Welfare normally deals with the grievances of the pensioners. Unfortunately, this is found to be ineffective. Whenever the pensioners do represent to this department, the representations are forwarded to the concerned department in which the pensioner had last served with the advice to take action as per extant rules on the subject and inform the petitioner accordingly. But hardly, the petitioner-pensioner gets any communication from the concerned department and the action taken also mostly does not satisfy them.

The Centralized Pensioners Grievance Redress And Monitoring System (CPENGRAMS) where the individual pensioners and the associations can lodge their grievances is also proved to be a failure. The action by the concerned Department seems to be mostly evasive in nature and the

grievances finally remains unaddressed. There is no system in place to work on the basis of the complaint.

One official platform named SCOVA, created by the Department of Pension and Pensioners' Welfare, which allows only a few selected Central Government Pensioners' Welfare Associations, out of many, to participate is also not found to be an effective mechanism. Therefore, some pensioners are forced to seek redressal of their individual and common grievances by approaching the court of law. Unfortunately, this is not only costly but also a long drawn process. Thus, the grievances continue to be unaddressed for a long time. Therefore, there is an urgent need to create a separate court or tribunal to deal exclusively with the petitions of the pensioners and thus help the pensioners to get speedy justice and to lead a peaceful retired life.

Therefore, the Government must revamp all its existing grievance redressal mechanisms for the pensioners and immediately remove the above mentioned deficiencies.

\*\*\*\*\*