



## ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2015/33

Dated: 03.11.2015

To  
Ms Sujata Ray,  
Director (HR),  
Bharat Sanchar Nigam Ltd.,  
New Delhi 110001.

**Sub: Abnormal delay in settlement of Medical reimbursement cases of the BSNL Pensioners – Cases of outdoor treatment bills.**

Madam,

At the outset, we would like to express our sincere thanks and gratitude to you for issue of an instruction to all the Circles , vide No. BSNL/Admn.I/30-6/15 dated 23.10.2015, advising them to refer to an earlier instruction issued in 2006 and settle the claims of the retired BSNL employees for reimbursement of their indoor medical bills within one month of their submissions. However, the order is silent on the issue of advising the CGMs to settle the claims of the retired BSNL employees for reimbursement of outdoor treatment in a time bound manner. In fact, we had requested you, vide our letter No. AIBSNLREA/CHQ/2015/31 dated 21.10.2015, to advise the CGMs for time bound settlement of both the indoor and outdoor medical claims of the retired employees.

2 In view of the fact that the claims for reimbursement of medical bills for outdoor treatment by the retired employees are taking long period and the retired employees are forced to move from pillar to post to get them settled, it is necessary to ensure settlement of these bills in a time bound manner in order to mitigate the hardships being faced by these retired employees.

3. Under the above circumstances, we shall again urge you to kindly cause for issue of an order advising the CGMs to settle the Medical reimbursement claims for outdoor treatment of the retired BSNL employees also in a fixed time period.

With kind regards,

Yours sincerely,

(S Basu)  
General Secretary

Copy to:  
Shri S K Sinha,  
General Manager (Admn),  
BSNL Corporate Office.