



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No.AIBSNLREA/CHQ/2013/25

Dated: May 03, 2013

To

Shri Sanjay Kothari,
Secretary,
Department of Pension & Pensioners' Welfare,
New Delhi 110001

Sub: Non-implementation of the instructions regarding Time-limit for redressal of Grievances – Case of Department of Telecommunication.

Sir,

We would like to invite your kind attention to DoP&PW Office letter F.No. 55/20/2012-P&PW(C) dated 18.02.2013 wherein all Departments were advised to fix time limit for redressal of grievances as stipulated in Deptt. of Administrative Reforms & Public Grievance letter No. K-15011/1/2006-PG dated 22.05.2006. Unfortunately, the Department of Telecommunication appears to be most reluctant to follow the same. This Department may be the one amongst the few Departments under Government of India which, in violation of the set procedures, neither acknowledges the representations on grievance nor settles the same.

2 In its various communications, as detailed in the enclosed list, your Department had sent a few of our representations to the Department of Telecommunications. In all these communications, the Department of Telecommunication was advised by your Office to send acknowledgement and consider the grievances raised therein expeditiously in accordance with the extant rules/instructions under intimation to the Association. But in none of the said cases, neither acknowledgement was sent nor any intimation has been given regarding the status of action taken to redress the grievances raised in our representations. This defeats the very purpose of the decision of Government of India to establish a grievance redressal mechanism.

3 We have a strong feeling that no one seems to bother about the woes and pains of the pensioners. This being the reality, various instructions issued from time to time by the Government to redress their grievances gather dust in different Ministries/Departments. May we, therefore, request you to kindly intervene in the matter and cause early settlement of the grievances raised in our various representations, some of which were duly forwarded by your Department to the Department of Telecommunication.

With kind regards,

Yours sincerely,



(S Basu)
General Secretary

Encl: As stated

Copy to:

Shri M F Farooqui,
Secretary, DoT

Enclosure:

DETAILS OF THE REFERENCES OF DOP&PW FORWARDING THE
REPRESENTATIONS TO DOT

SL No	DOP&PW REF. No	ASSOCIATION LETTER No.	SUBJECT MATTER
01	4/5/2013-P&PW-(D) dated 22.03.2013	AIBSNLREA/CHQ/2013/13 dated 15.3.2013	Revision of pension of pre-2007 pensioners/ family pensioners of BSNL – Non-mention of the provision regarding increase in quantum of pension / family pension available to the old pensioners / family pensioners of 80 and above years in age in the Revised Pension Payment Orders (PPOs) issued by some Controllers of Communication Accounts
02	4/5/2013-P&PW-(D) dated 13.03.2013	AIBSNLREA/CHQ/2013/06 dated 15.02.2013	Disallowing the benefit of fixation of pay/ pension to the absorbed BSNL Employees at the time of

			fixation of their pension who had opted to retain CDA pay scale till their promotion or retirement whichever is earlier as offered in the General Terms and Conditions of Service for absorption by the Department of Telecommunication.
03	4/5/2013- P&PW-(D) dated 11.02.2013	AIBSNLREA/CHQ/2012/24 dated 19.09.2012 AIBSNLREA/CHQ/2013/04 dated 28.01.2013	Revision of Pension of pre-2007 pensioners/ family pensioners of BSNL – Cases of wrong fixation of family pension due to non-application of the provision that revised family pension, in no case, shall be lower than 30% of the minimum pay in the pay scale corresponding to the pre-revised scale in which the pensioner/ deceased employee last worked
04	4/7/2012- P&PW-(D) dated 13.12.2012	AIBSNLREA/CHQ/2012/29 26.11.2012	Reduction in pension amount of DOT Employees absorbed in BSNL after re-fixation of their pension in IDA Scale - Cases of the absorbed BSNL pensioners retired after 01.10.2000 but before 31.07.2001.