



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No. AIBSNLREA/CHQ/2020/86

Dated: 20.08.2020

To

Smt Bindu Roy,
General Manager (Co-Ordination),
Bharat Sanchar Nigam Limited,
New Delhi 110001.

Sub: Redressal of Grievances registered by BSNL PG CELL

Madam,

As a registered Association of the retired Executives of BSNL, we had been taking up the grievances of the BSNL IDA pensioners since 2008 with all concerned. But for the first time, since 1st July 2020, we have started receiving messages in our e-mail id from one "BSNL Public Grievance Redressal Management System" intimating registration of the grievances sent through e-mail by this Association to the various authorities in BSNL Corporate Office and giving a Docket No. These messages also assure us that "our Service representative will address the issue very soon". The messages also say that "Please note this number for future correspondence." However, we are never intimated the reference No. of our letters/representations to learn which grievance has been registered under the given Docket No.

2. But we are to inform you that we are neither aware of any "Service representative" having addressed our grievance nor any of the grievances taken up by us having been resolved. We would, therefore, request you to intimate us the subject matters of the grievances and their disposal/status which were registered under each of the Docket Numbers as given below: -

Sl No	Registered Docket No.	Date of receipt of message
01	BSNL/HQ/2020/EM-61670	01.07.2020
02	BSNL/HQ/2020/EM-61690	01.07.2020
03	BSNL/HQ/2020/EM-62072	03.07.2020
04	BSNL/HQ/2020/EM-62368	08.07.2020
05	BSNL/HQ/2020/EM-62369	08.07.2020
06	BSNL/HQ/2020/EM-62370	08.07.2020
07	BSNL/HQ/2020/EM-63494	13.07.2020
08	BSNL/HQ/2020/EM-64909	22.07.2020

09	BSNL/HQ/2020/EM-64913	22.07.2020
10	BSNL/HQ/2020/EM-66567	08.08.2020
11	BSNL/HQ/2020/EM-66748	08.08.2020
12	BSNL/HQ/2020/EM-67596	19.08.2020
13	BSNL/HQ/2020/EM-67622	20.08.2020

With kind regards,

Yours sincerely,


(S Basu)

General Secretary

Copy to:

1. Shri P K Purwar,
CMD, BSNL.
2. Shri Anshu Prakash,
Secretary (Telecom), DOT.
3. Shri Kshatrapati Shivaji,
Secretary (Pension), DOP&PW.