



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No.AIBSNLREA/CHQ/2021/36

Date: 15th July 2021

To
Shri Ashutosh Sharma,
Chief General Manager, ITPC,
Pune

Sub: Discrepancies in broadband bills of BSNL pensioners for the billing period 1.6.2021 to 30.6.2021 in respect of concession available to BSNL retired employees for broadband connection at their residence under Chennai Telephones area – reg

Madam,

It has been brought to our notice that there are discrepancies in broadband bills of BSNL pensioners residing in Chennai Telephones area for the billing period 1.6.2021 to 30.6.2021 in respect of concession available to BSNL retired employees for broadband connection at their residences.

2. They are availing the concession of 60% subject to a maximum of Rs.300 till now. But, they have received bills for the billing period 1.6.2021 to 30.6.2021, with 10% concession calculated instead of the 60%. Copies of relevant pages of previous and current month bills pertaining to two BSNL pensioners are enclosed herewith. **Similar discrepancies have been reported in Tamilnadu Circle too.** It is not known whether similar cases are there in other circles too.

3. BSNL had only recently, vide its Circular No.BSNLCO/ADMN/80/2-ADMN dated 05.07.2021, conveyed its approval for Concessional FTTH connection to its retired employees with 40% concession limited to Rs.300/- There is no change in the 60% concession available for broadband connections. **Our apprehension is that the above said discrepancies are a fallout of incorrect interpretation of the Circular and modifying the billing software to accommodate the new concessional FTTH policy.**

4. We request you to kindly look into the matter, order remedial action as required and also cause issue of fresh bills for the period 1.6.2021 to 30.6.2021 in respect of all similar cases.

With kind regards,

Yours sincerely,


(R.R. Balasubramanian) 15/7/21

Asst. General Secretary
For General Secretary

Encl: As stated

Copy to : 1. Shri V K Sanjeevi,
CGM, Chennai Telephones
Chennai
2. Smt. Sushma Mishra,
General Manager, IT-CFA & NWP-BB,
BSNL Corporate Office, New Delhi