



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No. AIBSNLREA/CHQ/2020/60

Dated: 16.07.2020

To

Shri P K Purwar,
Chairman & Managing Director,
Bharat Sanchar Nigam Limited,
New Delhi 100001.

Sub: BSNL Public Grievance Redressal Management System– A mechanism giving rise to more grievances.

Sir,

We are constrained to bring to your personal notice that off-late we have started receiving identical messages in our e-mail id from one "BSNL Public Grievance Redressal Management System" addressing us as "Customer" and conveying that "We have registered your grievance with Docket No " and "Our service representative will address the issue very soon". The foot-note at the bottom of the Message also reads as "Note: This is a system generated mail in response to the mail received from gensecaibsnlrea@yahoo.com. Please don't reply to this mail". The sender of all such messages is stated to be "BSNLPGCell(noreplybsnlpkg@bsnl.co.in)". We enclose herewith a copy of one of such Messages received by us in our e-mail for your kind perusal.


2. We wonder when and how the Pensioners' Associations have become the "Customers" of BSNL and how could "Service Representatives" of BSNL can handle our grievances which are mostly related with pensionary benefits, Medical facilities and other past service-related issues as former employees of BSNL and are to be dealt with only by the various concerned sections/units of BSNL. Again, till this day, we had no occasion to receive any communication from any stated "Service Representative" of BSNL to "address the issues". In the process, all the representations from the Association remained unattended and consequently the grievances also remained unaddressed.

3. We may add that so far, we have received following messages intimating registration of Grievances with Docket Nos. (1) BSNL/HQ/2020/EM-61670 dated 01.07.2020, (2) No. BSNL/HQ/2020/EM-61690 dated 01.07.2020, (3) No. BSNL/HQ/2020/EM-62072 dated 03.07.2020, (4) No. BSNL/HQ/2020/EM-62368 dated 08.07.2020, (5) BSNL/HQ/2020/EM-62368 dated 08.07.2020, (6) BSNL/HQ/2020/EM-62370 dated 08.07.2020 and (7) BSNL/HQ/2020/EM-63494 dated 13.07.2020. But neither we know our letter No. against

which the Dockets have been registered, nor their subject matters and status of their disposals.

3. In view of the above, we request you to kindly intervene in this matter to ensure that the grievances as taken up by the associations are properly examined and resolved. The PG Cell of BSNL needs to be serious enough on the matter and there has to be a mechanism to monitor the progress and know the status of the grievances.

With kind regards,

Yours sincerely,

(S Basu)
General Secretary

Encl: As stated

Copy to:

1. Shri Anshu Prakash,
Secretary (Telecom), DOT.
2. Shri Kshatrapati Shivaji,
Secretary (Pension), DOP&PW.
2. Mrs. Bindu Roy,
GM (Co-ordination), BSNL.

The Grievance Sent/Forwarded by you is registered in BSNL with Docket Number BSNL/HQ/2020/EM-62370

From: BSNLPGCell (noreplybsnlp@bsnl.co.in)

To: gensecaibsnlrea@yahoo.com

Date: Wednesday, July 8, 2020, 11:34 PM GMT+5:30

Message from BSNL Public Grievance Redressal Management System.

Dear Customer,

We have registered your grievance with Docket Number :**BSNL/HQ/2020/EM-62370**.

Please note this number for future correspondances.

Our Service representative will address the issue very soon.

Thank you for giving us an Opportunity to Serve you.

Regards

Team BSNL

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Please don't reply to this mail.
