



ALL INDIA BHARAT SANCHAR NIGAM LIMITED
RETIRED EXECUTIVES' ASSOCIATION
Central Headquarters

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New Delhi 110 075**

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No. AIBSNLREA/CHQ/2010/07

Dated: December 2, 2010

To

Shri Gopal Das,
Chairman & Managing Director,
Bharat Sanchar Nigam Limited,
New Delhi 110 001.

Sub: Concessional telephone connections at the residences of retired BSNL Executives residing in the MTNL served areas --- problems regarding reimbursement of charges.

Sir,

We would like to draw your kind attention to a very pressing and genuine problem of the retired BSNL Executives, mostly pre-2007 retirees, residing in MTNL served areas in Delhi and having concessional telephone connections provided at their residences.

2. As per Para 3(a) of BSNL Office Order No. 16-56/2001-PHA dated 23.07.2007, the retired BSNL employees, residing in MTNL served areas, will have to make payment against the bills raised by MTNL and claim reimbursement every month from their parent offices. It was further ordered that the instructions contained in the above quoted order shall be effective w.e.f. 1.8.2007. Subsequently, it was ordered vide Para 9 of BSNL Office Order No. 16-56/2001-PHA(Vol.II) dated 20.12.2007 that the contents of its earlier Order dated 23.07.2007 will be effective from 1.10.2007 instead of 1.8.2007 as ordered earlier, since MTNL has issued similar instructions as issued by BSNL but making the instructions effective from 1.10.2007.

3. *In accordance with the above, MTNL is supposed to raise bills in respect of telephone connections provided at the residences of retired BSNL Executives for payment with effect from*

*1.10.2007 only. But unfortunately, the MTNL field Offices are raising bills w.e.f 1.10.2006 instead of 1.10.2007 and threatening to disconnect the telephones in the event of non-payment. Such cases are more in the Dwarka/Najafgarh area of MTNL Delhi. **When contacted they are quoting an order issued by MTNL Delhi vide No. MTNL/COML/PH-2006-07 dated 19.06.2006 instructing to raise bills w.e.f. 1.10.2006.** Thus, MTNL is forcing to pay bills for one more year or face disconnection of telephone and BSNL is denying to reimburse the bills of this period.*

4. We would, therefore, request you to kindly intervene in this matter. The matter needs to be taken up urgently with MTNL and get a clear instruction issued to all its field units to raise bills w.e.f. 1.10.2007 only and also to refund any payment taken for the period 1.10.2006 to 30.09.2007. Alternatively, BSNL should reimburse the bills for this period also.

5. We are looking forward for an early action to remove this genuine pressing problem of the financially handicapped retired BSNL Employees residing in MTNL served areas in Delhi.

With kind regards,

Yours sincerely,



(S Basu)
General Secretary

Copy to:

1. Shri M.S.S.Rao,
General Manager (Admn),
BSNL Corporate Office,
New Delhi 110 001.
2. Shri Ravi Kant,
General Manager (CS),
BSNL Corporate Office,
New Delhi 110 001.
3. Shri D P De,
General Manager (Estt),
BSNL Corporate Office,
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