



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

111, New Ashiana Apartments, Plot-10, Sector-6, Dwarka  
New Delhi-110 075

E-mail : gensecaibsnlrea@yahoo.com

**President V Chinnappaiah**

Ph: 044-22603300

(M) 094444003300

**General Secretary : S. Basu**

Ph.: 011-25073969

(M) 09868092995

**Financial Secretary : Hari Ram**

Ph.: 011-25075541

(M) 09868538189

No. AIBSNLREA/CHQ/2018/26

Dated: 16.04.2018

To

Smt. Sujata Ray,  
Director (HR),  
Bharat Sanchar Nigam Limited,  
New Delhi.

**Sub: Non-compliance of BSNL Office Order for time- bound settlement of medical claims of the retired Employees**

**Ref: BSNL C.O. No. BSNL/Admn.I/15-18/16(i) dated 10.08.2016**

Madam,

We regret to inform you that your office Order, as referred above, advising the Circle Heads to ensure that "all claims of retired employees are settled within one month from the date of receipt of claims" has been put into cold storage by the field units. Thus the retired employees in BSNL continue to suffer as their claims remain unsettled for several months and in some cases even over a year. With their limited income, which comes through pension, the retired employees are finding it difficult to continue with their treatment for non-clearance and payment of their earlier claims. The delay also affects them physically and mentally.

2. This situation is really an alarming one and also an inhuman act by the concerned authorities. Perhaps similar situation in respect of CG pensioners made the Hon'ble Supreme Court recently to order the Government to constitute High Power Committee to ensure settlement of the claims of CG pensioners, covered under CGHS, within one month of submission of their claims.

3. In view of the above, we earnestly request you to kindly intervene in the matter and take appropriate measures so that your Office instructions dated 10.08.2016 for settling medical claims of the retired employees of BSNL within one month from their date of receipt are strictly adhered to.

With kind regards,

Yours sincerely,

(S Basu)

General Secretary