



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

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No. AIBSNLREA/CHQ/2020/130

Dated: 26.10.2020

To

Shri Kshatrapati Shivaji,  
Secretary (Pension),  
Dept. of Pension & Pensioners' Welfare,  
New Delhi-110003

**Sub: BSNL's continued Policy of total apathy and neglect towards the genuine grievances and problems of its retired employees– Another sad instance.**

**Ref: Grievance Docket Regn. No. DOPPW/E/2020/20378.**

Sir,

It is matter of great concern that when DOP&PW, RBI, CBDT, CGHS and other agencies, considering the genuine problems of the common citizens in general and the aged senior citizens/pensioners in particular due to Covid-19 pandemic, are readily extending the last date for various requirements to be complied with by them, BSNL seems to have taken an adamant stand of following an opposite policy.

2.1 We had very recently, vide our letter No. AIBSNLREA/CHQ/2020/86 dated 15.09.2020, had urged BSNL to extend the last date for **submission of Life Certificate** for the purpose of continuation of concessional telephone facility by the retired BSNL employees in view of Covid-19 pandemic and/or arrange for online submission of Life Certificate. Same was duly registered under Grievance Docket No. DOPPW/E/2020/20378. But BSNL bluntly refused even to consider the request stating in the Remarks column of the said Grievance Docket that "It is the policy matter of BSNL. Suggestion is noted".

2.2 The above reply by BSNL is the clear manifestation of its biased mindset and total neglect to the genuine need of its retired aged employees, even though having no financial implication in paying heed to their request, who once toiled hard for the development of the network of DOT and then BSNL. When DOP&PW could issue Orders extending the last date for submission of Life Certificate by the Pensioners to 31.12.2020 and RBI ordering Banks to accept online submission of Life Certificates, the said stand of BSNL not to take a similar decision in the background of same reason of Covid-19 pandemic in the matter of extending last date for submission of Life Certificate for the purpose of availing telephone facility speaks volumes of the BSNL Management's indifference and callousness.

3. Therefore, we request your kind intervention in the matter so thar BSNL finds reasons to change its apathetic attitude and negligence to the genuine grievances and needs of its retired employees.

With kind regards,

Yours sincerely,

  
(S Basu)

General Secretary,

Copy to:

Shri Anshu Prakash,  
Secretary (Telecom), DOT.