



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2020/103

Dated: 16.09.2020

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

Sub: Virtual denial by BSNL to redress the grievance of a pensioner drawing pension under CCS (Pension) Rules, 1972 from Govt. of India since lodged in CPENGRAMS.

Ref: CPENGRAMS Docket No. DOPPW/E/2020/18725.

Sir,

We are constrained to bring to your kind notice how BSNL has bluntly refused to redress the grievance of a pensioner lodged in CPENGRAMS vide the Docket No. as referred to above. The current status of the Grievance as on 14.09.2020 states that "CASE DISPOSED OF". The status Report also carries the following remarks: - "Kindly refer to your grievance registered under the above docket Number. The said grievance was forwarded to BSNL who has intimated that: This is not PG case. It is BSNL Retired employee grievances for which special retired employee grievance cell is functioning in BSNL. It is requested to complainant that kindly take this grievance/matter with the said cell".

2.1 In this case, BSNL has failed to note that it is clearly mentioned in the representation itself that the grievance is lodged only after several representations of the pensioner sent through e-mail to CMD, BSNL went unheeded. Thus, the issue was already taken up with BSNL, but without any response.

2.2. The grievance was certainly not a "PG Grievance" and was therefore rightly lodged in the right pensioners' grievance portal i.e. CPENGRAMS.

2.3 The Pensioner in this case is drawing his pension from Government of India under CCS (Pension), Rules, 1972 and the complainant is also a registered Association of the Pensioners. Since, Government of India has offered an opportunity to the pensioners/Associations to lodge their grievance in CPENGRAMS, there is no reason for BSNL to object to this.

2.4 Therefore, BSNL cannot object to the grievance being lodged in CPENGRAMS and deny to process the same. It also cannot put condition, on its own, regarding lodging of grievance by the pensioners in CPENGRAMS. These confirm the most apathetic and unhelpful attitude of BSNL towards the pensioners.

3.0 In view of the above, we earnestly request you to kindly intervene in the matter so that a genuine grievance of a pensioner lodged in CPENGRAMS under the above referred Docket Number is processed by BSNL and also redressed early.

With kind regards,

Yours sincerely,


(S Basu)

General Secretary

Copy to:

Shri Anshu Prakash,
Secretary (Telecom), DOT.