



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2020/105

Dated: 17.09.2020

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

Sub: Denial by BSNL to intimate the status/details/disposals of the Grievances of the pensioners taken up with BSNL Management through representations and since docketed by BSNL in its 'BSNL Public Grievance Redressal Management System' having no access to know status/disposal.

Ref: CPENGRAMS Docket No. DOPPW/E/2020/17194

Sir,

We are to bring to kind notice to yet another case in which BSNL has denied to intimate the status/details of grievances and their disposal which were taken up with BSNL Management from time to time through representations and *got docketed by BSNL itself in its 'BSNL Public Grievance Redressal Management System' and intimating the Docket Numbers by e-mail.*

2. The present status report of the Grievance lodged in CPENGRAMS as per above Docket Number says that "CASE IS DISPOSED OF". The status report also carries the remarks that "This is asking of information and same does not come under the purview of CPGRAMS".

3.1 In this regard, we are to state that when BSNL itself has got the Grievances docketed of its own in its BSNL Public Grievance Redressal System, it cannot deny to inform the status/details of grievances and disposal of the grievances since docketed by it in its own system.

3.2 Moreover, since the complainants have no access to its 'BSNL Public Grievance Redressal Management System' to know the status/details/disposals of the Grievances and as it is not available in public view, BSNL cannot and must not deny to inform the status/details/disposals of the Grievances when requested.

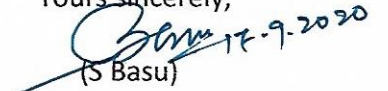
3.3 *BSNL also cannot take the untenable stand that asking of information on status/details/disposals of the Grievances docketed by it in its stated Public Grievance Redressal System does not come under the purview of CPGRAMS, since CPENGRAMS is the platform for the pensioners, offered by the Government of India, to lodge their grievance which always displays*

information on the status, details of grievances and their disposal. But 'BSNL Public Grievance Redressal Management System has no such features. After all, non-supply of information on status/details/disposals itself is also a grievance.

4. In view of the above facts and position explained on the subject, we request that BSNL may kindly be advised to be sympathetic to the causes of the pensioners and to inform the status, details of the grievances and their disposal, as requested in the above referred Docket Number at the earliest.

With kind regards,

Yours sincerely,


(S Basu)
General Secretary

Copy to:

Shri Anshu Prakash,
Secretary (Telecom), DOT.