



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

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No. AIBSNLREA/CHQ/2020/100

Dated 14.09.2020

To

Shri Kshatrapati Shivaji,  
Secretary (Pension),  
Dept of Pension and Pensioners' Welfare,  
Lok Nayak Bhawan,  
New Delhi 110003.

**Sub: Closure of a Registered Grievance of a pensioner in CPENGRAMS by BSNL without resolving the same- Case of Registered Grievance Docket No. DOPPW/E/2020/15644.**

Sir,

We are to bring to your kind notice that the BSNL's Thanjavur SSA under the administrative control of Tamilnadu Telecom Circle of BSNL has closed the above docket without resolving the same by merely stating that the "T-Code for incorporation of Training period is not opened so far. Case referred to Circle Office. On opening of T-code same will be included as qualifying service and the difference ex-gratia amount will be paid a/w final instalment". As a result, the grievance of the concerned pensioner remains unaddressed.


2. We may point out that the grievance pertains to non-payment of Ex-gratia for 52 weeks of pre-appointment training period to Shri R J Christopher Girigori Raj, Red SDE (BSNL VRS-2019 retiree) of Thanjavur SSA (Tamilnadu) which was to be counted as service as per Pension Rules and also as confirmed by BSNL Corporate Office, vide its F.No. 1-125/2019-PAT (BSNL)-Part dated 22.11.2019. The grievance was lodged, since the Thanjavur SSA of Tamilnadu Circle was not resolving the issue despite personal representations made by the affected pensioner.

3. It is really regrettable and surprising that without getting the issue of opening T-Code, which is said to be coming in the way of resolving the grievance, sorted out between the Thanjavur SSA of BSNL and its Administrative Circle i.e. Tamilnadu Telecom Circle of BSNL in this case and thus resolve the Grievance, the Accounts Officer (Drawal) of Thanjavur SSA of BSNL has closed the Grievance Docket. The instant issue is an internal matter of these two Units of BSNL i.e. Thanjavur SSA and its Administrative Circle i.e. Tamilnadu Telecom Circle. Therefore, Thanjavur SSA of BSNL cannot absolve itself from its responsibility to redress the grievance by merely stating that it has referred the issue to its Circle and thereby close the Docket. Since both Thanjavur SSA and its Circle Office form part of BSNL, therefore, one unit of BSNL cannot try to put indirect blame on the other Unit in not being able to address the grievance. The affected pensioner cannot become the victim for the inaction of one or the other unit of BSNL.

4. In view of the above, we earnestly request you to kindly intervene in the matter and advise BSNL to resolve this long pending grievance immediately.

With kind regards,

Yours sincerely,

  
(S Basu)  
General Secretary

Copy to:

1. Shri Anshu Prakash,  
Secretary (Telecom), DOT.
2. Shri P K Purwar,  
CMD, BSNL.
3. Shri V Jagadeesan,  
Chief General Manager, Tamilnadu.
4. Shri P Baburaj,  
PGM, Thanjavur.