



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2020/136

Dated: 03.11.2020

To

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

Sub: Request to intervene in the matter of refusal by BSNL to examine and redress the genuine grievances of the BSNL IDA pensioners by using a common phrase "It is the Policy matter of BSNL" in the Remarks of column of the Grievance Dockets.

Sir,

We are constrained to bring to your kind notice that BSNL seems to be in no mood to examine and redress the grievances of the BSNL IDA pensioners which are lodged in CPENGRAMS and PG portal. We are enclosing herewith a Table showing how BSNL has disposed of the Grievance Dockets by using a common term **It is the Policy matter of BSNL** in the Remarks column of all these Grievance Dockets.

2. As a result, all the pressing grievances of the BSNL IDA pensioners are remaining unresolved which only contributes in increasing their grievances. The issues in the grievance dockets range from denial of Medicare facilities under BSNLMRS, extension of date for submission of Life Certificate for concessional telephone facility and redressal of the difficulties of the BSNL retirees residing in MTNL service areas in the matter of payment of bills which could have been easily resolved since both BSNL and MTNL are under the same Administrative Department i.e. Dept of Telecommunications which is again is under the same Ministry. Moreover, the CMD of BSNL and MTNL happens to be the same. But BSNL, appears to be not ready even to examine these grievances in right earnest and find solution.

3. BSNL seems to be following a **Policy** to put the Grievances of the pensioners lodged in CPENGRAMS/PG Portal in cold storage by using the same phrase "**It is the Policy matter of BSNL**". If this continues, the very purpose of introduction of Grievance Redressal Mechanism by the Government will get defeated.

4. In view of the above, we earnestly request you to kindly intervene in the above matter and advise BSNL to be reasonable and sensible in addressing the grievances of the pensioners. We also request that let DOP&PW consider holding a meeting to discuss the pending grievances in the presence of the BSNL Officers competent to take decision on the grievances.

With kind regards,

Yours sincerely,


(S Basu)
General Secretary

Enclosure: As stated.

Copy to:

Shri Anshu Prakash,
Secretary (Telecom).

Annexure to No. AIBSNLREA/CHQ/2020/136 dt 03.11.2020

GRIEVANCE DOCKETS DISPOSED OF BY BSNL WITHOUT REDRESSING USING THE COMMON PHRASE 'IT IS THE POLICY MATTER OF BSNL'

Sl No	Grievance Docket No.	Grievance/representation	BSNL's Reply in Remarks Column
01.	DOPPW/P/2020/05082	An SOS Message to Prime Minister of India on virtual denial of Medicare facilities under BSNLMRS to the BSNL IDA Pensioners	It is the policy matter of BSNL and it is approved by competent authority. Suggestion is noted for future.
02.	DOPPW/P/2020/08262	Regarding drastic cut imposed on annual ceiling limit for outdoor medical claims of BSNL retired employees	It is policy matter and it is approved by competent authority. Suggestion is noted for future.
03.	DOPPW/P/2020/04590	Representation regarding virtual withdrawal of Medicare facility of the BSNL IDA pensioners by imposing drastic cuts in ceiling limit ignoring BSNL Board approved order giving partial relief in 2010.	It is the policy matter approved by competent authority. Noted for future.
04.	DOPPW/E/2020/20378	Representation requesting extension of period for submission of Life Certificate for the purpose of continuation with concessional telephone facility by the retired BSNL employees in view of Covid-19 pandemic.	It is the policy matter of BSNL. Suggestion is noted.
05.	DOPPW/E/2020/18368	Representation regarding allowing BSNLMRS facilities under emergencies at least for 15 days after its surrender to avail CGHS	It is the policy matter of BSNL. Suggestion is noted for future.
06.	DOPPW/P/2020/02356	Request to solve a genuine problem of the BSNL retirees residing in the areas served by MTNL.	It is the policy matter of BSNL. Suggestion is noted for future.