



## Editorial

### GRIEVANCE REDRESSAL IN BSNL – LETHARGY AND INDIFFERENCE RIGHT UNDER ITS NOSE

**G**rievance Redress Mechanism is an integral part of any organisation whether it is Government or PSU. Any such mechanism is required to be efficient and effective in order to mitigate the grievance of the employees and pensioners. That is why the Government itself has shown the way by providing facilities like CPGRAMS, CPENGRAMS etc enabling the aggrieved public and pensioner to lodge their grievance online from the comfort of their homes. BSNL on its part has also introduced a Mechanism for its retired employees to lodge their grievances.

**T**he Grievance Redressal Mechanisms introduced by the Government gives the complainant a Registered Grievance Docket Number which can be used to view the status and disposal of the grievances, besides submitting reminder/clarification from time to time and finally give a feedback on the disposal of the grievances. But the mechanism introduced by BSNL has no such features of complaint docket number, viewing status, submitting reminder and feedback. Strangely BSNL is using an online survey form offered free by Google to any individual/organization to conduct quiz/survey on various matters. Though the link to lodge the Grievance by retired BSNL employee is available in the home page of BSNL intranet, the retired employee is directed to a Google page for

submitting the grievance. There is no guarantee that the personal information furnished by the concerned retired employee on such page is secure. It is really unfortunate that BSNL has failed to design and develop its own Grievance Form despite it having an independent IT Circle of its own. No Grievance Registration Docket Number, after filling up the said page, is offered either. There is no scope to submit any reminder/clarification or even know the status of the grievances lodged on this page. As a result, one has to just forget about the grievance lodged. Therefore, the grievances lodged on this platform always remain unattended and unresolved. Very recently, the SR Section had to admit in one of its own letters that "It has been noticed that the compliance of the grievances forwarded by SR Cell to the Circle office are not received". Therefore, nothing more needs to be added to explain the apathetic attitude of BSNL towards the grievances of its own retired employees.

**W**hile the above is the sorrow state of affairs with the BSNL's own mechanism in the name of redressal of grievances of its retired employees, the position of the grievances received by BSNL through other mechanisms is no better. Grievances of the pensioners received from PMO through PG Portal or those through CPENGRAMS practically

receive no attention. It is only on 17.09.2020, PG Cell of BSNL circulated list of 173 long pending grievances lodged by public and the pensioners through other Government mechanisms calling for urgent action on these. The List reveals that even the Public Grievances lodged by a number of MLAs, MPs or even by Central Ministers including Smt Smriti Zubin Irani and Shri Narinder Singh Tomar remained unresolved. This is really unthinkable that now in BSNL, the grievances taken up even by the VIPs are not getting any attention. Whereas, as per standing instructions of the Government, such references from the VIPs are to be addressed with priority.

**U**nfortunately, BSNL also does not seem to understand the difference between Public Grievances lodged in CPGRAMS and the Pensioners' Grievances lodged in CPENGRAMS. All the grievances lodged by pensioners are treated by BSNL as Public Grievances and this came to light when BSNL virtually refused to process a

grievance lodged in CPENGRAMS. Even the PG Cell of Corporate Office had declined to furnish information on status, disposal of grievances lodged by itself on its own Public Grievance Redressal Mechanism. This casual and callous attitude of BSNL only adds to the sufferings of its retired employees.

**B**SNL had further admitted in its letter dated 17.09.2020, circulating the list of 173 long pending unresolved grievances, that 70% of these Grievances pertain to its Establishment, Administration, Personnel Branches. If this be the position of the Corporate Office itself, what else can be expected from its field units. Thus, in the matter of redressal of grievances by BSNL, we find lethargy and indifference right under its nose. The Management needs to take corrective action immediately, else the growing dissatisfaction among aggrieved BSNL retired employees will not leave them in peace. ❖❖

## IMPORTANT DEVELOPMENTS OF THE MONTH



- ➔ DOT clarified, vide its No. 1/Misc/Pen Issues/BSNL/DDFG(Accts-I)/2019-Part(2)/2525 dated 24.08.2010, that recovery of miscellaneous BSNL dues, including those on account of BSNL accommodation from the retiring BSNL employees, may be allowed from DCRG in an analogous manner to that of Government dues, as provided in Rules 71 to 73 of CCS (Pension) Rules, 1972. However, in the case of BSNL VRS-2019 retirees, such recoveries, if due, will have to be made from the amount payable by BSNL to these pensioners i.e. Ex-gratia, Leave encashment etc. BSNL has since endorsed this DOT letter vide its No. 48-2/2020-Pen (B) dated 29.09.2020.
- ➔ Accepting the request from AIBSNLREA (view posting dated 19.09.2020 in this website to read the letter), BSNL vide its No. BSNLCO-SR/14(12/9/2020 dated

**28.09.2020, issued Orders extending the validity of BSNLMRS Cards for the retired BSNL Employees up to 31.03.2021 or till further Orders.**

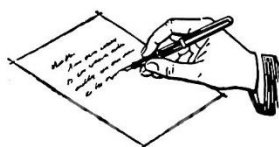
- ➔ **In view of Covid-19 Pandemic, Reserve Bank of India issued instructions, vide No. CO.HRMD No. 2002/21.01.00/2020-21 dated 25.09.2020, to allow submission of scanned copy of the Life Certificate/Declaration of marital Status through e-mail to the respective pension cells from which pension is being drawn. RBI also extended the time-limit for submission of the same by 31.12.2020.**
- ➔ **State Bank of India, vide its letter No. GBU:CC:2020-21:124 dated 21.09.2020, addressed to DDG (Accounts), DOT has conveyed its readiness to allow Telecom Pensioners drawing pension direct from DOT to submit Life Certificates in all its Branches both in physical and digital form without any charges.**
- ➔ **Chennai Telephones, vide its Order No. AWL/BSNL MRS/Circulars/VOL-III/20-21/32 dated 23.09.2020, has extended the validity of BSNLMRS Cards of the BSNL retired/VRS Employees up to 30.11.2020.**
- ➔ **Kerala Telecom Circle, vide its No. SR/Gen/Union & Assn/10 dated 17.09.2020, has extended the validity of BSNLMRS Cards of the retired BSNL employees upto 31.03.2021.**
- ➔ **Director (HR), BSNL, in a DO letter issued vide his D.O. No. BSNLCO-EB-1/11(11)/8/2020-ESTAB dated 16.09.2020, reminded all the Heads of Telecom Circles and Administrative Units of BSNL about the importance of finalization of activities for settlement of various pending issues in respect of the BSNL VRS-2019 retirees and asked them to complete the exercises by 21.09.2020. This D.O. letter is issued after conveying of the displeasure of Director (HR) to the CGMs for non-compliance of BSNL's earlier Orders to complete the task within the then targeted date, vide F.No. BSNLCO-EB-I/11(20)/5/2020-ESTAB dated 03.09.2020, had no effect on the Circles.**
- ➔ **On the advice of DOT, BSNL vide its No. BSNLCO-A/12(14)/1/2020-ESTAB dated 15.09.2020, issued instructions to all its Heads of Territorial Circles to open facility for submission of digital Life Certificates by the BSNL/DOT retirees through Customer Service Centres of BSNL and provide Jeevan Pramaan Application at one CSC in each SSA. All India Conference of AIBSNLREA held at Madurai in November, 2019 had adopted a resolution requesting DOT to get such Centres opened.**
- ➔ **DOP&PW, vide its No. 18/1/2020-P&PW (C)-6680 dated 11.09.2020, issued orders extending the time limit for submission of Life Certificates by the Pensioners for the current year due to Covid-19 pandemic. While, the pensioners in the age group of 80 years and above may submit their Life Certificates from 1<sup>st</sup> October, 2020 to 31<sup>st</sup> December, 2020, the pensioners in the age group of below 80 years have been allowed to submit their Life Certificates from 1<sup>st</sup> November, 2020 to 31<sup>st</sup> December, 2020.**

## INCREASE IN IDA W.E.F. 1.10.2020



According to calculations based on All India Consumer Price Index for Industrial Workers, IDA is to increase w.e.f. 1.10.2020 by 5.5% for CPSEs where last pay revision was implemented w.e.f. 1.1.2007 and by 9.3% where last pay revision was implemented w.e.f. 1.1.1997.

## ISSUES TAKEN UP



**RELEASE OF FINAL SUPERANNUATION ORDER AND REGULAR SUPERANNUATION PENSION, DCRG AND GRANT OF COMMUTATION VALUE OF PENSION, LEAVE ENCASHMENT AFTER CONCLUSION OF JUDICIAL PROCEEDINGS ON 25.10.2018 TO SHRI M MATHURAMANI, RETD SR. AO, CHENNAI TELEPHONES– AIBSNLREA AGAIN TAKES UP THE ISSUE:** Referring to its earlier letter No. AIBSNLREA/CHQ/2020/74 dated 11.08.2020 wherein all the relevant documents needed to process the above mentioned case were supplied and a request was made to cause early issue of orders to settle the said long pending case, AIBSNLREA has now again requested PGM (Pers), BSNL to cause issue of the much-awaited Orders in respect of the affected pensioner Shri M Mathuramani, Retd Sr AO, Chennai Telephones, so as to allow him to get his pension and other pensionary benefits released. The Association has pointed out that this case is exactly the same as that of the case of Shri S B Mohare, Retd AO, Karnataka Telecom Circle, both of whom worked together in Gulbarga SSA and both were acquitted of the charges in the same case by the same CBI Court. The Association has further mentioned that since BSNL Corporate Office, vide its No BSNLCO-PRII/11(12)/1/2020-PERS-II dated 21.07.2020, has already permitted final superannuation and release of pension and other pensionary benefits to Shri S B Mohare, Retd AO, similar Orders may also be issued in respect of Shri M Mathuramani, Retd Sr. AO, Chennai Telephones. [View posting dated 30.09.2020 in this website to read the letter.](#)

**NB: THE ISSUE STANDS SETTLED NOW. BSNL HAS ISSUED THE MUCH-NEEDED ORDER.**

**NON-COMPLIANCE OF THE ADVICE BY DIRECTOR (HR) TO ALL THE HEADS OF TELECOM CIRCLES AND ADMINISTRATIVE UNITS FOR FINANIZATION OF THE ACTIVITIES FOR SETTLEMENT OF VARIOUS PENDING ISSUES IN RESPECT OF THE BSNL VRS-2019 RETIREES AND ASKING THEM TO COMPLETE THE EXERCISES BY 21.09.2020:** In a letter addressed to the Director (HR), BSNL, AIBSNLREA has brought to his notice that though his Office has issued a DO letter, vide D.O. No. BSNLCO-EB-1/11(11)/8/2020-ESTAB dated 16.09.2020, reminding all the Heads of Telecom Circles and Administrative Units of BSNL about the importance of finalization of activities for settlement of various pending issues in respect of the BSNL VRS-2019 retirees and asking them to complete the exercises by 21.09.2020, it

seems that the same has no effect at least in Karnataka Telecom Circle. The Association has cited the case of non-release of Orders granting 3<sup>rd</sup> and 4<sup>th</sup> Time Bound Financial upgradation under EPP to Shri Guruppa S Hugar, Retd AO(L/A), Karnataka Telecom Circle, who retired on 31.01.2020 under BSNL VRS-2019, on an untenable ground that BSNL Corporate is yet to send a clarification to the reference made by the Circle regarding applicability of the condition for mandatory training/on line examination after issue of the Orders for Time Bound Promotions in the cases of the retired employees. The Association has further mentioned that on this question of mandatory training followed by on-line examination in respect of the retired/retiring employees, BSNL Corporate Office vide its No. 400-29/2007-Pers.I dated 30.05.2007 at Sl. No. 1 of the clarifications issued had already clearly clarified that “However, the Executives who have already retired or are retiring within a period of two years from the date of issuance of time bound IDA scale upgradation order, shall be exempted from training”. Moreover, Karnataka Telecom Circle itself, in its Order No. FA/Staff/1-48/TBPP/Vol.VII/15 dated 30.01.2020, while granting Time Bound Financial Upgradation from Rs. 24900-50500 (E-3) to Rs. 29100-54500 (E-4) to the same retired Executive, had stated on the same issue of mandatory online examination at condition No. 5 of its said Order dated 30.01.2020 that “since the executive is due to retire within a period of two years from the date of issue of this order shall be exempted from the same condition”. The Association has, therefore, requested Director (HR) to intervene in the matter so that suitable Orders are issued by Personnel Branch to the Karnataka Telecom Circle so that the concerned VRS-retiree gets his long pending Orders granting him 3<sup>rd</sup> and 4<sup>th</sup> Time Bound Financial Upgradations under EPP issued at the earliest. [View posting dated 30.09.2020 in this website to read the letter.](#)

**AIBSNLREA AGAIN TAKES UP THE CASE OF WITHDRAWAL OF ORDER ISSUED BY UP (WEST) TELECOM CIRCLE, CONDONING THE PERIOD OF BREAK BETWEEN COMPLETION OF PRE-APPOINTMENT TRAINING AND ISSUE OF APPOINTMENT LETTER DUE TO ADMINISTRATIVE DELAY FOR THE PURPOSE OF COUNTING OF SERVICE FOR PENSION IN RESPECT OF SHRI A K DUBEY, RETD AGM, AGRA TELECOM DISTRICT:** In continuation with its earlier letter No. AIBSNLREA/CHQ/2020/85 dated 18.08.2020, AIBSNLREA has again taken up the above issue with Sr GM (Estt), BSNL. The Association has stated that as per CCS (Pension) Rules, 1972, the pre-appointment training period for all Group C and D Employees are counted as service for the purpose of pension. Subsequently, DOP&PW had further agreed for condonation of break period between completion of pre-appointment training and issue of appointment letter purely due to the administrative delay. Accordingly, DOT had issued Orders in this respect vide its No. 14/88-NB/T/Pen dated 25.06.1990 for condonation of such period of break and since then the Circles, being the recruiting and appointment authority of the Group C and D Cadres, are issuing Orders condoning such break-period which took place purely on account of administrative delay. As such withdrawal of the Orders issued by UP (West) Telecom Circle condoning the period of such break in respect of Shri A K Dubey, Retd AGM period, purportedly at the instance of Corporate Office, is most unfortunate and unjust. The Association has requested to advise UP (West) Telecom Circle to re-issue the Order condoning the period of break between completion of the pre-appointment training and issue of appointment letter due to administrative delay for Shri A K Dubey, Retd ADG, Agra Telecom District at the earliest. [View posting dated 29.09.2020 in this website to read the letter.](#)

**AIBSNLREA ADDRESSES SR GENERAL MANAGER (ESTT), BSNL REGARDING THE CASES OF UNENDING HARRASSMENT AND MENTAL TORTURE OF THE TTAs PROMOTED AS JTOS IN**

**2008/2009 AS PER PRE-REVISED JTO RECRUIMENT RULES-2001 AND WHO EXERCISED OPTION FOR FIXATION OF PAY IN THE REVISED PAY SCALES OF THE NON-EXECUTIVES FROM THE DATE OF THEIR PROMOTION- REQUESTS ISSUE OF CLARIFICATION IN THE LINES OF BSNL ORDER FOR JAOs (DEPTL) 2010 BATCH IN RESPECT OF THOSE TTAs WHO EXERCISED OPTION:**

In continuation to the various representations made on the above case, AIBSNLREA has now addressed a letter to Sr. General Manager (Estt), BSNL pointing out that the Para 3 of the BSNL Office Order No. 3-32/2013/Estt.IV dated 22.12.2015 in the matter of pay fixation of officiating JTOs speaks only in respect of the those TTAs who did not exercise option for pay fixation in the revised pay scale of the Non-Executives from the date of their promotion. The Order is totally silent in the matter of pay fixation of those TTAs, who were officiating as JTOs but opted for pay fixation in the revised IDA Scales as per the Option allowed at Para 3.6 of BSNL Order No. 1-16/2010-PAT(BSNL) dated 07.05.2010 from the date of their promotion. The Association now referred to BSNL Corporate Office Order No. BSNLCO-PRII/11(24)/14/2020-PERS1 dated 28.08.2020 in which certain clarifications on the issue related to allowing option for revision of pay to JAO (Deptl) 2010 batch has been issued and also at Para 4 clear illustration has been given as how the pay fixation in the revised pay scale is to be done w.e.f. 1.1.2007 in cases where no option has been exercised and also how pay fixation in the revised scale is to be done from the date of promotion as per the option exercised. The Association has now requested to cause issue of a similar clarification, in continuation of the Order No. 3-32/2013/Estt.IV dated 22.12.2015, to reiterate that the TTAs who exercised option for pay fixation in the revised pay scale from the date of their promotion as JTO, as per Option allowed in Para 3.6 of BSNL Office Order No. 1-16/2010-PAT(BSNL) dated 07.05.2010, will continue to remain in the pre-revised pay scale from 1.1.2007 to their date of promotion. But on the date of their promotion their pay has first to be fixed in the pre-revised scale of Executive Grade i.e. JTO grade and then re-fixed in the revised pay scale as per the option exercised. [View posting dated 28.09.2020 in this website to read the letter.](#)

**AIBSNLREA SUMITS AN APPEAL TO THE CHIEF JUSTICE OF INDIA TO RENDER JUSTICE TO THE BSNL RETIRED EMPLOYEES WHO ARE VIRTUALLY DENIED MEDICARE FACILITIES BY BSNL MANAGEMENT:**

AIBSNLREA has since submitted an appeal to the Chief Justice of India, Supreme Court of India, vide its No. AIBSNLREA/CHQ/2020/APPEAL dated 25.09.2020, to render justice to the retired BSNL Employees who are being virtually denied the Medicare facilities by BSNL Management. The issues taken up cover non-reimbursement of medical claims but falsely claiming in Form 26AS page of Income Tax Department as to have credited some amount, re-imbruemment of the claims of only of the serving employees and denying the same to the retired employees and further tightening the annual ceiling limit for the retired employees by overlooking its own order issued in 2010 granting some relief to the retired employees. After detailed submissions, the Association has prayed that the Chairman & Managing Director of Bharat Sanchar Nigam Limited and Secretary (Telecommunications) be directed to resolve the grievances, as prayed at (1) to (4) and the Central Board of Direct Taxes to take immediate action and sort out the matter as at (5) in the list of Prayers. We are publishing only the Appeal and not the voluminous annexures since these are already available in this website. [View posting dated 27.09.2020 in this website to View the letter View the Appeal.](#)

**HOLDING OF PENSION ADALAT- AIBSNLREA SUGGESTS DOP&PW TO HOLD VIRTUAL PENSION ADALAT:** In view of Covid-19 pandemic and for other reasons, Pension Adalat are not being held for quite a long time and consequently the grievances of the pensioners are piling up. In view of this, AIBSNLREA has requested Secretary (Pension) to consider advising all Departments to hold Virtual Pension Adalat and issue Orders accordingly. This will give an opportunity to the aggrieved pensioners to take up their grievances in these Adalat and get relief. [View posting dated 26.09.2020 in this website to read the letter.](#)

**RESUSAL BY PGMT, BANGALORE TELECOM DISTRICT OF KARNATAKA TELECOM CIRCLE TO IMPLEMENT BSNL CORPORATE OFFICE ORDER DATED 04.11.2019 REGARDING RELEASE OF LEAVE ENCASHMENT TO THE BSNL VRS-2019 RETIREES HAVING PENDING DEPARTMENTAL/JUDICIAL PROCEEDINGS:** AIBSNLREA has now taken up the issue of refusal by PGMT, Bangalore Telecom District to release the Leave Encashment to a BSNL VRS-2019 retiree against whom a department proceeding was initiated just on the previous day of his retirement with the Prime Minister of India. The Association has submitted that the plea taken by the PGMT that clearance from the Vigilance Unit is awaited is no valid ground to withheld the payment, since BSNL Corporate Office has already clarified, vide its Office Order No. 1-5/2019-PAT(BSNL) dated 04.11.2019, that the VRS retirees against whom department/judicial proceedings are pending are also to receive their Leave encashment. The Association has further pointed out that though the relevant pages of the said Order was attached with the representation addressed by the Association to the CGMT, Karnataka Circle with copy endorsed to PGMT, Bangalore, it seems that the same was not taken note of by the PGMT. AIBSNLREA has now sought the intervention of the Prime Minister in the matter so that the issue gets re-examined in the light of the above quoted BSNL Corporate Office Orders and the Leave encashment is released at the earliest to the concerned pensioner. [View posting dated 25.09.2020 in this website to read the letter.](#)

**AIBSNLREA AGAIN TAKES UP WITH SECRETARY (PENSION) ANOTHER CASE OF VIRTUAL REFUSAL BY BSNL, PGMT, BANGALORE TD OF KARNATAKA TELECOM CIRCLE TO REDRESS THE GENUINE GRIEVANCE OF A PENSIONER LODGED IN CPENGRAMS FOR RELEASING LEAVE ENCASHMENT DESPITE CLEAR ORDERS BY BSNL CORPORATE OFFICE VIDE NO. 1-5/2019-PAT(BSNL) DATED 04.11.2019 ON THE SUBJECT:** AIBSNLREA has drawn the attention of Secretary (Pension), DOP&PW to another case in which BSNL has closed a Grievance Docket No. DOPPW/E/2020/17606 lodged in CPENGRAMS in which one unit of BSNL has put the ball in the court of another Unit of same BSNL and thus not resolving the grievance. In this case, the PGMT, Bangalore TD of Karnataka Telecom Circle, BSNL has closed the said Grievance Docket Number by just informing that clearance from its Vigilance Unit is awaited. The grievance in this case is about release of leave encashment to a pensioner who was served a charge-sheet just on the previous day of his retirement. However, this does not come in the way of releasing the leave encashment, since BSNL Corporate Office had earlier issued Orders allowing release of leave encashment to the BSNL VRS-2019 retirees against whom departmental/judicial proceedings are pending. In fact, in the matter of releasing Leave encashment, in cases where departmental/judicial proceedings are pending, BSNL Corporate Office has given clear instructions under Clause-7 (ii) of Annexure (at Page No. 6) of its Office Order No. 1-5/2019-PAT(BSNL) dated 04.11.2019 to make payment of Earned Leave encashment and some other dues like Transfer Grant, GPF/CPF to such VRS-retirees. Only payment of ex-gratia and gratuity is to be made on conclusion of vigilance/disciplinary case.

Though the Association had supplied a copy of this Order along with its representation and even quoted the same in the reminder dated 19/09/2020, as recorded in the Status Report of this Docket itself, it seems that PGM, Bangalore TD of Karnataka Telecom Circle is either not inclined to examine the issue in correct perspective or not ready even to go by the Orders of its Corporate Office. The Association has finally requested that the grievance be re-examined in the light of the said BSNL Corporate Office Orders and the Leave encashment be released at the earliest to the concerned pensioner. [View posting dated 22.09.2020 in this website to read the letter.](#)

**ISSUE OF LAST PAY CERTIFICATES TO THE BSNL VRS-2019 RETIREES - AIBSNLREA REQUESTS TO ISSUE THE SAME BY E-MAIL TO THE RETIREES INTIMATING THEIR E-MAIL ID:** Since crowding of the retired employees in the concerned section to collect their Last Pay Certificates may not be desirable in the interest of both the retirees and the staff-members of the section due to Covid-19 pandemic, AIBSNLREA has requested Director (HR), BSNL to consider mailing of Last Pay Certificates to the e-mail id of the retirees, if already intimated. Similarly, other retirees, who may now intimate their mail id to the concerned section, may also be sent their Last Pay Certificates by e-mail. [View posting dated 22.09.2020 in this website to read the letter.](#)

**FURTHER EXTENSION OF VALIDITY OF BSNLMRS CARDS FOR THE RETIRED BSNL EMPLOYEES – AIBSNLREA TAKES UP THE ISSUE AGAIN WITH CMD, BSNL:** In a letter addressed to CMD, BSNL, AIBSNLREA has stated that in view of Covid-19 pandemic and the risk involved for the aged retired BSNL employees, especially those with chronic health issues and advised to remain indoors, BSNL Corporate had earlier issued Orders extending the validity of BSNLMRS Cards for them up to 30.09.2020. Though unlocking process has now started, the number of positive cases is alarmingly on increase. The restrictions imposed on the aged and those with comorbidities have also not been relaxed. The Association has also pointed out that under this background, the DOP&PW has issued Orders extending the period of submission of life certificates by the pensioners in Banks for the current year. Even Kerala Telecom Circle has also issued Orders, vide its No.SR/Gen/Union & Assn/10 dated 17.09.2020, extending the validity of BSNLMRS Cards for the retired employees till 31.03.2021. The Association has finally requested to cause issue of orders extending the validity of BSNLMRS Cards for the retired employees till 31.03.2021 to be applicable for all the retired BSNL employees. [View posting dated 19.09.2020 in this website to read the letter.](#)

**AIBSNLREA TAKES UP THE CASE OF REFUSAL BY BSNL TO INTIMATE THE STATUS, DETAILS AND DISPOSALS OF THE GRIEVANCES TAKEN UP WITH BSNL MANAGEMENT THROUGH REPRESENTATIONS AND DOCKETED BY BSNL IN ITS BSNL PUBLIC GRIEVANCE REDRESSAL SYATEM:** BSNL had disposed of a CPENGRAM registered Grievance Docket Number without intimating the status, details and disposals of the Grievances taken up through various representations and since docketed by BSNL itself in its BSNL Public Grievance Redressal System and merely stating that “This is asking of information and same does not come under the purview of CPGRAMS”. AIBSNLREA has opposed this stand of BSNL and has taken up the matter with Secretary (Pension). The Association has contended that BSNL 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, as 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. The Association has accordingly requested Secretary (Pension) that BSNL may 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 grievance registered in CPENGRAMS. [View posting dated 18.09.2020 in this website to read the letter.](#)

**REDUCTION IN THE PERIOD FOR RESTORATION OF COMMUTATION VALUE OF PENSION IN VIEW OF FALLING RATES OF INTERESTS IN DEPOSITS- AIBSNLREA TAKES UP THE ISSUE WITH SECRETARY (PENSION), DOP&PW:** In a letter addressed to Secretary (Pension), DOP&PW and copy endorsed to Secretary (Expenditure), Ministry of Finance, AIBSNLREA has requested for reduction in the period for restoration of commutation in view of sharp drop in interest rates in deposits. The Association has referred to the Report of VIth Central Pay Commission which examined the issue and arrived at the commutation factor based on market interest of 8 % p.a. and also the mortality rate. The Association has further pointed out that the Hon'ble Supreme Court, on the other hand, in its judgment delivered in December, 1986 in Writ Petitions No. 3958-61 of 1983 had directed restoration of the commuted value of pension once the commutation amount along with the interest element thereon was recovered fully. The Association has, thus, pleaded that since the present interest rates in less than 5%, the Commuted portion of Pension be refunded after 8 years of retirement. [View posting dated 17.09.2020 in this website to read the letter.](#)

**AIBSNLREA OPPOSES BSNL'S VIRTUAL DENIAL TO ADDRESS A GRIEVANCE LODGED IN CPENGRAMS SUGGESTING TO TAKE UP THE ISSUE WITH ITS RETIRED EMPLOYEES GRIEVANCE CELL- WRITES TO SECRETARY (PENSION):** As the BSNL has closed a grievance of a pensioner lodged in the DOP&PW's pensioners' Grievance Redressal System CPENGRAMS, stating 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', the Association has lodged its protest against the stand of BSNL. The Association has pointed out that the grievance was rightly lodged in CPENGRAMS, introduced by the Government of India to allow the pensioners to lodge their grievance in it, only after numerous representations to the CMD, BSNL went unheeded. BSNL, therefore, cannot deny to process the grievances lodged in CPENGRAMS. The stand of BSNL only exposes its apathetic and unhelpful attitude towards the pensioners and their genuine grievances. The Association has finally requested Secretary (Pension) to intervene in the matter so that the genuine grievance of the pensioner lodged in CPENGRAMS, as in this case, is processed by BSNL and redressed early. [View posting dated 17.09.2020 in this website to read the letter.](#)

**AIBSNLREA REQUESTS FOR EXTENSION OF PERIOD FOR SUBMISSION OF LIFE CERTIFICATE FOR THE PURPOSE OF CONTINUING WITH CONCESSIONAL TELEPHONE FACILITIES BY THE RETIRED BSNL EMPLOYEES:** AIBSNLREA has addressed a letter to Director (HR), BSNL requesting for extension of period for submission of Life Certificate for the purpose of continuing with concessional telephone facilities by the retired BSNL employees in view of Covid-19 pandemic. The Association cites the case of DOP&PW order issued, vide No.

18/1/2020-P&PW(C)-6681 dated 11.09.2020, in which the period for submission of Life Certificates by the pensioners in the Banks has been extended till 31<sup>st</sup> December, 2020 for the current year and has requested to issue Orders in the same line. The Association has also stated that 'any arrangement for online submission of Life Certificate by the retired BSNL employees will be most welcome'. [View posting dated 16.09.2020 in this website to read the letter.](#)

**NON-GRANT OF 3<sup>rd</sup> AND 4<sup>th</sup> TIME BOUND FINANCIAL UPGRADATION UNDER EPP TO SHRI GURUPPA S HUGAR, RETD AO(L/A), GULBARGA TD AND ALSO A BSNL VRS-2019 RETIREE:**

AIBSNLREA brings to the notice of GM(Estt), BSNL that despite issue of BSNL Office Order F.No. BSNLCO-A/11(11)/8-2020-ESTAB dated 18.08.2020 instructing the Circles to complete all the cases for grant of time-bound financial upgradation under EPP/NEPP before 31.08.2020 in respect of the VRS-retirees, which were due before their retirement, many Circles seem to have not taken the instructions seriously and still many cases are remaining unsettled. The Association has cited the case of Shri Guruppa S Hugar, Retd AO(L/A), who retired on 31.01.2020 under BSNL VRS-2019 and is yet to receive Orders from Karnataka Telecom Circle granting him his 3<sup>rd</sup> and 4<sup>th</sup> Time Bound Financial Upgradation under EPP, which were due with effect from 27.12.2014 and 27.12.2019 respectively. It is said that Karnataka Telecom Circle is holding back release of the Orders on the question of applicability of mandatory training after issue of Orders granting Time Bound Financial upgradations to the retired employees, despite the fact that BSNL Corporate Office had already clarified vide its No. 400-29/2007-Pers.I dated 30.05.2007 that "... the Executives who have already retired or are retiring within a period of two years from the date of issuance of time bound IDA scale upgradation order, shall be exempted from such training". Further, Karnataka Telecom Circle itself, while granting 2<sup>nd</sup> Time Bound Financial Upgradation on 30.01.2020 to the same retired Executive, had stated in the Order that "since the executive is due to retire within a period of two years from the date of issue of this order shall be exempted from the same condition". Thus, there is no reason for Karnataka Telecom Circle not to issue the Orders. The Association has finally requested to advise Karnataka Telecom Circle to issue the much-delayed Orders on the subject immediately. [View posting dated 15.09.2020 in this website to read the letter.](#)

**AIBSNLREA TAKES UP THE ISSUE OF CLOSURE OF REGISTERED GRIEVANCE DOCKET NO. DOPPW/E/2020/15644 BY THANJAVUR SSA WITHOUT RESOLVING THE GRIEVANCE:**

Since, 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", AIBSNLREA has taken up the matter with Secretary (Pension). 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. The Association has said in its letter to Secretary (Pension) that "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 Association has requested to advise BSNL to resolve the Grievance. [View posting dated 14.09.2020 in this website to read the letter.](#)

**AIBSNLREA NOW TAKES UP THE ISSUE OF HARASSMENT AND FINANCIAL LOSS OF THE RETIREES DUE TO WRONG OBSERVATIONS OF THE PAY & ACCOUNTS OFFICERS IN THE OFFICES OF CCA BY GOING BEYOND THE PRESCRIBED LIMIT OF 24 MONTHS FOR CHECKING THE PENSION PAPERS WITH REFERENCE TO SERVICE BOOKS– CITES THE RECENT CASES IN THE OFFICE OF PRINCIPAL CCA, CALCUTTA TELEPHONES:** AIBSNLREA has since addressed Secretary (Telecom) on the issue of unending harassment and financial loss of the retirees due to wrong observation by the Pay & Accounts Officers in the offices of CCAs while verifying the service records and applying prescribed checks with reference to the applicable Pension Rules, going beyond the limit of 24 months prescribed in Rule 7.3.2 available in Chapter 7 of the Civil Accounts Manual for the HOD and Pay and Accounts Officer. The Association has cited the recent cases in the office of Pr. CCA, Calcutta Telephones in which the Pay & Accounts Officer, in his overenthusiastic action, overlooked the Rules on the subject and made wrong observations about the pay-fixations correctly allowed to the TTAs promoted as JTOs in the year 2008/2009 as per Para 3.6 of BSNL Order No. 1-16/2010-PAT(BSNL) dated 07.05.2010 implementing the revised IDA pay scales of the Non-Executives. The PAO concerned seems to have been confused with yet another Pay-fixation Order issued by BSNL Corporate Office, vide its No. 3-32/2013/Estt.IV dated 22.12.2015, which was applicable for the TTAs promoted as JTOs under the new scheme and syllabus as per revised Recruitment Rules of JTOs-2014 promulgated in 2015, to raise his objection about past cases. The Association has contended that the affected retired Executives, promoted from the cadre of TTAs in 2008/2009, should not become the victims for this error in judgment by the PAO concerned and its endorsement by the Pr. CCA Office. The Association has further requested "to cause immediate restoration of all pay-fixations which were earlier correctly allowed to them as per the prevailing Orders of that time. Their pension needs to be re-fixed, the recovered amount refunded and other legitimate benefits allowed". [View posting dated 11.09.2020 in this website to read the letter.](#)

**AIBSNLREA WRITES TO SECRETARY (TELECOM) REGARDING NON-IMPLEMENTATION OF CABINET DECISION FOR PAYMENT OF EX-GRATIA TO THE BSNL VRS-2019 RETIREES:** In a letter addressed to Secretary (Telecom), AIBSNLREA has pointed out that though Cabinet decided that 50% of the balance amount of Ex-gratia to the BSNL VRS-2019 retirees would be paid latest by 30<sup>th</sup> June, 2020, the said decision has not been fully implemented. BSNL has, so far, disbursed ex-gratia in three instalments, but not in full. The Association has requested for the intervention of Secretary (Telecom), so that the BSNL VRS-2019 retirees receive their full and final payment of ex-gratia immediately and the issue gets resolved once for all. [View posting dated 10.09.2020 in this website to read the letter.](#)

**AIBSNLREA TAKES UP THE CASE OF NON-PAYMENT OF GROUP SAVINGS LINKED INSURANCE SCHEME AMOUNT BY THE LIC TO THE BSNL EMPLOYEES RETIRED UNDER BSNL VRS-2019:**

AIBSNLREA has since taken up the above matter with Secretary (Telecom) pointing out that most of the BSNL VRS-2019 retirees are yet to receive their GSLI payment from LIC. The Association has also been pointed out that some of the claims which were forwarded to the LIC are still remain unsettled and none of the retirees who retired from BSNL's Offices in Delhi has received the payment. Further, many Circles are yet to forward some of the cases to the LIC for payment that includes BSNL Corporate Office which is yet to forward nearly 70 such cases. [View posting dated 09.09.2020 in this website to read the letter.](#)

**STOPPING OF HARASSMENT OF BSNL RETIREES BY THE PAY & ACCOUNTS OFFICERS IN THE OFFICES OF CONTROLLERS OF COMMUNICATION ACCOUNTS BY ISSUING WRONG OBSERVATIONS WHILE SCRUTINIZING PENSION PAPERS- AIBSNLREA TAKES UP THE ISSUE WITH MOSC:**

AIBSNLREA has since represented to the Minister of State for Communications to stop harassment of the BSNL retirees by the Pay and Accounts Officers in the Offices of Controllers of Communication Accounts, while scrutinizing their pension papers with reference to Service Books, by their wrong observations mainly on past pay fixations and ordering their cancellations and recovery of stated over payment. These Pay and Accounts Officers are found to go back to a period earlier than the prescribed limit of maximum of 24 months preceding the date of retirement, as provided in Rule 7.3.2 of Chapter 7 of the 'Civil Accounts Manual for the HOD and Pay and Accounts Officer', and raise wrong observations relating to pay fixations which were correctly allowed as per the then prevailing rules/orders. In the process, the concerned retirees face unending harassment, cancellation of their past pay-fixations and recovery of the stated over-payment already received by the retirees over the years. Moreover, their pension is also fixed at lower stages. In order to give relief to its retiring employees from being harassed and put to financial loss, the Association has requested that let Department of Telecommunications also issue a similar Order as issued by Department of Posts, vide its No. 100-I/2020-Pension dated 27.07.2020, after consulting DOP&PW and quoting from the Provision in 'Rule 7.3.2 Role of Pay and Accounts Officer' in Chapter 7 of the Civil Accounts Manual for the HOD and Pay and Accounts Officer in which the PAOs have been advised that they should in any case not go back to a period earlier than 24 months preceding the date of retirement for raising observations relating to pay fixation etc. as per the guidelines. [View posting dated 27.08.2020 in this website to read the letter.](#)

**AIBSNLREA DRAWS ATTENTION OF PRIME MINISTER OF INDIA TOWARDS BSNL'S INABILITY TO OVERCOME THE CRISIS THAT IT WAS FACING EVEN AFTER INFUSION OF FUND AND APPARENT FORCED VRS OF OVER 80,000 EMPLOYEES - RAISES THE ISSUE OF DELIBERATE NON-INCLUSION OF THE IMPORTANT SUGGESTION OF IIM, AHMEDABAD ON ORGANIZATIONAL RESTRUCTURING OF BSNL IN THE CABINET PROPOSAL:**

AIBSNLREA has addressed a letter to Prime Minister of India with copy endorsed to the Group of Ministers on Survival of BSNL/MTNL pointing out that even after infusion of fund and forcing out over 80,000 BSNL employees to leave BSNL on VRS exactly about seven months back, following Cabinet approval of the Plan for revival of Plan in August 2019, there is no sign of its turn around. The Association has submitted that all these are due to a deliberate and clever move by a section of a powerful lobby in DOT/BSNL, which being afraid of losing its grip and monopoly in the affairs of BSNL, excluded a very pertinent and vital suggestion of the IIM Ahmedabad in regard to the issue of managing the affairs in BSNL, from being put up before the Cabinet for approval. The Association quoted the suggestions made by IIM Ahmedabad at Part-D, Para 6.c of its interim 'Report on Revival/Restructuring of BSNL' (at page 19) which

states that “The Board of Directors should also include professionals who have had experience of running large businesses. The Board should not have only civil servants and academicians as independent Directors who have not been associated with running of business...”. In addition, this Report by IIM, Ahmadabad went on to suggest at Part-D, Para 6.d of its Report that “... the top leader (CMD) should be a professional who has experience of running business rather than a government servant who is appointed on a fixed-tenure by the Government”. But this all-important suggestion by IIM, Ahmedabad was conspicuously absent in the cabinet Note submitted by the DoT and later approved by the Union Cabinet. The Association has expressed the apprehension that exclusion of this vital suggestion by IIM Ahmedabad might be because of the fact that this affects the interests of those who are virtually controlling the affairs in DOT and BSNL. AIBSNLREA has further briefed how the decision once taken to withdraw all deputationists from BSNL by 2023-24 and from MTNL by 2020-21 was foiled by this powerful lobby. The Association has further briefed how the Notified “Recruitment Rules of Management Trainees in BSNL”, first promulgated in 2007 and subsequently modified twice in quick succession, to create its own future ‘Managerial Cadre’ was quietly shelved. AIBSNLREA has made a strong plea to create BSNL’s own Managerial Cadre and withdraw all the deputationists from BSNL. The Association has also pleaded that “if BSNL is really to be revived, Government must act on the suggestion of IIM, Ahmedabad in its Report for inclusion of professionals with experience in running large business in BSNL and also to opt for academicians from top-ranked Indian Management Institutes as Board Members. BSNL needs to have its own Managerial Cadre’. [View posting dated 07.09.2020 in this website to read the letter.](#)

**AIBSNLREA TAKES UP THE CASE OF NON-IMPLEMENTATION OF CENTRAL ADMINISTRATIVE TRIBUNAL, JABALPUR ORDER PASSED ON 24.02.2020 QUASHING AND SETTING ASIDE THE PUNISHMENT ORDER AND REJECTION OF APPEAL AGAINST THE PUNISHMENT ORDER OF SHRI S K BHARDWAJ, RETD EXECUTIVE ENGINEER (CIVIL), BHOPAL:** AIBSNLREA has since addressed a letter to Secretary (Telecom) on the above issue wherein request has been made for early implementation of the Central Administrative Tribunal, Jabalpur Bench Order dated 24.02.2020 and early release of consequential benefits in pension and other pensionary benefits including refund of recovered amount from the salary of the affected pensioner. The Association has cited a similar Order passed by Central Administrative Tribunal, Bombay Bench in the case of another retired Executive associated with the same case. A Writ Petition was filed by MTNL in Bombay High Court against the said CAT Order. But the same was dismissed. The affected pensioner in this case received all the benefits which were due following implementation of Court Orders by MTNL. [View posting dated 03.09.2020 in this website to read the letter.](#)

**AIBSNLREA REQUESTS BSNL TO ISSUE INSTRUCTIONS TO THE CIRCLES TO SETTLE ALL LEFT OUT CASES OF FINANCIAL UPGRADATION UNDER EPP/NEPP IN A TIME BOUND MANNER:** AIBSNLREA has welcomed the instructions issued by the Establishment Branch of BSNL Corporate Office to the Circles to complete all the pending cases of financial upgradation under EPP/NEPP to the VRS retirees which were due before their retirement before 31.08.2020 and also for acceptance of its importance as these are having bearing on pension and other terminal benefits. The Association has pointed out that there are many other BSNL retirees whose financial upgradation under EPP/NEPP were due before their retirement. But these are yet to be settled even though several years have passed after their retirement- thus

affecting their pension and other benefits. The Association has accordingly requested to cause issue of similar instructions to the Circles to complete all the pending cases for grant of financial upgradation under EPP/NEPP to all the BSNL retirees which were due before their retirement in a time bound manner. [View posting dated 01.09.2020 in this website to read the letter.](#)



## **ACTION ON THE REPRESENTATIONS OF AIBSNLREA**

**GRANT OF REGULAR SUPERANNUATION PENSION AND RELEASE OF OTHER PENSIONARY BENEFITS TO SHRI D C GUPTA, RETD SDE- CCA, PATNA WRITES TO CMD, BSNL FOR NECESSARY ACTION:** AIBSNLREA had earlier taken up the above case with BSNL requesting early settlement of the issue [View posting dated 27.08.2020 in this website to read the letter]. The Grievance was also lodged in CPENGRAMS and the same was forwarded to CCA, Patna. Now CCA, Patna has addressed a letter to CMD, BSNL vide his No. CCABR/3-Pen/1229/2018/ dated 09.09.2020 forwarding the case for necessary action, since retirement is decided by BSNL. [View posting dated 18.09.2020 in this website to read the CCA, Patna letter.](#)

**BSNL REPLIES TO THE LETTER OF AIBSNLREA QUESTIONING PURPOSE AND FUNCTIONING OF BSNL'S PUBLIC GRIEVANCE REDRESSAL MANAGEMENT SYSTEM POINTING OUT TO ITS DEFICIENCIES:** AIBSNLREA had addressed a letter to CMD, BSNL seeking to know the purpose and functioning of its "BSNL Public Grievance Redressal Management System" which addresses the Association as "Customer" and routinely says that BSNL's "Service Representatives will address the issue very soon" [View posting dated 17.07.2020 in this website to read the letter]. BSNL has now replied to that letter and given a stated status Report of some letters addressed to CMD, BSNL giving only the Docket No. and the Unit/Section to which the letters were sent. This does not give any idea about grievance description or reference details. The first docket, as mentioned in the reply, seems to be from a BSNL subscriber about some faults. The reply is also evasive on our queries on the issues as raised in our letter. [View posting dated 09.09.2020 in this website to read the BSNL letter.](#)

**KOLHAPUR TELECOM DISTRICT INFORMS THAT ALL AVAILABLE RECORDS REGARDING PAYMENT OF GPF AMOUNT TO SHRI C M UROLOGIN, RETD JTO HAVE BEEN FORWARDED TO CCA, MUMBAI:** AIBSNLREA had taken the above issue and also following it up for quite a long time. The issue also stands registered in the Grievance Redressal System of DOP&PW. The CCA, Maharashtra & Goa had earlier requested Kolhapur Telecom District (Maharashtra Circle), from which the affected Pensioner Shri C M Urologin had retired, to send records regarding GPF deductions available with the SSA. Now, the office Pr. General Manager, Kolhapur has informed that it has already forwarded the available documents to the CCA, Mumbai. [View posting dated 02.09.2020 in this website to read the PGM TD, Kolhapur letter.](#)

## GOVERNMENT/BSNL ORDERS & LETTERS



**RECOVERY OF DUES OTHER THAN GOVERNMENT DUES FROM THE RETIREMENT BENEFITS OF BSNL EMPLOYEES- BSNL ADVISES ALL TELECOM CIRCLES/OTHER ADMINISTRATIVE UNITS TO FOLLOW THE CLARIFICATION DATED 24.08.2020 ISSUED BY DOT:** DOT has issued a clarification, vide its No. 1/Misc/Pen Issues/BSNL/DDFG(Accts-I)/2019-Part(2)/2525 dated 24.08.2010, regarding recovery of dues other than Government dues from the retirement benefits of BSNL Employees. The clarification issued by DOT states that “Considering the practical constraints in determining the exact amount of dues and recovering the same from BSNL salary and other payable only, recovery of miscellaneous BSNL dues- including those on account of BSNL accommodation – may be allowed from DCRG in an analogous manner to that of Government dues, as provided in Rules 71 to 73 of CCS (Pension) Rules, 1972”. This clarification, however, does not apply to the BSNL VRS-2019 retirees. In the case of the BSNL VRS-2019 retirees, such recoveries, if due, will have to be made from the amount payable by BSNL to these pensioners i.e. Ex-gratia, Leave encashment etc. Now, BSNL has endorsed this DOT letter, vide its No. 48-2/2020-Pen (B) dated 29.09.2020, and has advised all Telecom Circles and other Administrative Heads for information and necessary action. [View posting dated 30.09.2020 in this website to read the BSNL & DOT Orders](#)

**FURTHER EXTENSION OF REVALIDATION OF BSNLMRS CARDS FOR THE RETIRED BSNL EMPLOYEES- BSNL ISSUES ORDERS EXTENDING THE VALIDITY UP TO 31.03.2021 OR TILL FURTHER ORDERS:** Accepting the request from AIBSNLREA (view posting dated 19.09.2020 in this website to read the letter), BSNL vide its No. BSNLCO-SR/14(12/9/2020 dated 28.09.2020, has issued Orders extending the validity of BSNLMRS Cards for the retired BSNL Employees up to 31.03.2021 or till further Orders. [View posting dated 28.09.2020 in this website to read the BSNL Order.](#)

**RBI ISSUES ORDERS UNDER RBI PENSION REGULATIONS 1990 TO ALLOW SUBMISSION OF SCANNED COPY OF THE LIFE CERTIFICATE/MARITAL STATUS IN PRESCRIBED FORMAT TO THE RESPECTIVE CELLS THROUGH E MAIL:** In view of Covid-19 Pandemic, Reserve Bank of India has issued instructions, vide No. CO.HRMD No. 2002/21.01.00/2020-21 dated 25.09.2020, to allow submission of scanned copy of the Life Certificate/ Declaration of marital Status through e-mail to the respective pension cells from which pension is being drawn. RBI has also decided to extend the time-limit for submission of the same by 31<sup>st</sup> December, 2020. This arrangement is only for the current year. [View posting dated 28.09.2020 in this website to view the RBI Order.](#)

**NOMINATION FACILITY UNDER CGHS FOR CLAIMING MEDICAL REIMBURSEMENT IN THE EVENT OF DEATH OF THE PRINCIPAL CARD HOLDER – DEPT OF HEALTH & FAMILY WELFARE SIMPLIFIES THE PROCEDURE:** Department of Health & Family Welfare, vide its No. S 11011/12/2013-CGHS(P) dated 25.09.2020, has issued orders simplifying the procedure to claim medical reimbursement of the deceased CGHS cardholder. According to the revised procedure, an option has been allowed to the principal CGHS cardholder beneficiary to nominate a person to claim reimbursement of medical expenses in the event of his/her unfortunate death. The nomination facility shall be available only to the CGHS pensioner

cardholder. Beneficiaries desiring to exercise this option shall have to submit their declaration of nomination in the prescribed 'Nomination Form' to the CMO-In-charge of the CGHS Wellness Centre. [View posting dated 27.09.2020 in this website to view the CGHS Order.](#)

**SBI AGREES TO DOT'S REQUEST TO ALLOW SUBMISSION OF LIFE CERTIFICATES IN ALL ITS BRANCHES BY THE TELECOM PENSIONERS DRAWING PENSION DIRECT FROM DOT:** State Bank of India, vide its letter No. GBU:CC:2020-21:124 dated 21.09.2020, addressed to Dy Director General (Accounts), DOT has conveyed its readiness to allow Telecom Pensioners drawing pension direct from Dept of Telecommunication to submit Life Certificates in all its Branches both in physical and digital form without any charges. Bank has already advised its Branches accordingly. However, it will not take any further responsibility. [View posting dated 25.09.2020 in this website to read the SBI letter.](#)

**CHENNAI TELEPHONES EXTENDS VALIDITY OF BSNLMRS CARDS OF THE RETIRED BSNL EMPLOYEES UP TO 30.11.2020:** Chennai Telephones, vide its Order No. AWL/BSNL MRS/Circulars/VOL-III/20-21/32 dated 23.09.2020, has extended the validity of BSNLMRS Cards of the BSNL retired/VRS Employees up to 30.11.2020. [View posting dated 24.09.2020 in this website to read the Chennai Telephone Order.](#)

**KERALA TELECOM CIRCLE EXTENDS VALIDITY OF BSNLMRS CARDS FOR THE RETIRED EMPLOYEES TILL 31.03.2021:** Kerala Telecom Circle, vide its No. SR/Gen/Union & Assn/10 dated 17.09.2020, has extended the validity of BSNLMRS Cards of the retired BSNL employees. [View posting dated 18.09.2020 in this website to read the Kerala Circle Order.](#)

**DIRECTOR (HR), BSNL REMINDS ALL HEADS OF TELECOM CIRCLES/ ADMINISTRATIVE HEADS OF BSNL UNITS ON THE IMPORTANCE OF FINALIZATION OF ACTIVITIES FOR SETTLEMENT OF VARIOUS PENDING ISSUES IN RESPECT OF THE BSNL VRS-2019 RETIREES:** Director (HR), BSNL, in a DO letter, issued vide his D.O. No. BSNLCO-EB-1/11(11)/8/2020-ESTAB dated 16.09.2020, has reminded all the Heads of Telecom Circles and Administrative Units of BSNL about the importance of finalization of activities for settlement of various pending issues in respect of the BSNL VRS-2019 retirees. The pending issues mentioned in the DO letter includes calculation of Ex-gratia in respect of VC withheld cases, cases pending due to verification of caste certificates, cases pending for issue of Presidential Orders for absorption in BSNL, updation of service particulars in ERP System- Last pay drawn, length of qualifying service, date of birth, date of appointment and grant of EPP/NEPP upgradations which were due before their retirement. Director (HR) has reiterated that all these pending activities must be completed on top priority latest by 21.09.2020. [View posting dated 16.09.2020 in this website to read the Director \(HR\) letter.](#)

**BSNL ISSUES ORDERS DIRECTING THE HEADS OF TERRITORIAL CIRCLES TO OPEN FACILITY FOR SUBMISSION OF DIGITAL LIFE CERTIFICATE BY BSNL/DOT RETIREES AT ONE CUSTOMER SERVICE CENTRE IN EACH SSA:** On the advice of DOT, BSNL vide its No. BSNLCO-A/12(14)/1/2020-ESTAB dated 15.09.2020 has issued instructions to all its Heads of Territorial Circles to open facility for submission of digital Life Certificates by the BSNL/DOT retirees through Customer Service Centres of BSNL. Accordingly, Jeevan Pramaan Application at one CSC in each SSA has to be provided. This meets resolution No. 6 adopted in the All India



Conference of AIBSNLREA held at Madurai in November, 2019. [View posting dated 15.09.2020 in this website to read the BSNL Order.](#)

**DOP&PW ISSUES ORDERS ALLOWING SUBMISSION OF LIFE CERTIFICATES BY THE PENSIONERS TILL 31<sup>ST</sup> DECEMBER, 2020 FOR THE CURRENT YEAR DUE TO COVID-19 PANDEMIC:** DOP&PW, vide its No. 18/1/2020-P&PW (C )-6680 dated 11.09.2020, has issued orders extending the time limit for submission of Life Certificates by the Pensioners for the current year due to Covid-19 pandemic. While, the pensioners in the age group of 80 years and above may submit their Life Certificates from 1<sup>st</sup> October, 2020 to 31<sup>st</sup> December, 2020, the pensioners in the age group of below 80 years have been allowed to submit their Life Certificates from 1<sup>st</sup> November, 2020 to 31<sup>st</sup> December, 2020. [View posting dated 11.09.2020 in this website to read the DOP&PW Order.](#)

**BSNL ISSUES INSTRUCTIONS TO CIRCLES ON THE ISSUE OF IMMEDIATE SETTLEMENT OF PENDING ISSUES IN RESPECT OF THE EMPLOYEES RETIRED UNDER BSNL VRS-2019:** BSNL, vide its F.No. BSNLCO-EB-I/11(20)/5/2020-ESTAB dated 03.09.2020, has issued instructions to all Circles and other Administrative Heads to complete the assigned task for updation of service particulars like last pay drawn, qualifying service etc in the ERP/SAP as per the details generated by the CCAs in respect of the all the BSNL VRS-2019 retirees latest by 05.09.2020. BSNL has pointed out that non-completion of this activity is delaying finalisation of the Ex-gratia amount, Leave encashment, and calculation of arrears/over-payment and advised them to complete these exercises on top priority before receipt of 4<sup>th</sup> instalment of Ex-gratia amount from DOT for accurate calculation of Ex-gratia to be paid to the BSNL VRS-2019 retirees. [View posting dated 04.09.2020 in this website to read the BSNL Order.](#)



## ACTIVITIES IN THE BRANCHES

**NEW BRANCH OF AIBSNLREA FORMED AT ALWAR-BHARATPUR IN RAJASTHAN:** In a meeting of the retired BSNL executives held at the residence of Shri S P Jain, Retd DGM at Alwar in the evening of 12th September, 2020, a new Branch of AIBSNLREA has been formed. After some discussions, the members unanimously decided to form the Branch with the following Office-Bearers: - (1) President- Shri Y C Sharma, Retd SDE (Mob: 9413394695), (2) Branch Secretary- Shri B L Gupta, Retd SDE (Mob: 9413394696) and (3) Branch Finance Secretary- Shri S S Mathuria, Retd SDE (Mob: 9413394654). Other retired Executives, residing in these areas, may contact them for Life-Membership. AIBSNLREA welcomes all the new Life Members of the Branch and thanks Shri S P Jain, Retd DGM for taking the initiative to form the Branch.



## STATEMENT OF AMOUNT RECEIVED DURING SEPTEMBER 2020

**Shri S Venkataramani, Retd AGM, AP Telecom Circle** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 30.09.2020 as Life Membership Fee and Admission Fee.

**Shri Ram Awtar Gupta, Retd AGM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 29.09.2020 as Life Membership Fee and Admission Fee.

**Shri N Raghavendra Deshpande, Retd DGM** has deposited Rupees one thousand fifty (Rs. 1050/-) only in the S/B Account of CHQ with Syndicate Bank on 29.09.2020 as Life Membership Fee and Admission Fee (Rs. 550/-) and donation (Rs. 500/-).

**Alwar-Bharatpur Branch (Rajasthan State)** has deposited Rupees one thousand eight hundred (Rs. 1800/-) only in the S/B Account of CHQ with Syndicate Bank on 29.09.2020 as CHQ quota for 9 new Life Members.

**Shri G C Tuteja, Retd Dy GM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only on 28.09.2020 as Life Membership Fee and Admission Fee.

**Shri Nand Lal Sharma, Retd Dy GM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 26.09.2020 as Life Membership Fee and Admission Fee.

**Shri Rakesh Kumar Tiwari, Retd Dy GM (L/A), BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 23.09.2020 as Life Membership Fee and Admission Fee.

**Madurai Branch (Tamilnadu State)** has deposited Rupees two hundred (Rs. 200/-) only in the S/B Account of CHQ with Syndicate Bank on 22.09.2020 as CHQ quota for one new Life Member.

**Chennai Branch (Tamilnadu State)** has deposited Rupees one thousand four hundred (Rs. 1400/-) only in the S/B Account of CHQ with Syndicate Bank on 19.09.2020 as CHQ quota for 7 new Life Members.

**Coimbatore Branch (Tamilnadu State)** has deposited Rupees one thousand six hundred (Rs. 1600/-) only in the S/B Account of CHQ with Syndicate Bank on 16.09.2020 as CHQ quota for 8 new Life Members.

**Agra Branch (UP State)** has deposited Rupees six hundred (Rs. 600/-) only in the S/B Account of CHQ with Syndicate Bank on 15.09.2020 as CHQ quota for 3 new Life Members.

**Raipur Branch (Chhattisgarh State)** has deposited Rupees two thousand two hundred (Rs. 2200/-) only in the S/B Account of CHQ with Syndicate Bank on 10.09.2020 as CHQ quota (Rs. 200/-) for one new Life Member and also donation and contribution to Court case collected from S/Shri S N Sinha, Retd SDE and J N Shrivastava, Retd SDE @ Rs. 500/- on each head.

**Madurai Branch (Tamilnadu State)** has deposited Rupees one thousand (Rs. 1000/-) only in the S/B Account of CHQ with Syndicate Bank on 10.09.2020 as CHQ quota for 5 new Life Members.

**Agra Branch (UP State) has** deposited Rupees two thousand (Rs. 2000/-) only in the S/B Account of CHQ with Syndicate Bank on 08.09.2020 as CHQ quota for 10 new Life Members.

**East Vidarbha (Nagpur) Branch (Maharashtra State) has** deposited Rupees three thousand six hundred (Rs. 3600/-) only in the S/B Account of CHQ with Syndicate Bank on 08.09.2020 as CHQ quota for 18 new Life Members.

**Shri Sunil Kumar Singhal, Retd AGM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 07.09.2020 as Life Membership Fee and Admission Fee.

**Smt Aruna Dua, Retd AGM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 07.09.2020 as Life Membership Fee and Admission Fee.

**Shri Sant Kumar, Retd Sr SDE, HP Circle** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 07.09.2020 as Life Membership Fee and Admission Fee.

**Shri Ashutosh Kumar Goyal, Retd AGM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 04.09.2020 as Life Membership Fee and Admission Fee.

**Shri Krishna Gopal Goel, Retd AGM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 03.09.2020 as Life Membership Fee and Admission Fee.

**Shri Devesh Kumar, Retd DGM, BSNL Corporate Office** has deposited Rupees Five hundred fifty (Rs. 550/-) only in the S/B Account of CHQ with Syndicate Bank on 02.09.2020 as Life Membership Fee and Admission Fee.

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