

Details for registration number : DARPG/E/2021/32434

Name Of Complainant	Balasubramanian R R
Date of Receipt	12/10/2021
Received By Ministry/Department	Administrative Reforms and Public Grievances - Nodal Agency
Grievance Description	
<p>This is a representation from AIBSNLREA addressed to the Secretary (Pension), DoP&PW, requesting to advise Ministries/Departments to honour and implement the intention of DoP&PW in providing mechanism for resolution of grievances of pensioners through CPENGRAMS. AIBSNLREA has written that We are constrained to bring to your notice that though the Government is making all out efforts to streamline and improve the grievance redressal procedure of pensioners, with a view to making the lives of the pensioners less miserable and issuing fresh guidelines time and again to be followed by the Ministries/Departments, some Departments and organizations under them are hell-bent to scuttle all your efforts by closing the grievances forwarded to them with unimaginable and irresponsible replies.</p> <p>2. To cite one such case, in response to our grievance filed under docket No. DOPPW/E/2021/30618 Annexure-A, regarding non-implementation of the judgment of Hon'ble Supreme Court of India in CA No.4389 of 2010 in extending the consequential benefits to those Executives of DoT/BSNL who became seniors as per its Order, PGM (Pers), BSNL Corporate Office has closed the case stating that "GRIEVANCE PORTAL IS NOT THE FORUM TO TAKE UP UNION MATTERS. KINDLY TAKE UP AT THE APPROPRIATE FORUM", never even taking time to read the letter and understand the common grievance of the concerned pensioners. the PGM (Pers), BSNL CO appears to have no knowledge that CPENGRAMS allows registering of grievance either by the individual pensioner or any other person on behalf of the pensioner. The irony is that the above grievance letter was sent by email too, to the CMD BSNL by the Association, on which there has been neither any response nor action for resolution of the grievance. It is a bitter fact that BSNL authorities never respond to any grievance submitted by the Association through email or by post. That is why it has become necessary to register the common grievances of the members through CPENGRAMS- simultaneously while sending the representation through email. Unfortunately, the Department of Telecommunications, which is the appellate authority has also closed a grievance filed with PMO vide No. PMOPG/E/2020/0690160 Annexure-B, registered more than a year back, citing the reply by the PGM (Pers), BSNL Corporate Office.</p> <p>3. Unless categorical and strict advice is given to such authorities to find ways to resolve the grievance rather than finding excuses, the intention behind introduction of the entire system of CPENGRAMS, CPGRAMS is likely to meet the fate of other methods already existing for resolution of the grievances. In this regard, monitoring of the grievances registered under CPENGRAMS and CPGRAMS by DoP&PW till their logical resolution, at each stage of the process viz., forwarding the grievance to the appropriate authority, checking the response and following it up with the concerned authority directly by DoP&PW even without pointing out by the pensioner, is to be ensured for success of the system.</p> <p>4. In view of the above, it is requested that BSNL and DoT be properly advised accordingly and to sincerely make efforts to resolve the grievances of the pensioners including the present one instead of finding some excuse to close the docket.</p>	
Current Status	Case closed
Date of Action	08/11/2021
Remarks	
IT IS ASSURED THAT ALL OUT EFFORTS WILL BE TAKEN BY BSNL TO FOLLOW UP THE CASES FOR APPROPRIATE REDRESSAL	
Officer Concerns To	
Officer Name	A.M.Gupta
Officer Designation	GM SR
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