

Details for registration number : DOPPW/E/2020/20100

Name Of Complainant	All India BSNL Retired Executives Association
Date of Receipt	14/09/2020
Received By Ministry/Department	Pensions and Pensioners Welfare
Grievance Description	
<p>The attached representation is regarding the case of closure of Grievance Docket No. DOPPW/E/2020/15644 by the Accounts Officer (Drawal) of Thanjavur SSA, a Unit under the administrative control of Tamilnadu Telecom Circle of BSNL, expressing his virtual inability to resolve the Grievance lodged in CPENGRAMS 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 and thus the Grievance remained unresolved. It is regretted 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 choose to close the Grievance Docket. The issue needing to sort out for resolving the grievance is an internal matter of both 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 then 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 redress the grievance. It is requested that BSNL be advised to resolve the Grievance.</p>	
Current Status	Case closed
Date of Action	22/12/2020
Remarks	
Training Period added for the 4 th Ex-gratia payment to Mr.Christopher informed by the AO(Drawal) 9486101284. Case Closed.	
Officer Concerns To	
Officer Name	RAJENDRAN.P
Officer Designation	PRO
Contact Address	
Email Address	pg_tnj@bsnl.co.in
Contact Number	04362236000
<input type="button" value="Print"/> <input type="button" value="Close"/>	