



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2015/31

Dated: 21.10.2015

To

Ms Sujata Ray,
Director (HR),
Bharat Sanchar Nigam Ltd.,
New Delhi 110001.

Sub: Abnormal delay in settlement of Medical reimbursement cases of the BSNL Pensioners.

Madam,

We regret to state that one of the main grievances of the BSNL pensioners still relates to non-settlement of their medical reimbursement cases on time by all BSNL Units, though BSNL Corporate Office had stipulated for time limit for settlement of these cases. The reimbursement of medical claims, both outdoor and indoor, remain pending for several months and sometimes even for years. This causes immense hardships to the BSNL pensioners since they have to depend only on their meager pension or little savings to get their medical treatment done. Sometimes, they are also to borrow the money.

2. This is causing serious problems to the Pensioners who are at a very inconvenienced stage due to advanced age and ailment. It is regretted that no BSNL Unit is following even the Guidelines issued by BSNL Corporate Office as back as in 2006 for time bound settlement of the cases. The said guidelines issued vide No. BSNL/Admin.I/1(Pt) dated 23.08.2006 stipulated in regard to indoor claims that the same be settled within one month of their receipt.

3. In the above background, we seek for your kind personal intervention in the matter, so that all medial reimbursement cases of the BSNL Pensioners are settled in accordance with the existing instructions issued on the subject and more importantly timely reimbursement is ensured.

With kind regards,

Yours sincerely,

(S Basu)
General Secretary

Copy to:
Shri S K Sinha,
General Manager (Admn),
BSNL Corporate Office.