



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No.AIBSNLREA/CHQ/2023/87

Dated 7th November 2023

To

Shri Govind Kewlani,
Chief General Manager, ITPC,
Pune

Sub: Discrepancies in billing of rent free Residential Telephone Connection provided to the BSNL absorbed pensioners

Sir,

It has been brought to our notice that the BSNL absorbed pensioners of Madhya Pradesh Circle who are having concessional rent free residential telephone connection provided to them as per BSNL letter No.2-7/2007-PHA dated 20.07.2007 with specified free local calls, have started receiving telephone bills claiming various amounts ranging from Rs.7000 to Rs.30000 as outstanding to be paid. It is not known whether similar problem is faced by pensioners in other circles.

2. We feel that this could be due to an inadvertent change in categorization as DOT-R instead of BSNL-R in the CDR system. This has caused panic among the pensioners who fear that their telephones could be disconnected for non-payment of the outstanding bills.

3. We request you to kindly look into the matter, order remedial action as required and also cause cancellation of the wrongly issued bills in respect of all similar cases.

With kind regards,

Yours sincerely,

 7/11/23

(R.R. Balasubramanian)

General Secretary

Copy to : 1. Shri Satyanand Rajhans,
CGMT, Madhya Pradesh Circle
2. Smt. Sushma Mishra,
General Manager, IT-CFA & NWP-BB,
BSNL Corporate Office, New Delhi