



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No.AIBSNLREA/CHQ/2023/93

Dated: 24th 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

Ref: Our letter No.AIBSNLREA/CHQ/2023/87 dated 7th November 2023

Sir,

We had brought to your kind notice vide our letter cited under reference **[Annexure-A]** that some 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. We expressed our doubt 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.

2. Later it was brought to our notice that similar problem is being faced by BSNL pensioners in other Circles also, like Maharashtra Circle. In response to our representation we are told that we had not provided the telephone numbers and therefore our request could not be pursued

[Annexure-B]. Since we believed that this was a common problem due to wrong categorization as DOT-R instead of BSNL-R, we had not provided specific telephone numbers. We are now providing some telephone numbers of Madhya Pradesh Circle pertaining to Indore and Maharashtra Circle pertaining to Pune, which are only sample cases.

Madhya Pradesh (Indore) 0731 2363600, 0731 2474760, 0731 2470606, 0731 2484477, 0731 2591333, 0731 2489955, 0731 2400442, 0731 2492656, 0731 2554747

Maharashtra (Pune) 020 24459575, 020 26836789, 020 24345440, 020 25655462, 020 24370650, 020 29804888

3. We would request you to look into the issue and if found to be a common problem related to wrong categorization, to get the issue rectified without requiring the pensioners to pass through the hassles of submitting individual representations supported by whatever document and following it up, since this is no fault of theirs and till now they were availing the Rent free residential telephone connection without any issues and their status as Retired BSNL employee has not changed.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)

General Secretary

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