



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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Email: gensecaibsnlrea@yahoo.com

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(M) 9444003300

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R.R.Balasubramanian
(M) 9486100613

Financial Secretary

Awadesh Sharma
(M) 9968630008

Website: <https://www.aibsnlrea.org>

No. AIBSNLREA/CHQ/2023/91

Dated: 21st November 2023

To

Shri P K Purwar,
Chairman and Managing Director,
Bharat Sanchar Nigam Limited,
New Delhi

Sub: Request for early Pan-India launch of Portal for BSNL Retired Employees - reg

Sir,

We are constrained to draw your kind attention to the Portal for BSNL Retired Employees, which remains dysfunctional, after it was launched initially for the pensioners of Kerala Circle and later extended to other Circles, with the aim to managing the Pensioners' requests/complaints/queries through online mode and helping them to avoid reaching office for submitting their applications.

2. In fact, this association vide its letter No.AIBSNLREA/CHQ/2015/22 dated 31.05.2016 [Annexure-A] had first represented for introduction of online tracking system to know the status of medical claims by the BSNL Pensioners/Family Pensioners in order to avoid the need for the pensioners to visit the offices to pursue the cases at their old age and with physical problems. Subsequently Admin Section of BSNL Corporate office took up the matter with CGM ITPC Pune. Anyhow, it took almost 6 years for the efforts to see progress in this matter, wherein BSNL announced its decision to implement a web-based solution for the retired employees to submit and tract latest status of their claims in the background of a web portal

developed by Kerala Circle for providing various online services to retired employees and stating that this service is to be implemented on Pan-India level by ITPC Circle [Annexure-B]. Subsequently in February 2023, Director (HR) BSNL had requested CGM ITPC Pune to bestow his personal attention in the matter that the portal "Goes Live" w.e.f. 1st March 2023, with the remark that he was looking forward for its successful Pan India launch [Annexure-C]. But launching of this portal on Pan-India basis is yet to happen.

3. The portal which was stated to be working in a few Circles, under the URL <https://pensioners.bsnl.co.in/portal/> with the title PORTAL FOR BSNL RETIRED EMPLOYEES, was seen as a comprehensive solution to problems faced by the retirees viz.

1. Downloading Digital MRS Card and Pensioner's ID Card,
2. Online Life Certificate Validation/Renewal remotely through Built-in Video call,
3. Intimation on Hospitalization,
4. Status of Medical Bills,
5. Process requests for modification in MRS data such as option/BA change,
6. Life Certificate for continuation RDOT Connection,
7. Online Support and service for BSNL Pensioners.

But unfortunately, this portal is lying dysfunctional, defeating the important purpose of ease of life of the BSNL retirees, for reasons not known.

4. We would therefore request you to kindly bestow your personal attention to the issue and ensure that the effort to launch the portal on Pan-India basis becomes successful and the work related to this matter is completed at the earliest, so as to benefit the nearly 2 lakhs BSNL pensioners.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary

Copy to:

1. Shri V Srinivas,
Secretary (Pension), DoP&PW
2. Shri Arvind Vadnerkar,
Director (HR) BSNL



**ALL INDIA BHARAT SANCHAR NIGAM LIMITED
RETIRED EXECUTIVES' ASSOCIATION**

Central Headquarters

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Financial Secretary : Hari Ram

Ph.: 011-25075541
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No. AIBSNLREA/CHQ/2015/22

Dated: 31.05.2016

To
Shri Anupam Shrivastava,
Chairman & Managing Director,
Bharat Sanchar Nigam Limited,
New Delhi 110 001.

Sub: Introduction of online tracking system to know the status of medical claims by the BSNL Pensioners/Family Pensioners

Sir,

We would like to bring to your kind notice that the absorbed BSNL pensioners/family pensioners, who are covered under BSNL MRS for their medical treatment, are facing severe problems to know the status of their medical claims submitted both for indoor and outdoor treatment. This forces them to visit their last offices to pursue the cases even at this old age and other physical problems. They are also to spend some money for their travel purpose. Forcing the senior citizens to move from pillar to post to get their legitimate claims settled on time and also to know the status of their pending claims is really unfortunate and needs to be avoided.

2. Now that Government is giving stress for using technology to make the life easier, it is requested that an online tracking system may be introduced in all the BSNL Offices where the medical claim bills are processed and payment made. Information on the status of the claim bills at every stage of disposal should be made available. The concerned pensioner/family pensioners should be able to view the status from computers. This will certainly go a long way to remove a genuine difficulty of the pensioners.

3. We shall, therefore, request you to consider our above request and introduce a system at the earliest.

With kind regards,

Yours sincerely,

(S Basu)
General Secretary

Copy to:

Ms Sujata Ray,
Director (HR), BSNL.

CORPORATE OFFICE

Admin Branch,
1st floor, Bharat Sanchar Bhavan,
H. C. Mathur Lane, Janpath,
New Delhi-110001
Tel: 23716838, Fax: 23711544



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

Annexure-B

No.: BSNLCO-ADMN/MRS/Web Portal/Ret. Emp./2021-22

dated 26.12.2022

To,

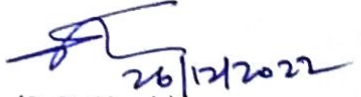
CGMs,
All Circles, BSNL.

Sub: Provision of Web Portal for BSNL Retired employees-reg.

In view of several representations and issues raised during processing and tracking of the claims of retired employees, BSNL Management has decided to implement a web-based solution for the retired employees to submit and track latest status of their claims. Kerala Circle has developed a web portal for providing various online services to retired employees and same has been working for few Circles. Now, this service is to be implemented on pan-India level by ITPC Circle.

2. Therefore, all Circles are hereby requested to nominate a Circle Nodal Officer (SPOC) and communicate the name, designation, email id and mobile number of nominated Circle Nodal Officer to ITPC, Development Unit, Hyderabad on email id. pensionersp@bsnl.co.in. For further coordination and training on the BSNL Retired Employees Portal, Shri T.jagajeevanram, SDE(Dev), ITPC Hyderabad, Mobile:+91-9868108117 eMail: pensionersp@bsnl.co.in. may be contacted.

3. BSNL retired employees' portal can be accessed on <https://pensioners.bsnl.co.in/portal/>. Portal related documents may be accessed at below-mentioned Google drive link - <https://drive.google.com/drive/u/5/folders/1f9u6VGLQKGUHI0tmaKy2tO5J17KGUpt>


26/12/2022
(S. P. Singh)
G.M.(Admin)

Copy to :

1. PPS to CMD, BSNL.
2. PS's to all Directors of BSNL Board, and CVO, BSNL.
3. PGM(EF)/ Sr. GM (CIT), BSNL CO for information and necessary action.

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Annexure-C

भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

अरविन्द वडनेरकर

निदेशक (एचआर)

ARVIND VADNERKAR

Director (HR)

BSNL Board

D.O. No. BSNLCO-Admn/MRS/Web Portal/Ret.
Emp./2021-22 Dated 02.02.2023

Dear Shri Kewlani,

I would like to draw your attention towards provision of a Web Portal through which the retired BSNL employees may submit and track their claims. I am delighted to note that the said portal has been developed and is working in few circles. I congratulate all officers of your circle and Kerala circle who have contributed in making the said portal. This portal will greatly improve the process of submitting and checking the status of their claims, making it much more convenient and efficient for our retired employees.

2. Vide GM (Admin), BSNL CO letter dated 26.12.2022, all circles have already been requested to nominate a Circle Nodal Officer (SPOC) and intimate the details of SPOC to your Hyderabad Unit. Now, our priority is to implement it on Pan India level. Your circle is expected to play a proactive role. I understand that coordination with other circles across India is required and I am confident that with your leadership, this can be achieved successfully. A dedicated officer may be deputed from your circle for coordinating and pursuing with circles for doing the needful for making the portal "Go Live".

3. It is, therefore, requested to bestow your personal attention in the matter so that the portal "Goes Live" w.e.f. 1st March, 2023. I am certain that this portal will be a great asset to our retired employees and to the organization as a whole. I am looking forward for its successful Pan India launch.

With best wishes,

2-2-2023
(Arvind Vadnerkar)

To,
Shri Govind Kewlani,
CGM, ITPC,
Pune-411019.

Copy to:

1. CMD, BSNL for kind information.
2. All Heads of Telecom Circles/Other Administrative Units, BSNL with the direction to coordinate with ITPC so that the portal "Goes Live" w.e.f. 1st March, 2023.