



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2023/79

Dated 13th October 2023

To

Shri Arvind Vadnerkar,
Director (HR),
Bharat Sanchar Nigam Limited,
New Delhi

Sub: Non-payment of medical claims for 2018-19, 2019-20 in respect of emergency treatments undergone in non-empanelled hospital – case of Shri Bhagwan Das, Retd DE, Kurukshetra and his wife

Sir,

We hereby draw your kind attention to the hardships faced by a pensioner who is aggrieved by non-payment of medical claims for 2018-19, 2019-20 in respect of emergency treatments undergone in non-empanelled hospital, both for him and his wife.

2. Shri Bhagwan Das retired from BSNL as DE in 2009 from Kurukshetra under Karnal SSA in Haryana circle. After an angiography in a BSNL empanelled hospital in May 2018, which gave a finding that all coronary arteries had total block and he was referred to Fortis Hospital Mohali where he had to immediately undergo open heart Bypass surgery (CABG). As the hospital was not on the list of empanelled hospitals in Haryana Circle, he had to make the entire payment of Rs 297440/-. While he was still recovering from the major surgery, his wife Smt. Prem Lata was diagnosed with a life threatening cardiac disease. She was immediately rushed to Fortis Hospital Mohali where she was admitted in emergency and surgical procedures were performed to install an AICD (a type of pacemaker) in her chest on 06.10. 2018. With great difficulty Shri Bhagwan Das managed to pay the bill amounting to Rs 707324/- by borrowing money from relatives.

3. He had submitted complete bills supported by necessary documents, certified by the treating doctors, to GMTD Karnal during July & October 2018 as detailed below. Necessary intimation was duly given to the concerned authorities to arrange timely verification at the hospital.

Sl no	Patient name	Hospital name	Nature of treatment	Period of treatment	Bill amount	Date bill submitted
1	Bhagwan Das (self)	Adesh Hospital Bsnl empanelled	Angiography	21/5/2018to 23/5/2018	21847/	16/7/2018
2	Bhagwan Das (self)	Fortos Hospital Mohali	Bypass heart Surgery	24/5/18 to 31/5/18	297440/	16/7/18
3	Prem Lata (wife)	Fortis Hospital Mohali	Angiography	27/9/18 to 29/9/18	40703/	25/10/18
4	Prem Lata (wife)	Fortis Hospital Mohali	AICD (pacemaker)	4/10/18 to 9/10/18	707324/	25/10/18
5	Bhagwan Das (self)	Saini eye care Kurukshetra	Cataract Left eye	28/8/19	15000/	6/9/19

4. In spite of repeated representations and submission of documents as required by the authorities now and then, these claims still remain unpaid. In reply to his two RTI applications, he was informed that "funds were not available and payment would be made as and when funds are received". He even personally met GMTD Karnal and brought the matter to his personal notice. He was informed that the bills are held up in circle office for covering approval as the concerned hospital was not on BSNL panel and an officer was deputed to get the things expedited there. It is said that the claims are still pending for approval by CGMT, Haryana Circle. Shri Bhagwan Das is in complete mental and financial distress with the stress worsening with passing of every day.

5. We would therefore request your kind intervention and advice to the Haryana Circle administration to complete the process of approval by Circle Head, solely on the grounds of genuineness of the cases and to make payment of the medical claims without further delay.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary

Copy to:

1. Shri V Srinivas,
Secretary (Pension), DoP&PW
2. Shri Sandeep Kumar Kullar,
CGMT, Haryana Circle