



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

### **Central Headquarters**

Flat No.6, Second Floor, Subiksha Apartment,  
10/41, Sowrashtranagar 7<sup>th</sup> Cross Street, Choolaimedu, Chennai – 600094  
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#### **President**

V. Chinnappiah  
(M) 9444003300

#### **General Secretary**

R.R.Balasubramanian  
(M) 9486100613

#### **Financial Secretary**

Awadesh Sharma  
(M) 9968630008

No. AIBSNLREA/CHQ/2023/84

Dated 27<sup>th</sup> October 2023

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

**Sub: Non-availability of facility to lodge grievances by BSNL pensioners under BSNL Pensioners' Portal**

Sir,

We are constrained to draw your kind attention to the non-availability of facility to lodge grievances by BSNL pensioners under BSNL Pensioners' Portal from the pre-login page of BSNL Corporate Office intranet site, requiring the pensioners to rely only on CPENGRAMS.

2. It is found that the link to Pensioners Portal from the pre-login page of BSNL Corporate office intranet takes the pensioner to the BSNL Pensioners Portal where there is a link to lodge grievance. But the link takes the pensioner to the BSNL Public Grievance Redressal Management System where only a BSNL customer can lodge a complaint regarding services related to landline/FTTH/mobile, providing details of the 'Complaint Number'. In order to lodge his grievances, the pensioner has to seek the help of CPENGRAMS, which anyway just forwards the grievance to some BSNL office, many times an office unconnected with the grievance.

3. We therefore request you to kindly ensure that the grievance portal is made available for lodging exclusively the grievances of the pensioners in order that the grievance can be lodged directly with BSNL and can be considered and resolved by BSNL, thus avoiding unnecessary delay.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '27/10/23' written below it.

(R.R. Balasubramanian)

General Secretary

Copy to:

1. Shri V Srinivas,  
Secretary (Pension), DoP&PW