



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No. AIBSNLREA/CHQ/2023/102

Dated 22nd December 2023

To

Shri Kalyan Sagar N,
Director (HR),
Bharat Sanchar Nigam Limited,
New Delhi

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

Ref: 1. Our letter No.AIBSNLREA/CHQ/2023/84 dated 27th October 2023

2. BSNL reply dated 14.11.2023

Sir,

This is in continuation of our letter cited under Ref.1, wherein we had drawn you 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. We had specifically mentioned 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'. We had therefore requested 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.

2. In response to our letter which was also registered under CPENGRAMS, we were informed that “Please write email to cmdcomplaints@bsnl.co.in, it will automatically book complaints in BSNL internal portal PGRMS.” It was not made clear whether pensioners’ grievance will also be entertained and addressed through PGRMS.

3. **Anyhow, efforts by us and some of our members to follow the above procedure did not result in automatically booking of complaints in PGRMS.** We therefore request you to kindly get the issue examined and resolved so that BSNL pensioners can lodge their grievances directly with BSNL instead of seeking the help of CPENGRAMS.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary

Encl: As stated

Copy to:

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