



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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Awadesh Sharma
(M) 9968630008

No. AIBSNLREA/CHQ/2025/33

Date: 21st April 2025

To

Dr. Kalyan Sagar N,
Director (HR),
Bharat Sanchar Nigam Limited,
New Delhi 110001.

Sub: Non-payment of medical claim for indoor treatment taken in the year 2017 – case of Shri Prakash Dubey, Retd Sr.SDE, Varanasi

Sir,

We seek your kind attention to Non-payment of a long pending medical claim for indoor treatment taken by Smt.Shanti Devi, w/o Shri Prakash Dubey, Retd. Sr.SDE, Varanasi, who has been patiently and innocently waiting for years on the assurance that the payment will be made once funds are made available.

2. Smt. Shanti Devi, wife of Shri Prakash Dubey, Retd Sr.SDE, Varanasi had surgery for total knee replacement, both legs on 19.02.2017 at Heritage Hospitals Ltd., Varanasi. BSNL office was duly intimated, hospital visit was ordered and Certificate of Visit was submitted by DE Phones DKD. After submission of the claim, Shri Prakash Dubey was asked to get the photo of Smt.Shanti Devi in the MRS card attested by the treating doctor and the same was complied with.

3. After repeated representations failed to evoke any response, Shri Praksh Dubey registered his grievance in CPENGRAMS vide docket No.DOPPW/E/2021/26313, clearly stating that his “spouse Shanti Devi undergone both knee joint replacement operation in Heritage hospital Varanasi admitted on 18-feb-2017 and discharged on 24-feb-2017. The indoor treatment reimbursement is not done.” The docket was closed stating “As per report from AO(Claims), O/o PGMT,Varanasi, the fund allotment not yet received. When fund is received, the payment will be made” **[Annexure-I]**.

4. Though he received payment for his outdoor claims without voucher after that, which gave him hope of receiving payment for the indoor claim too, he is yet to receive payment for

the treatment taken by his wife in 2017. On oral queries now and then, he was being told that payment will be made after funds are released. But shockingly, he has been told recently that his indoor claim papers are not traceable. Shri Prakash Dubey cannot be denied payment on this plea, as receipt of the claim is on record with the office asking for attestation of photo of his wife in MRS card by the treating doctor **[Annexure – II]**. The genuineness of admission is on record in the form of Certificate of Visit **[Annexure – III]**. Denying or delaying payment on the plea of non-traceability of claim bill will be wholly unjustified as Shri Prakash Dubey cannot be victimized for the fault of the administration.

5. We therefore request your kind intervention to ensure that the indoor medical claim for Rs.375085.84/- by Shri Prakash Dubey is cleared at the earliest. Copy of the recent representation of Shri Prakash Dubey is enclosed **[Annexure – IV]**.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '21/4/25' written below it.

(R.R. Balasubramanian)
General Secretary

Encl: As stated

Copy to:

1. Shri V Srinivas,
Secretary (Pension), DoP&PW
2. Shri Arun Kumar Garg,
Chief General Manager, UP (East), BSNL