



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Flat No.6, Second Floor, Subiksha Apartment,
10/41, Sowrashtranagar 7th Cross Street, Choolaimedu, Chennai – 600094

Email: gensecaibsnlrea@yahoo.com

President

V. Chinnappiah
(M) 9444003300

General Secretary

R.R.Balasubramanian
(M) 9486100613

Financial Secretary

Awadesh Sharma
(M) 9968630008

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

No. AIBSNLREA/CHQ/2023/101

Date: 20th December 2023

To

Shri V. Srinivas,
Secretary (Pension),
Department of Pension & Pensioners' Welfare,
New Delhi 110003.

Sub: Scant regard to the system of grievance redressal by those handling grievance redressal systems - defeating the spirit of the Government launching CPENGRAMS

Sir,

With great pain, we are constrained to draw your kind attention to the scant regard shown towards grievance redressal systems by those responsible for handling the grievances lodged through the systems, especially the CPENGRAMS.

2. Long back we had brought to your notice vide our letter AIBSNLREA/CHQ/2022/1 dated 12th January 2022, our studied observation that the departments and organisations like, the Department of Telecommunications and Bharat Sanchar Nigam Limited, are found interested only in closing the grievance dockets with some irrelevant, immaterial and senseless responses, SADLY, WITHOUT EVEN READING THE CONTENTS OF THE GREIVANCES. We had even submitted a list of such closures done without any effort to resolve the grievance.

3. While our experience during the past two years after the said observations has been no different and while we continue to struggle to get the grievances of our pensioner members settled, we have been greatly shocked, pained and dismayed by the manner in which a recent grievance has been closed and the appeal disposed of, repeating the earlier remarks during closure of the docket.

4. We had drawn the attention of CMD BSNL vide our letter dated 21.11.2023 [**copy enclosed as Annexure-A**] towards a portal launched by BSNL 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, and stated to be 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.

We had conveyed our grievance that this portal is lying dysfunctional and had requested him to bestow his personal attention to the issue and ensure that the effort to launch the portal on Pan-India basis becomes successful. We had also submitted the letter through CPENGRAMS vide docket No.DOPPW/E/2023/0059213.

5. This grievance was closed on 14.12.2023 by BSNL with a remark "**Suggestions are not taken up on portal**" [Annexure-B]. We filed an appeal vide No.DOTEL/E/A/23/0008387, wherein we had clearly stated that "This is not a suggestion. This is a grievance that the pan-India web portal launched is dysfunctional. Our request is only to make it functional. Please read our representation and resolve the grievance. The appeal has been closed the next day, without any application of mind, with the same remark, "**suggestion are not taken up on portal**" [Annexure-C]. It is another thing that suggestions are actually allowed in CPENGRAMS with the system providing an option "Suggestion" in the drop-down menu.

6. This is not the first time we see appeals being disposed of in this manner. Almost every appeal we had filed earlier on different grievances has met with the same fate, with the appeal being closed repeating what had been stated earlier while the grievance was disposed of. The manner in which the grievances and the appeals are being handled certainly is not in consonance with the noble cause for which CPENGRAMS was created. This is not the way the grievances of the senior citizens of the country are to be handled.

7. We therefore solicit your personal attention to the matter and request to ensure that **i) suitable instructions are issued to all concerned to treat the grievances and appeals with empathy, not to close the docket without resolving the grievance and ii) to advise BSNL authorities to consider the contents of our letter [Annexure-I] with due importance and resolve the grievance.**

With kind regards,

Yours sincerely,



(R.R.Balasubramanian)
General Secretary

Encl: As stated

Copy to: 1. Shri Narendra Modi,
Hon'ble Prime Minister of India
2. Dr. Jitendra Singh,
Hon'ble Minister of State (PP)