



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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No.AIBSNLREA/CHQ/2024/27

Dated: 25th April 2024

To

Shri Ajay Kumar Sahu,
Member (Services),
Department of Telecom,
New Delhi.

Sub: Urgent need for a Mechanism to listen to the grievances of BSNL retired employees by CMD, Director (HR) and senior officers in BSNL Corporate Office

Ref: Our letter No.AIBSNLREA/CHQ/2024/23 dated 8th April 2024

Sir,

With immense pain and heavy heart, we seek your personal attention to the absence of any mechanism in BSNL Corporate Office to listen to and resolve the grievances of the retired employees of BSNL, who had toiled to build this organization while in service, both in DoT and BSNL. It is extremely disappointing that we are not able to meet CMD BSNL and Director (HR) after repeated attempts, even after requests in writing. A simple response about the inability to grant meetings would have been taken as recognition of our long years of service in DoT and BSNL. But that did not happen.

2. It is a sorry of state of affairs that presently there is no mechanism to register the grievances of retired BSNL employees which have arisen as a consequence of their responsibilities while in service, grievances related to promotion, pay fixation etc., and grievances related to medical claims. The earlier existing link to Pensioners Portal from the pre-login page of BSNL Corporate office intranet takes the pensioner only to BSNL PGRMS meant for customer complaints. In response to our letter pointing out this, we were informed that email to cmdcomplaints@bsnl.co.in will automatically book complaints in internal portal of PGRMS, but it does not work either.

3. Another web based 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, was seen as 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.

But unfortunately, this portal is lying dysfunctional, defeating the important purpose of ease of life of the BSNL retirees, for reasons not known.

4. The pensioners are therefore forced to take the help of CPENGRAMS but here too, the BSNL authorities are keen to close the docket rather than making any effort to resolve the grievance. Importantly, when the grievances registered are against the wrong actions by the Circles/Units, BSNL CO repeatedly closes the dockets with the same reply from field units. **Appeals filed in CPENGRAMS meet the unfortunate fate of a single line disposal, without the grievance being examined, with template replies.**

5. This is where the Pensioners Associations feel the necessity to meet the BSNL authorities to request them to get the grievance examined as per rules and over-rule the wrong decisions taken in Circles/Units. Unfortunately, we do not find anyone even to give an ear to the grievances of its former employees, ignoring and disrespecting them as if they are unwanted liabilities. **While all the senior officers in DoT, right from Secretary, DoT are willing and meeting the pensioners associations to listen to them, BSNL authorities show complete neglect by not even acknowledging and responding to the written requests.**

6. We had brought the above facts to the notice of CMD BSNL vide our letter cited under reference (copy of which was marked to you and Secretary (Pension), DoP&PW). DoP&PW had duly forwarded our letter to BSNL for necessary action. But without even considering our request on the need to listen to us, BSNL has sent a reply that *“As far as the CDN cell, PG unit is concerned, kindly note that the DOPPW cases in the CPGRAMS portal are being redressed as per existing BSNL HR policies. Also, the emails to cmdcomplaints@bsnl.co.in which automatically books complaints in the inhouse PGRMS portal is working absolutely fine”*.

7. We would therefore request you to kindly impress upon the CMD BSNL, Director (HR) and other senior officers to spare some time to listen to the pensioners associations in person, as they request a personal and informal meeting only as the last resort. BSNL may also be directed to bring alive the now defunct BSNL Pensioners Portals.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary