



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No. AIBSNLREA/CHQ/2024/35

Date: 27th May 2024

To

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

Sub: Suggestions for improvements in CPENGRAMS based on experiences of shortcomings in the system and lack of satisfactory monitoring of resolution of grievances

Sir,

At the outset we convey our appreciation and gratitude towards formulation and functioning of **CPENGRAMS with an objective of speedy redress and effective monitoring of the grievances besides providing a fast access to the pensioners.** A lot of improvements have also been made after its introduction, like provisions for Feedback & Appeal. Our Association has been extensively using CPENGRAMS for resolving the grievances of our member pensioners. Though this system has been helpful to the pensioners in submitting their grievance online without passing through the hassles of preparing physical documents and going to the post office for posting them to the concerned authorities, actual resolution of the grievances continues to remain below par.

2. We submit below our observations based on our experience as an association of BSNL retired Executives during the past few years. We are also submitting our suggestions for improving the system so that the real purpose of formulation of this system is achieved.

I. GRIEVANCE REACHING THE WRONG AUTHORITY:

OUR EXPERIENCE: The grievances are forwarded in a mechanical manner, sometimes to the wrong authority, who has no role to play in processing the grievances. We do not know whether this is being done by software automatically based on any algorithm of key words. The authority who receives the grievance docket which is not concerned to him closes the case with the reply that the *matter does not pertain to him*. There appears to be no provision for redirecting it to the concerned authority. As a result, the pensioner has to restart the procedure of registering his grievance again.

OUR SUGGESTION: Instead of the drop down menu against “Grievance pertains to”, a plain text box may be provided, wherein the pensioner can type in the designation of the authority who is supposed to examine and handle the grievance. The programme may be suitably modified such that the grievance is forwarded to the authority mentioned in the text box only, even if it is done manually by the Nodal Officer in the department concerned.

II. NODAL OFFICERS TO BE SENSITISED ABOUT ISSUES NOT TAKEN UP FOR REDRESS, VIZ. COURT RELATED/SUB JUDICE MATTERS & DISCIPLINARY PROCEEDINGS

OUR EXPERIENCE: The moment the Nodal officers see texts like “vigilance”, “judgement” and “court”, they dispose the grievance stating, ‘vigilance related matters/court case related matters cannot be taken up for resolution,’ without having the patience to go into the entire text of grievance and attached representations. Thus, grievances related to completed disciplinary proceedings, completed judicial proceedings and implementation of a court judgement in favour of the pensioner are all disposed of without resolution.

OUR SUGGESTION: The Nodal authorities should be advised to read the entire text of the grievance and make efforts to resolve it and not to close the docket except in

cases where the matter is actually sub-judice or the disciplinary proceedings is still pending.

III. MAKING ANY DECISION ON APPEAL TO BE A SPEAKING ORDER AND ALLOWING THE PENSIONER TO CHOSE WHO ACTUALLY IS TO CONSIDER THE APPEAL

OUR EXPERIENCE: When an appeal is made to the Ministry/Department concerned, the appeal is mostly closed by confirming the reply earlier given by the lower-level authorities, with some standard remarks like “As already replied”, “No specific grievance mentioned”, “The reply given against the grievance is appropriate”, “Redressal satisfactory”, “satisfactory reply given”, etc. [Ref: Docket Numbers – DOPPW/E/2024//0003532, DOPPW/E/2024//0000374, DOPPW/E/2024//0011932, DOPPW/E/2024//0000960, DOPPW/E/2024//0023026]. The appellate decision is never a speaking order, making the newly introduced Appeal facility a futile exercise.

OUR SUGGESTION: All the appellate authorities should be directed to sincerely examine the grievance and give a speaking order. All appeal disposals be monitored by DoP&PW for such irresponsible and insensitive disposals and there should be no hesitation on the part of DoP&PW to intervene in such cases.

IV. MAKING PROVISION FOR SECOND APPEAL TO DoP&PW:

OUR EXPERIENCE: The appellate authorities handle the appeals with the least regard for the DoP&PW’s efforts through CPENGRAMS to resolve the genuine grievances of the pensioners. This may be due to the fact that they feel that their decision is final, in the absence of any provision for Second Appeal with DoP&PW in CPENGRAMS.

OUR SUGGESTION: Provision of Second Appeal may be introduced to ensure that the appellate authorities examine the grievance with seriousness and consciousness that closing of the appeal with casual remarks, as have been pointed out in the previous paragraphs, will be monitored and they will be answerable for such callous decisions.

V. CLOSING OF GRIEVANCE TO BE DONE ONLY IF IT IS RESOLVED:

OUR EXPERIENCE: Our Association has been registering hundreds of grievances on behalf of our pensioner members and the affected pensioners are satisfied in many

of the occasions, finding their grievances either resolved or at least are being taken care of. But we have also been observing a tendency to find a way to close the docket in many cases with one or another remark, rather than the much-needed empathy to make any effort to try and resolve the grievances. Thus, the clear guidelines by DoP&PW that the grievance should not be closed without resolving them are not being followed.

OUR SUGGESTION: Closing of a grievance can be done by the organization/unit/subordinate office only if it is RESOLVED. If any additional information is required, the pensioner should be contacted in his registered email/mobile number, before a decision is arrived at. If the grievance is deemed to be not acceptable, the matter should be reported to the Ministry/Department, which alone can close the grievance specifying the reason thereof.

3. We request that our observations may kindly be examined and suggestions for improvement of the system be duly incorporated in future to obviate the pain and agony of the pensioners and to ensure peace of living for the elderly citizens.

With kind regards,

Yours sincerely,


27/5/24

(R.R. Balasubramanian)
General Secretary

Copy to: 1. Shri Dhruvajyoti Sengupta,
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2. Shri Depak Gupta,
Under Secretary (CPENGRAMS), DoP&PW