



## Editorial

### GRIEVANCES OVER GRIEVANCE REDRESSAL SYSTEMS

Once a person retires, he has no office to submit any of his representations through his immediate superior officer who used to forward it to the concerned authority after observing the existing guidelines. So, the pensioner is required to send his representations by Post or has to go in person to the office concerned. Travelling to the office concerned is a demanding task, depending upon where the office is located and considering the distance, travel time, cost and the age of the pensioner. There is no provision for acknowledging the representation in either case. However, the pensioner will have a proof of posting the representation sent through registered posts, Speed Post or Courier, but this will not testify anything about the enclosures in the postal cover and contents of the representation. And there is no way to know the action taken on our representation and whether action was attempted at all or whether our representation went to the bin.

CENGRAMS was launched to address this situation, which "is an online computerised system developed with an objective of speedy redress and effective monitoring of the grievances besides providing a fast access to the pensioners". There are also provisions for feedback and

appeal if the pensioner is not satisfied with the redressal of his grievance. CPGRAMS is another such grievance redressal mechanism available to the citizens to lodge their grievances to the public authorities on any subject related to service delivery. The pensioner can lodge his grievances as a citizen of India.

These computerised systems which allow online grievance submission, comprise two components, one the automated process using algorithms and the other involving human intervention. Once a grievance is submitted, the system forwards it automatically to an authority, based on the algorithms which select some key words in the grievance text and therefore sometimes forwarding the grievance to an unrelated authority. Further forwarding the grievance is done manually by designated nodal/sub nodal officers in the Ministries/Departments based on their individual judgment. Here more flaws are introduced resulting in the grievance reaching a completely unconnected office/officer. As there is no provision for re-forwarding the grievance to the correct authority, it gets closed there without resolution, fatefully without anyone even reading the contents. 90% of feedback given are not taken note of and appeals registered are

closed without application of mind and with a standard reply that the reply already given is correct. Though there are specific instructions that the grievance cannot be closed without resolution and these systems are supposed to 'monitor' the disposal and appeals, rarely does it happen. Although many improvements have been made in the systems since their launch, a lot more is required to be done.

**O**n the human side, it has been our experience that, resolution of the grievance largely depends on the persons holding the responsibilities of forwarding, considering and disposing the matter which comes to their notice. Those few, who are able to empathise with the sufferings of the person, have always made serious efforts to get the grievance resolved, leaving no stone unturned. For the rest, it is merely a paper, to be disposed of by any means, within the stipulated period and they have no hesitation in closing the docket using standard official phrases like 'the matter does not pertain to this office', 'this is a vigilance case', 'the matter is sub-judice', 'the attachment is not there' [although the system had confirmed attachment], 'association is precluded from filing grievance' [although the system allows a person other than the pensioner to lodge the grievance], 'this is a suggestion' [although the drop down menu itself shows the option – suggestion] and some times more appalling remarks. Had they only read the contents of the grievance, they would have been aware that it was neither a vigilance case nor was any matter sub-judice. And the way the

appeals are closed has made the provision to appeal a pointless exercise. Serious and result oriented monitoring is required to instil faith in the system.

**N**o person ever willingly chooses the hassles of filing a grievance, at their advanced ages, often with the help of their children or grandchildren, without a very genuine reason and without being denied justice after seeking the same through other means. He trusts the system. Many of them suffer without pension, without getting their due pensionary benefits, failing to get their medical and other claims paid, failing to get anomalies and discriminations removed and due to several other unimaginable circumstances. Their requests are genuine and justified as per extant rules. They are not asking for any favour. They plead for only justice according to some stated rules.

**T**hose who are in charge of grievance redressal, from the senior officers to the person handling the file, need to realise that they are handling fragile human beings and not pieces of paper. These pensioners had rendered dedicated service to the organisation from which they retired, had gathered a lots of experience and knowledge in the process and should not be seen as useless and unwanted old people. Instead of finding an excuse to close the docket, trying to read and understand the grievance should be attempted. There may be so many reasons to close the grievance. But if there is just one reason to justify resolution, those handling the grievance should seek to offer all help, getting more

facts if required. They should be able to feel the pain and suffering - physical, mental and often financial – of the pensioner. Otherwise, there is no use in their holding the responsibility of Grievance Redressal.

**W**hatever has been stated above are equally applicable to the grievance redressal mechanism under SAMPANN. The officials in the CCA offices should keep in mind that they have been employed to take care of not only the smooth payment of pension and other pensionary benefits but also sincere pursual and resolution of the grievances of the pensioners. Let us remind the words of Mahatma Gandhi on

customer service - “He is not an interruption to our work. He is the purpose of it... We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.”

**I**t is true that the Government has sincerely introduced the Grievance Mechanisms and has ensured improvements now and then. AIBSNLREA had suggested some improvements in the past and a few of them have been incorporated in the systems. AIBSNLREA will continue to point out the weak links in the system and seek improvement. ☹



## Important Developments of the Month

- AGS CHQ Shri Rakesh Sethi visited BSNL CO on 30.11.2023. He met DGM (Legal Pers) and enquired about progress in release of retiral benefits in the case of Shri B M Nyamati consequent to dismissal of appeal filed by BSNL in Karnataka High Court against the CAT Bangalore orders quashing the chargesheet issued to him. He said that it has been decided to file appeal in the Supreme Court and Karnataka Circle will be taking necessary action in this regard. AGS then met PGM CBB and discussed regarding non-payment of medical claims. PGM CBB informed that it has been decided that payment towards medical claims of BSNL retirees will be made quarterly and the next payment will be made in December 2023.
- AGS Shri Rakesh Sethi visited BSNL CO on 09.11.2023 and held discussions with concerned authorities regarding early release of final retirement order in the case of Shri B M Nyamati, consequent to dismissal of the appeal filed by BSNL against the CAT Bangalore orders quashing the chargesheet issued to him, since VC has been sent by Karnataka Circle a fortnight back. He was informed that the matter was being processed and orders will be issued at the earliest.
- AGS Shri Rakesh Sethi was informed that the VRS 2019 retirees hereinafter need not submit the request for commutation on attaining the age of 60 years to the BSNL office concerned and that the request can be directly submitted to the CCA office concerned.
- The virtual meeting of AIBSNLREA CHQ office bearers was held on 02.11.2023 under the Presidentship of Shri V.Chinnappiah, CHQ President. All office

bearers who had participated in the meeting spoke on the progress made on the decision taken in the last meeting, detailing the names of Branches which are already having WhatsApp groups, new groups formed on their efforts and branches which are yet to form WhatsApp groups. GS expressed satisfaction over so many branches already having WhatsApp groups. The meeting then reiterated the importance of completing the process at the earliest and adding Organising Secretaries of the Zones in all Branch groups in the respective Zones. It was also reiterated that State Secretaries are to take action for forming WhatsApp Communities by adding all Branch groups in their State. CHQ office bearers were requested to continue to monitor the progress in their respective areas. The issues regarding submission of Life Certificate, migration to SAMPANN in respect of left out pensioners, SAMPANN and CGHS relates issues and notice received by pensioners in MP State alleging outstanding dues towards rent free landline connection were raised by the participants. GS requested that specific cases with details be sent to the CHQ through email so that CHQ can take up the issues. After fruitful deliberations for more than two hours, the meeting came to close, with the President thanking the participants.



## Issues taken up

### 29.11.2023: AIBSNLREA WRITES TO DG CGHS REGARDING EXTENSION OF CGHS TO UDAIPUR, RAJASTHAN:

AIBSNLREA has drawn the attention of DG CGHS to the reported fact that the number of Central Government employees, Central Government pensioners and BSNL pensioners put together will be more than 6000, who are prospective card holders, thus meeting the norm fixed for extending CGHS facility to a new city and has requested to do the needful for extending CGHS to Udaipur city. [View the letter](#)

### 24.11.2023: AIBSNLREA AGAIN WRITES TO THE CGM ITPC, PUNE REGARDING DISCREPANCIES IN BILLING OF RENT FREE RESIDENTIAL TELEPHONE CONNECTION PROVIDED TO THE BSNL ABSORBED PENSIONERS:

AIBSNLREA had brought to the notice of CGM ITPC Pune vide its letter dated 07.11.2023 the above matter for early resolution. Our request was disposed of with the reply that we had not provided the telephone numbers and therefore our request could not be pursued. Since we believed that this was a common problem due to wrong categorization as DOT-R instead of BSNL-R, we had not provided specific telephone numbers. We have now provided some telephone numbers of Madhya Pradesh Circle pertaining to Indore and Maharashtra Circle pertaining to Pune, which are only sample cases. We have requested to look into the issue and if found to be a common problem related to wrong categorization, to get the issue rectified without requiring the pensioners to pass through the hassles of submitting individual representations supported by whatever document and following it up. [\\_View the letter](#)

**22.11.2023: AIBSNLREA WRITES TO THE CGCA NEW DELHI REQUESTING TO ENSURE AUTOMATIC UPDATION OF LIFE CERTIFICATE IN SAMPANN ON SUCCESSFUL SUBMISSION THROUGH JEEVAN PRAMAAN:**

AIBSNLREA has drawn the attention of CGCA New Delhi to the fact that 'lack of auto-updation of Life Certificate in SAMPANN after submission through Jeevan Pramaan, has been the major difficulty reported by SAMPANN pensioners across the country. The need to download the Life Certificate from SAMPANN and send it to the CCA concerned through email, post or delivery in person is defeating the entire purpose of digitalization of the procedure for submission of Life Certificate' and has requested 'to have an urgent look into this matter and cause a permanent solution in order that the pensioners lead a peaceful life in the later years of their lives.' [View the letter](#)

**21.11.2023: AIBSNLREA WRITES TO CMD BSNL REQUESTING EARLY PAN-INDIA LAUNCH OF PORTAL FOR BSNL RETIRED EMPLOYEES:**

AIBSNLREA has drawn the attention of CMD BSNL to the Portal for BSNL Retired Employees, which remains dysfunctional, after it was launched initially for the pensioners of Kerala Circle and later extended to other Circles, with the aim to managing the Pensioners' requests/complaints/queries through online mode and helping them to avoid reaching office for submitting their applications. AIBSNLREA has requested CMD BSNL to bestow his personal attention to the issue and ensure that the effort to launch the portal on Pan-India basis becomes successful and the work related to this matter is completed at the earliest, so as to benefit the nearly 2 lakhs BSNL pensioners. [View the letter](#)

**15.11.2023: AIBSNLREA WRITES TO THE MEMBER (SERVICES) DOT REGARDING RELUCTANCE IN ISSUE OF VIGILANCE CLEARANCE BY DOT FOR ABSORPTION IN BSNL - CASE OF SHRI H S SUTARIA, RETD JTO, GUJARAT TELECOM CIRCLE, BSNL - SUBMISSION OF PRECEDENTS IN SIMILAR SITUATION:**

AIBSNLREA has now sought the personal attention of Member (S) DoT, giving history of the case, efforts taken by this association till now with all supportive documents and has requested him to consider the case with empathy and ensure revisit of the matter by the Legal Advisor (DoT) and then the DoT Vigilance based on the two cases we have produced to show as precedents and thereby cause approval for his absorption in BSNL and consequent release of all pensionary benefits and regularisation of his suspension period so as to give relief to the hapless pensioner. [View the letter](#)

**14.11.2023: AIBSNLREA WRITES TO THE DG CGHS REGARDING ALLOWING CASHLESS TREATMENT FOR CGHS BENEFICIARIES IN AIIMS HOSPITAL NAGPUR:**

AIBSNLREA has drawn attention of the DG CGHS to the fact that "out of the remaining 12 AIIMS hospitals, Nagpur started providing In-Patient services in the year 2020 and has well-established medical and surgical departments with experienced doctors. It appears that AIIMS hospital Nagpur has been left out only because it had no NIRF ranking" and has requested her to take up the issue with all concerned including the Union Health Secretary, so that AIIMS hospital, Nagpur, which is fully functional, is included in the list of the institutions where CGHS beneficiaries can avail cashless treatment, as it will be particularly beneficial for the pensioners who can avail the

services without the hassle of first making payments and then seeking reimbursements from CGHS. [View the letter](#)

**07.11.2023: AIBSNLREA WRITES TO THE CGM ITPC, PUNE REGARDING DISCREPANCIES IN BILLING OF RENT FREE RESIDENTIAL TELEPHONE CONNECTION PROVIDED TO THE BSNL ABSORBED PENSIONERS:**

AIBSNLREA has brought to the notice of CGM ITPC Pune that the BSNL absorbed pensioners of Madhya Pradesh Circle who are having concessional rent free residential telephone connection provided to them as per BSNL letter No.2-7/2007-PHA dated 20.07.2007 with specified free local calls, have started receiving telephone bills claiming various amounts ranging from Rs.7000 to Rs.30000 as outstanding to be paid. It has been further stated that it is not known whether similar problem is faced by pensioners in other circles. AIBSNLREA has requested him to order remedial action as required and also cause cancellation of the wrongly issued bills in respect of all similar cases. [View the letter](#)

**01.11.2023: AIBSNLREA WRITES TO THE DIRECTOR (HR) BSNL REGARDING NON-PAYMENT OF MEDICAL CLAIMS WITH VOUCHER SINCE THE YEAR 2020-21 IN RESPECT OF SHRI A K GOYAL, RETD DGM, BSNL CO, NEW DELHI:**

AIBSNLREA has drawn the attention of Director (HR) BSNL to non-payment of medical claims with voucher since the year 2020-21 in respect of Shri A K Goyal, Retd DGM, BSNL CO, New Delhi and has requested him to direct early payment of these long pending medical claims without further delay. [View the letter](#)



**GOVERNMENT/BSNL ORDERS & LETTERS**

**21.11.2023: ONE MONTH EXTENSION IN LIFE CERTIFICATE EXPIRY DATE FALLING IN OCTOBER 2023 FOR ALL SAMPANN PENSIONERS:**

CGCA New Delhi has issued orders extending the expiry date of Life Certificate for one month from October 2023 till November 2023 for all SAMPANN pensioners whose Life Certificate is expiring in October 2023. [View the CGCA letter](#)

**21.11.2023: AIIMS MANGALAGIRI, ANDHRA PRADESH ALSO TO PROVIDE CASHLESS TREATMENT TO CGHS PENSIONERS AND OTHER BENEFICIARIES:**

DG CGHS has issued an Office Order communicating the Agreement with AIIMS Mangalagiri, Andhra Pradesh for extending of credit facilities to CGHS beneficiaries. [View the Office Order](#)

**20.11.2023: AIIMS GUWAHATI, RAJKOT AND BIBINAGAR TO PROVIDE CASHLESS TREATMENT TO CGHS PENSIONERS AND OTHER BENEFICIARIES:**

MOA has been signed with AIIMS Guwahati, Assam, AIIMS Rajkot, Gujarat and AIIMS Bibinagar, Telangana for providing cashless treatment to CGHS pensioners and other beneficiaries like ex-MPs, ex-Governors, former Judges of Supreme Court of India,

former Judges of High Courts, freedom Fighters etc holding a valid CGHS Card. [View the MoAs and Office Orders](#)



## RESPONSE/ACTION TAKEN ON AIBSNLREA'S REPRESENTATIONS

**27.11.2023: DEPARTMENT OF EXPENDITURE FORWARDS AIBSNLREA LETTER DATED 09.08.2023 REGARDING GRANT OF ONE NOTIONAL INCREMENT FOR PENSIONARY BENEFITS TO THOSE EMPLOYEES WHOSE INCREMENT FALLS DUE ON THE DAY FOLLOWING SUPERANNUATION, TO DOP&PW:**

AIBSNLREA letter dated 09.08.2023 regarding grant of one notional increment for pensionary benefits to those employees whose increment falls due on the day following superannuation, copy of which was marked to Secretary, Expenditure, DoE, has been forwarded by DoE to DoP&PW for appropriate action and informing the association suitably. [View the DoE letter](#)

**25.11.2023: CGCA NEW DELHI RESPONDS TO AIBSNLREA LETTER DATED 25.09.2023 SUBMITTED IN PERSON ON SAMPANN RELATED ISSUES:**

We had submitted a letter on various issues related to migration to SAMPANN during our meeting with CGCA New Delhi on 25.09.2023 and had purposeful discussions for nearly two hours, which we had reported earlier. We have received a letter from CGCA New Delhi now stating that the problems/suggestions mentioned vide your letter are under consideration and all CCAs have been instructed for prompt resolution of such difficulties faced by the pensioners and that other detailed issues have been forwarded to concerned CCA Office and will be resolved at earliest on the basis of documentary proof received from the pensioner. [View the CGCA letter](#)

**18.11.2023: BSNL RESPONDS TO AIBSNLREA LETTER DATED 27.10.2023 ADDRESSED TO THE DIRECTOR (HR) BSNL REGARDING NON-AVAILABILITY OF FACILITY TO LODGE GRIEVANCES BY BSNL PENSIONERS UNDER BSNL PENSIONERS' PORTAL:**

In response to AIBSNLREA letter dated 27.10.2023 addressed to the Director (HR) BSNL regarding non-availability of facility to lodge grievances by BSNL pensioners under BSNL Pensioners' Portal, BSNL has replied that "Please write email to cmdcomplaints@bsnl.co.in, it will automatically book complaints on BSNL internal portal PGRMS." [View the BSNL response](#)

**17.11.2023: BSNL RESPONDS TO AIBSNLREA LETTER DATED 13.10.2023 ADDRESSED TO THE DIRECTOR (HR) BSNL REGARDING NON-PAYMENT OF MEDICAL CLAIMS FOR 2018-19, 2019-20 IN RESPECT OF EMERGENCY TREATMENTS UNDERGONE IN NON-EMPANELLED HOSPITAL – CASE OF SHRI BHAGWAN DAS, RETD DE, KURUKSHETRA AND HIS WIFE:**

In response to AIBSNLREA letter dated 13.10.2023 addressed to the Director (HR) BSNL regarding non-payment of medical claims for 2018-19, 2019-20 in respect of emergency treatments undergone in non-empanelled hospital – case of Shri Bhagwan Das, Retd DE, Kurukshetra and his wife, BSNL has furnished a letter dated 13.10.2023 from GMTD Karnal addressed to Shri Bhagwan Das, as Action Taken Report. The letter states that

Indoor medical claim of Rs.21847 for treatment in an empanelled hospital has been approved and payment will be made on receipt of funds. In respect of the indoor medical claim for treatment taken in non-empanelled hospitals the Certificate submitted by Shri Bhagwan Das is not accepted by Circle office due to No Emergency Certificate submitted along with and the claim has been returned to Shri Bhagwan Das. [View the GMTD Karnal letter](#)

**16.11.2023: DOP&T RESPONDS TO AIBSNLREA LETTER DATED 09.08.2023 ADDRESSED TO THE SECRETARY (PENSION) REQUESTING ISSUE OF COMMON ORDERS FOR GRANT OF ONE NOTIONAL INCREMENT TO THOSE EMPLOYEES WHOSE INCREMENT FALLS DUE ON THE DAY FOLLOWING THEIR DATE OF SUPERANNUATION:**

AIBSNLREA vide its letter dated 09.08.2023 addressed to the Secretary (Pension), DoP&PW had drawn his attention to the Hon'ble Delhi High court judgement in W.P.(C) 1731/2020 pronounced on 31st May 2023, wherein it had made it clear, quoting the the judgement of Hon'ble Supreme Court of India in Civil Appeal No.2471 of 2023, that the respondents shall pass necessary orders not only in respect of the petitioners but also in respect of all similarly situated persons and had requested to impress upon DoP&T and DoE for issue of orders at the earliest for extension of the benefit of notional increment for pensionary benefits to all the similarly placed pensioners. Copy of the letter was marked to Secretary, DoE and Secretary (P), DoP&T. DoP&T has now replied mentioning the Supreme Court judgements in CA 2471 of 2023 and in SLP No.4722/2022 and further stating that "Thereafter several petitions filed before Honourable Supreme Court, High Courts and Tribunals were disposed of on similar lines." It goes on to add that "In light of specific orders regarding grant of notional increment on 1st July / 1st January to those Central Government employees who retired from service a day before on 30th June / 31st December respectively by the Apex Court, many Ministries/ Departments/ Organisations have taken an administrative decision on complying with Court orders on the subject matter. Where references are being received in this Department on the subject matter from the administrative Ministry/ Department/ Organisation concerned, it is being advised to take cognizance of the stated position for taking action as deemed appropriate in the matter." The reply does not meet our expectation regarding issue of a common order in respect of all similarly placed pensioners. [View the DoP&T response](#)

**09.11.2023: BSNL RESPONDS TO AIBSNLREA LETTER DATED 19.10.2023 REGARDING NON-PAYMENT OF MEDICAL CLAIMS FOR THE YEAR 2018-19 AND CLAIMS WITHOUT VOUCHER FOR 2019-20, 2020-21 AND 2021-22 IN RESPECT OF SHRI RABINDRA NATH BHUNIA, RETD EE (E), KHARAGPUR:**

In response to AIBSNLREA letter dated 19.10.2023 addressed to the Director (HR) BSNL regarding non-payment of medical claims for the year 2018-19 and claims without voucher for 2019-20, 2020-21 and 2021-22 in respect of Shri Rabindra Nath Bhunia, Retd EE (E), Kharagpur, BSNL has responded stating that "The matter has been examined from the field unit. Due to fund issue, the medical bill is still pending. Once fund is allotted, the payment will be made shortly. Keep in touch with the BSNL KGP authority." [View the BSNL response](#)



**05.11.2023: CGCA RESPONDS TO AIBSNLREA LETTER DATED 10.10.2023 REGARDING CO-AUTHORISATION OF PERMANENTLY DISABLED CHILD IN PPO FOR FAMILY PENSION – NEED TO ADD A HEADING IN THE PERSONAL DETAILS OF THE PENSIONER UNDER SAMPANN:**

In response to AIBSNLREA letter dated 10.10.2023 addressed to the CGCA New Delhi regarding co-authorisation of permanently disabled child in PPO for Family Pension – need to add a Heading in the Personal Details of the pensioner under SAMPANN, CGCA New Delhi has replied that "in SAMPANN, the functionality to co-authorise disabled children/sibling for family pension is available. Using this facility, the eligible disabled family member can be co-authorised. Further all CCA offices have been again instructed to use the utility for co-authorisation of permanently disabled child in SAMPANN. We thank you for your valuable suggestions." [View the CGCA response](#)

**03.11.2023: CGHS RESPONDS TO AIBSNLREA LETTER DATED 17.10.2023 REGARDING NON-ISSUE OF PLASTIC CARDS FOR CGHS BENEFICIARIES UNDER CGHS NAGPUR:**

In response to AIBSNLREA letter dated 17.10.2023 addressed to the DG CGHS regarding non-issue of plastic cards for CGHS beneficiaries under CGHS Nagpur, CGHS has replied that "The work of printing plastic cards has been outsourced by the CGHS Directorate to a private agency. As and when this office receives the plastic card, it is sent to the respective Wellness Centre and through it, it is distributed." [View the CGHS response](#)



## **BRANCHES IN ACTION**

**30.11.2023: AIBSNLREA KOLHAPUR BRANCH (MAHARASHTRA STATE) HOLDS ITS GENERAL BODY MEETING:**

Kolhapur Branch held its Quarterly meeting on 26th of November 2023 in the Conference Hall of Telephone Bhavan, Kolhapur under the Presidentship of Shri Y S Kulkarni. President in his opening address welcomed all the Members came from Kolhapur, Sangli. Then S/Shri S N Badaskar and D M Kengar Sr. Members of the Branch, who have completed 75 years were felicitated on behalf of the Branch Association. Both the Seniors recalled their past service in Kolhapur & Pune and expressed their sincere thanks for the affectionate felicitation and wished all the members the best & Association to progress in its working for the Members. [View Maharashtra Page of State News for full report]

**23.11.2023: GENERAL BODY MEETING OF AIBSNLREA UDAIPUR BRANCH (RAJASTHAN STATE) HELD:**

AIBSNLREA Udaipur Branch conducted its General body meeting under the Presidentship of Shri M P Vyas on 18th November 2023 at Town hall garden. After paying tributes to late Shri S K Tiwari life time member of the Branch, other points viz Nonpayment of medical bills with voucher by the G M Bus nice area Udaipur, non-issue of Pensioner ID card by the CCA and non-receipt of CGHS card by a few optees were discussed. Members stressed opening of CGHS Hospital and wellness center facility in Udaipur. As G M Business Area consists of Banswara District, Dugarpur District,

Pratapghar District, Rajsamand District, Salumber District, Sirohi District and Udaipur District, the population of all is more than one crore and central Govt. employees are more than eight thousand which justify for CGHS facility in Udaipur city. On this point Branch Secretary informed the members that the matter has been already sent to CHQ for action. Branch Secretary Shri Gaffar Mohammed explained about the PCAT judgment, the claims by some associations and the factual position. He cleared doubts raised by members and the members were convinced with his explanation. 20 members participated in the meeting. After address by the Branch President Shri M P Vyas, the meeting came to an end.

#### **08.11.2023: AIBSNLREA VARANASI BRANCH (UP STATE) GENERAL BODY MEETING HELD:**

AIBSNLREA Varanasi Branch conducted its General body meeting under the guidance of Shri R K Sinha Joint Secretary CHQ and under the Presidentship of Shri S P Tripathi on 7th November 2023 at CTX Building campus. The meeting was informed about the State Conference held at Lucknow and the newly elected State office bearers Shri S P Yadav and Shri L R Prasad were felicitated. Discussions were held on CGHS related issues. It was informed that the second wellness centre in Varanasi may start functioning soon. Branch Secretary Shri Yad Ali explained about the PCAT judgement, the claims by some associations and the factual position. He cleared doubts raised by members and the members were convinced with his explanation. 26 members participated in the meeting and one new member Shri B Ram Retd CAO participated in the meeting. After address by the Branch President Shri S P Tripathi, the meeting came to an end. [View the Photos](#)



#### **STATEMENT OF AMOUNT RECEIVED DURING NOVEMBER 2023**

- 01. Varanasi Branch (Uttar Pradesh State)** deposited Rupees Three hundred (Rs. 300/-) only on 09.11.2023 towards CHQ Quota for 1 new Life Member.
- 02. Shri Mukunda Debnath**, Life Member, Head Quarters Branch deposited Rupees Two Thousand (Rs.2000/-) only on 14.11.2023 towards donation to CHQ.

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

***Edited and published by R.R.Balasubramanian, General Secretary, AIBSNLREA.***