

Details for registration number : DARPG/E/2021/37512

Name Of Complainant	Balasubramanian R R
Date of Receipt	25/11/2021
Received By Ministry/Department	Administrative Reforms and Public Grievances - Nodal Agency
Grievance Description	
<p>This is a representation from AIBSNLREA addressed to the Secretary (Pension), DoP&PW on NON-REIMBURSEMENT OF MEDICAL CLAIMS OF BSNL PENSIONERS FOR THE LAST THREE YEARS SINCE 2018-19 – REQUEST FOR INTERVENTION IN ORDER TO BRING TO END THE SUFFERINGS OF THE PENSIONERS, pointing out that the utter disregard BSNL has been showing towards its retired employees can be understood from the fact that non-availability of funds has not prevented BSNL from reimbursing medical claims of its serving employees, with payment being made upto date. AIBSNLREA has requested Secretary (Pension), DoP&PW that suitable directions be issued to BSNL to specify a date in the near future within which all the pending medical claims will be paid so as to ensure a real life of dignity and respect for the BSNL Pensioners.</p>	
Current Status	Case closed
Date of Action	04/02/2022
Remarks	
As per the attached reply by BSNL, the grievance is closed.	
Rating	1
Rating Remarks	<p>It is very unfortunate that BSNL has closed the grievance stating that it being a policy matter, does not relate to CB&B division. It is not known how non-payment for three years, the of medical claims under already existing BSNL Medical Reimbursement Scheme, has become a policy matter. If it is not related to CB&B division, it should have transferred the grievance to the concerned division for resolution of the grievance. DoP&PW is requested to take note of this type of closing of grievances repeatedly by BSNL, making mockery of the very purpose of the Grievance Redressal Mechanism provided by DoP&PW and suitably advise BSNL to resolve the grievance.</p>
Appeal Details	
Appeal Number	DOTEL/E/A/22/0000891
Date of Receipt	05/02/2022
Appeal Text	<p>It is very unfortunate that BSNL has closed the grievance stating that it being a policy matter, does not relate to CB&B division. It is not known how non-payment for three years, the of medical claims under already existing BSNL Medical Reimbursement Scheme, has become a policy matter. If it is not related to CB&B division, it should have transferred the grievance to the concerned division for resolution of the grievance. DoP&PW is requested to take note of this type of closing of grievances repeatedly by BSNL, making mockery of the very purpose of the Grievance Redressal Mechanism provided by DoP&PW and suitably advise BSNL to resolve the grievance.</p>
Current Status	Appeal Closed
Date of Action	07/03/2022
Remarks	It is learnt from concerned cell that payment shall be done shortly
Officer Concerns To	
Officer Name	Shri Pankaj Kumar (Deputy Director General PG)
Organisation name	Department of Telecommunications

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