

ALL INDIA RETIRED BSNL EXECUTIVE WELFARE ASSOCIATION



WEST BENGAL STATE BRANCH

RANIGUNGE COAL HOUSE, ROOM NO. 74 (2nd Floor)
3A, CHOWRINGHEE PLACE, KOLKATA-700 013

President :
Sri Dhananjoy Biswas
Mob. : 9477275920

Secretary :
Sri Sitanshu Kr. Sarkar
Mob. : 9433098414

Treasurer :
**Sri Prosun Madhab
Chattopadhyay**
Mob. : 9433082055

Ref. AIRBSNLEWA/CTD/2019/

10-01-2019 *Date*

To
Dr Biswajit Pal.
Chief General Manager
Calcutta Telephones
Kolkata

Sub: Problem faced by pensioners on settlement of medical claims

Respected Sir,

At the outset we welcome you as CGM of Calcutta Telephones and assure our support and cooperation. We are confident that in spite of your very busy schedule, you will find some time to settle the issues of the pensioners.

We take this opportunity to apprise you that the pensioners are facing extreme difficulty in settlement of their medical claims. The problem has been increased recently due to shortage of fund; The Claim Settlement Cell (CSC) is releasing the claims serially as entered in SAP. But the problem is that the pensioners are totally blank about the status of their claims once they submit it. In many cases the claims have not been entered in SAP even after Six month/ one year.

We therefore request you to kindly consider whether the pending information can be uploaded in MEDHA area wise every month. Initially all the pending cases with Name, Bill Amount with Date, Status, Date of entry in ERP etc as on 15th Jan 2019 may be uploaded on 1st February and thereafter monthly statement on every 1st of the month. The list of the claims entered and pending in SAP may be uploaded immediately for information of all. This will help the pensioners to know the status and remove their anxiety.

Kindly consider the proposal sympathetically

With kind regards

Yours Faithfully

(Sitanshu Sarkar)
Circle Secretary
9433098414

Copy to : 1) The GM (HR) CTD for kind information pl.