

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.

Date

No. AIRBSNLEWA/DIR-HR

Date 14-06-2018

To
Smt Sujata T Ray
Director (HR)
Bharat Sanchar Nigam Limited
New Delhi (Camp at Kolkata)

Subject: Introduction of Pensioner Grievance Cell

Dear Madam,

At the outset kindly accept the heartfelt gratitude from all the BSNL Pensioners for Introduction of Retired Employees Grievance cell under GM(SR), particularly the on line grievance registration. We take this opportunity to express our gratitude to GM(SR) also particularly the pain he took for designing the on line form. This will help the pensioners to focus their problems to the highest authority of BSNL and expectedly those will be redressed at the least possible time. We put fourth the following suggestions for making the system more effective and user friendly.

1) Acknowledging the grievances through SMS. : Since Mobile numbers of the pensioners are being taken as input while registering the grievance, a SMS may be returned to the pensioner with a registration number acknowledging the receipt.

2) Displaying the Status of the Grievance: The status of the grievances recorded may be displayed in a tabular form. Link to the same table may be provided from the home page of Intranet portal. The status may be updated at least once a week so that the pensioners can view the status themselves and can register reminders if required. Otherwise they are remaining dark on the fate of the grievance lodged.

With Kind regards,


(Amit Kumar Gupta)

Assistant General Secretary
AIRBSNLEWA

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.

Date

No. AIRBSNLEWA/DIR-HR (II)

Date 14-06-2018

To
Smt Sujata Ray
Director (HR)
Bharat Sanchar Nigam Limited
New Delhi (Camp at Kolkata)

Subject: Granting of a Meeting with Pensioner Associations

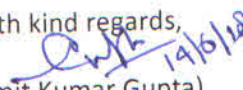
Dear Madam,

We request you to kindly recall the discussion with us in the meeting while on tour at Kolkata on 22-09-2017 and would like to remind you the discussions for necessary follow up actions.

1) HOLDING A MEETING WITH ALL PENSIONERS ASSOCIATIONS: During discussions your good self has opined to hold a meeting with all Pensioner Associations at New Delhi to understand the problem of all the pensioners in various circles. This is a welcome suggestion and we request you to convene the meeting at an early date with prior notice so that the outstation participants can get their reservations. We also request you to ask for the agenda before the meeting and a compilation of the same may be prepared for effective and conclusive discussion.

Other issue discussed on the meeting regarding opening of Pensioners Grievance Cell has already been approved by BSNL. We are thankful for accepting our suggestion.

With kind regards,


(Amit Kumar Gupta)

Assistant General Secretary
AIRBSNLEWA

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.

Date

No. AIRBSNLEWA/DIR-HR (III)

Date 14-06-2018

To
Smt Sujata T Ray
Director (HR)
Bharat Sanchar Nigam Limited
New Delhi (Camp at Kolkata)

Subject: Abnormal Delay in settlement of Medical Claims

Dear Madam,

We beg to draw your kind attention to the most vital problem which is being faced by all the BSNL pensioners across the country. The problem is abnormal delay in settlement of medical claims. Average time for settlement of outdoor claims is 4 months to one year and for Indoor claims it is anything from one year to infinity. Even the claims for last two instalments of without voucher for last FY has not been settled till now. This is in contrary to the BSNL guidelines to settle all the claims within one month.

Madam, as this problem is almost uniform in all the circles, intervention from corporate office is required to streamline the system. A study may be undertaken in one or two circles and suitable remedial action may be taken in all the circles uniformly. As per our observation following are attributing the delay.

- 1) The claims are being deposited in Staff Sections and took more than one month to forward it to Cash Section.
- 2) Abnormal time is taken by the pre checking unit to prepare the file for approval of the claims.
- 3) Abnormal delay in entering the claim in ERP portal.

Kindly take remedial action to this most vulnerable problem of pensioners

With kind regards,

(Amit Kumar Gupta)

Assistant General Secretary

AIRBSNLEWA