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No. AIBSNLEA/CHQ/ Director (HR) /2016-17

Dated- 29.03.2016

To

Ms. Sujata Ray
Director (HR), BSNL Board,
New Delhi-110001

Subject: Grant of a meeting to discuss Long Pending Problem of the Pensioners on 11.4.2016-reg

Respected Madam,

Kindly refer our earlier letters dated 12-8-2015 and 24-09-2015 (Copy attached for ready reference). Wherein we have highlighted some problems faced by the pensioners particularly in the field of health care system, although considerable time has passed but no conclusive action has been taken resulting in continued sufferings of the pensioners. The issues are highlighted in details in the earlier letters attached, still in nutshell we mention the issues with some additional points below:-

FOR OUTDOOR MEDICAL BILLS REIMBURSEMENT:

After introduction of ERP, the settlement of medical claims for the serving employees have been streamlined. Serving employees now enter their claims in the system themselves and can also monitor the progress till payment which is also almost time bound. But the pensioners, who are almost equal in number of serving employees are practically kept out of the ERP. Their claims are still manually processed and entered in the system only at the last stage before payment. It is true that the payment is now deposited to their bank accounts but they are not informed the payments vis a vis the pending bills. They are also not informed about the receipt of the bill or the progress of the bill. We therefore propose the following for consideration of the management.

- Pensioners will prefer their claims in usual way and deposit it personally or by speed post/couriers as per their convenience.
- On receipt of the claim the accounts office shall immediately enter the claim into the ERP system on the same day. After entry, the system will generate a 'claim number' and intimate the same to the pensioner by SMS.
- The pensioner can view the progress of the claim in the portal with the help of the 'claim no'
- Additionally system will generate SMS when the claim crosses each stage of settlement.
- Finally the payment details against the 'claim nos' to be intimated so that the pensioner understand which claim is paid. This information to be provided in portal also.
- Claims are to be settled within a specified Time limit like serving employees.
- The ERP package and BSNL intranet to be suitably modified to cater the above provisions.

FOR INDOOR MEDICAL TREATMENT

Other than Delhi, almost in all circles no of empaneled hospitals for treatment on cashless basis is minimum. In some circles for month together no empaneled hospitals are there. This has to be looked into. TPA system as is available in other corporate or linking with LIC as done by CGHS may be introduced. The committee constituted for reviewing the BSNLMRS may kindly be asked to take the views of Pensioner Associations also. The committee constituted by the BSNL should hear the voice of pensioners also as their need is different than the serving employees to some extent.

ALLOWING FREE CALLS AS PER BSNL ORDER IN CONCESSIONAL TELEPHONES

Free calls allowed in the concessional telephones are 500+50 calls which should be 500+220calls to BSNL as per order of BSNL dated 12-07-2007. Order to this effect may kindly be issued. Further the free calls allowed should be the call made in local and national networks.

ALLOWING NIGHT CALLING FACILITY IN CONCESSIONAL TELEPHONES:

The free Night Calling Facility as introduced in land phones has not been extended to concessional land phones for pensioners which are not coming under service telephone category. This may kindly be introduced.

TRANSFER OF SERVICE BOOKS OF BSNL PENSIONERS TO DOT CELLS AFTER RETIREMENT

After retirement all BSNL pensioners draw their pension from DOT. All further pension revision etc are to be carried out by DOT cells of respective CCAs. Hence it will be appropriate to transfer the custody of the service books to DOT for proper maintenance. It may be noted that DOT cells are maintaining the service books electronically for safety and security.

We also request you to kindly grant us a meeting to discuss the issues in detail. If you kindly grant the meeting on 11-04-2016 afternoon, some outstation office bearers of our sister Association AIRBSNLEWA can participate in the meeting and enlighten you about the field problem of the pensioners.

Expecting early action for resolving these vital issues.

With Regards

Encl: - As above

Yours sincerely,
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(Prahlad Rai)
General Secretary