



Regn. No. S/00108/NE-/2010

**ALL INDIA
RETIRED BHARAT SANCHAR NIGAM LIMITED EXECUTIVE'S WELFARE ASSOCIATION
CENTRAL HEAD QUARTERS, NEW DELHI**

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No.AIRBSNLEWA/2015-16/ dated at New Delhi 12/08/2015

To

Ms Sujata T. Ray
Director (HR)
Bharat Sanchar Nigam Limited
New Delhi-110001

Sub: Resolution of issues related to BSNL Pensioners

Dear Madam,

At the outset, on behalf of All India Retired BSNL Executive's Welfare Association, we welcome you on your elevation to the post of Director(HR) in BSNL Corporate Office.

We take this opportunity to highlight some problems faced by the pensioners particularly in the field of health care system and telephone/ Broad band facilities to BSNL Pensioners etc. We request you to grant us a meeting on any convenient date to discuss/ elaborate on the points narrated below:-

1. FOR OUTDOOR MEDICAL BILLS REIMBURSEMENT:

After stoppage of payment without voucher the pensioners under BSNLMRS are the worst sufferer. As you are aware that after some years of retirement, the mobility of the pensioners becomes restricted particularly during working hours. They really cannot avail the public transport system for submitting the claims, pursuing the claims and finally for collecting the payments. Due to this hustle most of the pensioners have preferred not to submit claims for the outdoor medical treatments. Sometimes while pursuing the pending bills, they face humiliation also. In most of the circles the average delay for payment of bills is more than 6 months. We therefore suggest the following:

- Old system of payment without voucher may be restored immediately for the pensioners under BSNLMRS.
- For those pensioners who prefer to claim the outdoor medical bills with voucher due to higher medical expenses (in without voucher system only 50% of the admissible amount is paid), we request to introduce a smooth payment method through ERP. We propose the following system.

✓ System may be introduced where pensioners can send the claims by speed post or reputed couriers. On receipt of the

K Singh

claims the same will be entered in the ERP system and immediately a SMS will be sent to the pensioners acknowledging the receipt.

- ✓ Suitable System may be introduced so that the pensioners can monitor the progress through internet (not intranet which is not accessible to them). Any lapse in submitting the claims which leads into non payment of the bill may be mentioned in the system, so that the pensioners can take remedial steps.
- ✓ Payment has to be made through ECS only.
- ✓ Bills are to be processed as per date of submission along with the serving employees. There is system in some circles where pensioner's claims are stacked separately and are processed only after clearing the claims of serving employees.
- ✓ In some circles some local systems are added to what is mentioned in BSNLMRS, like attesting the photocopies by BSNL executives etc. These are to be avoided. A standard claim form may be introduced for the pensioners with clear mention of required annexures.
- ✓ Monitoring the system for long pending cases by higher officers.

2. FOR INDOOR MEDICAL TREATMENT

Other than Delhi, almost in all circles no of empanelled hospitals for treatment on cashless basis is minimal. In some circles for month together no empanelled hospitals are there. This has to be looked into. TPA system as is available in other corporates 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.

3. Life certificate for BSNL Pensioners for Medical Reimbursement under BSNL MRS may also be treated as admissible for Concessional Telephone Facility

BSNL Pensioners are required to submit Life Certificate three times in a year i.e once in Bank and twice in BSNL for BSNLMRS and concessional Telephone Facility. Life Certificate for BSNL MRS may be accepted for concessional Telephone Facility as well.

4. TRANSFER OF SERVICE BOOKS OF BSNL PENSIONERS POST RETIREMENT TO DOT CELLS OF THE RESPECTIVE CCAs

After retirement all BSNL Pensioners draw their pension from DOT. All further Pension revisions etc. Are to be carried out by DOT Cells of respective CCAs. Hence it may be appropriate to transfer the service books of all BSNL PENSIONERS POST RETIREMENT TO DOT CELLS OF THE RESPECTIVE CCAs. **Moreover all the Service Books are being maintained Electronically by DOT Cell of CCAs, which ensures better safety and security of Service Books.**

5. 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.

6. 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. This may kindly be introduced.



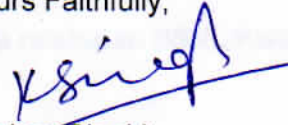
7. Extension of Concessional Broad Band facility to retired BSNL Employees residing under MTNL Area as given by BSNL and MTNL to their serving and retired Employees residing in their respective service areas/ jurisdictions (CASH REFUND MAY BE PERMITTED AS ALLOWED FOR TELEPHONE BILLS OF BSNL PENSIONERS RESIDING UNDER MTNL AREAS)

Detailed Letter addressed to CMD, BSNL and Director(HR) is enclosed herewith for ready reference.

Kindly look into the matter for resolving these vital issues and grant us a meeting at your earliest convenience to elaborate on the above issues

With Regards,

Yours Faithfully,



(Kishan Singh)
General Secretary

Copy for kind information and n/a to:-

✓ 1 Sr GM (Admin), BSNL CO, New Delhi

2. Sr GM (SR), BSNL CO, New Delhi

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13/8/15

personally given to
Dir (HR) office. on
13/8/2015

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