

# 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/PM/2017

08-05-2017

Date .....

To  
Sri Narendra Bhai Modi Ji  
Prime Minister of India  
7, Race course Road New Delhi 110011

Sub: Casual disposal of the cases Registered in CPENGRAMS or  
CPGRAMS portals. ([www.pgportal.gov.in](http://www.pgportal.gov.in))

Respected Sir,

The portal mentioned above has been a great relief for the Senior Citizens particularly for the pensioners who are now aged and lost their mobility. But the grievances lodged in the portal as public grievance or as pension grievance are being disposed off by the concern authorities as "CLOSED" with casual remarks like " the case is under process" or " the case is under consideration of the competent authority" etc etc. There is no further follow-up after disposing the cases with such comments; therefore the very purpose of this portal is being defeated badly.

We therefore propose to introduce the following, to make the portal effective and useful to the citizens particularly Pensioner Senior Citizens.

While disposing off any case the authority has to compulsorily decide from the menu whether "SETTLED" or "UNSETTLED". If SETTLED then details of settlement has to be entered in a box. If UNSETTLED then he has to select from a further menu which may have options like "INVALID CLAIM", " UNDER PROCESS and WILL BE SETTLED WITHIN .....DAYS" . Here the number of days may be taken from another drop down menu . Thus if the authority wants to close any grievance which may take some time, they have to do it with a definite commitment. The complainant in that case will know the expected time for the settlement and won't have any mental agony. Provision may also be kept that if the commitment failed then the complainant can revive the old closed complain after the stipulated date

Kindly examine the proposal and got it implemented so that the purpose of opening the portal is fulfilled.

With Kindest Regards

Yours Faithfully

  
(Amit Kumar Gupta)

AGS, All India Retired BSNL Executive Welfare Association.  
1/4 Rajendra Banerjee Road, Behala, Kolkata 700034  
Mob 9433000088, Email [sdebhl@yahoo.co.in](mailto:sdebhl@yahoo.co.in)