



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

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To

Smt Sujata Ray
Director (HR)
Bharat Sanchar Nigam Limited
CAMP AT KOLKATA

No. AIRBSNLEWA/DIR-HR

Date. 22-09-2017

Subject: Continued Problem of BSNL Pensioners

Dear Madam,

We are thankful for granting us the meeting and would like to bring to your kind notice the problems faced by pensioners. Since you are personally aware about the problems, we are just highlighting the issues below without giving detail explanation..

1. NON PAYMENT OF MEDICAL REIMBURSEMENT (WITHOUT VOUCHER):

BSNL CO has restored the payment of Medical allowance to pensioners for six moths from April 2017. Accordingly payment for first quarter was to be made on July 2017. The six month period is going to be over by 30th this month still **no payment has been made in any of the circles including BSNL CO.** On enquiry it is being told that the cases are pending with ERP units, but none is able to tell when the payment will be made.

2. ABNORMAL DELAYED PAYMENT OF MEDICAL REIMBURSEMENT (WITH VOUCHER):

As per BSNL COs order the claims are to be settled within one month. But in reality the circles are taking **more than 6 month to 1 year to pay the bills.** Again the blame goes to ERP. **Most sufferers are Cancer and Kidney patients.** Their bills for Chemotherapy, Radiation, Dialysis are kept pending for years. There is no one to monitor the issue. Pensioners are being harassed like anything. We request you to collect the payment position for pensioners from ERP, the exact situation will be clear,

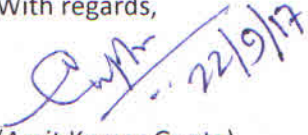
3. Tracking of Medical Bills and Formation of Pensioners Relation (PR)

Cell: Perhaps the solution of above two problems is the quick implementation of Tracking of Medical Bills and Formation of Pensioners Relation (PR) Cell for which your good self has already agreed.

4. **Empanelment of Hospitals for treatment at CGHS rate on cash payment basis:** BSNL CO has already issued order for empanelment of CGHS and Non CGHS renowned hospitals for treatment on cash basis at CGHS rates. But most of the circles has not taken any action so far. As a result the pensioners while on distress are facing acute financial problem.

We fervently request you to look into the above issues for a permanent settlement. We strongly believe that pensioners will get justice only by your personal intervention.

With regards,


(Amit Kumar Gupta)

AGS/CHQ

AIRBSNLEWA