



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

No. AIRBSNLEWA/2017  
Dated 15/2/17

Subject: Long pending problems of Pensioners.

Respected Madam,

Kindly recall the discussions we had with you on **11-04-2016** in an informal meeting. Some issues related to pensioners were discussed and you have kindly agreed to all the points and instructed the officers present in the meeting to follow up the issues for settlement. At the end of the meeting you also wished that in the next meeting you would like to see the smiling face of pensioners.

But Madam, we are sorry to mention here that till date none of the issues are settled causing much trouble to the pensioners mentally and financially. We are placing below the status of the issues as been informed to us.


**1. Tracking of Medical Bills :** It was agreed in the meeting that an on line system will be introduced, through which pensioners will be able to track the status of the medical bills submitted by them. We were informed in the month of September'16 that the module is ready for field trial and it will tested first in one or two circles. But now we came to know that the issue is held up because the cost is estimated as 1.5 crore. We fail to understand how the expenditure can be so much for development of an in house software. **We strongly feel that your personal intervention only can solve the deadlock created.**

**2. Allowing night free calls in the concessional telephones:** It is being told that the issue has been placed for management committees approval for quite some time. We request early settlement

**3. Allowing free calls as per BSNL order in concessional telephones:** This issue is for proper implementation of existing standing order of BSNL dated 12-07-2007. According to this order the free call limit of pensioners retired on E3 and above pay scales should be 220+500. But they are wrongly allowed as 50+500 free calls. This small issue is also not settled

**4. Transfer of service books of BSNL pensioners to DoT Cells after retirement:** There is no development on this issue. We request issue of necessary order early.

We request you to kindly grant us a meeting at an early date for settlement of the issues mentioned above.

With regards,  
  
(KISHAN SINGH)

Enclosure: Earlier letter dated 16/2/2016