



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

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

CHQ ADDRESS: C-8/230, YAMUNA VIHAR, DELHI-110053, www.aibsnlretd.org

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Ref No. AIRBSNLEWA/2016

dated 04/01/2016

To
The General Manager (Administration)
Bharat Sanchar Nigam Limited
New Delhi

Sub: Inordinate delay in settlement of
Outdoor Medical Claims of Pensioners

Dear Sir,

We are constrained to inform you that there is inordinate delay in settlement of outdoor medical claims of the pensioners in some circles like Calcutta Telephones, West Bengal Circle etc. where the general delay is 6 months and for many cases the delay is more than a year.

Recently your office has issued an order directing all circle to settle the Indoor medical bills within a month (copy enclosed) but no timeframe has been mentioned for Outdoor Medical Claims of the Pensioners.

We shall be grateful if you kindly consider the case and issue a guideline for settlement of Outdoor Medical claims also by the circles.

Yours Faithfully

Kishan Singh
(Kishan Singh) 04/01/16
General Secretary

*Encl - copy of letter of BSNC
as referred above.*

*Received
04-1-16*

Admn. Section
Corporate Office
Bharat Sanchar Bhawan
New Delhi



भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. BSNL/Admn.I/30-6/15

Dated: October 23rd, 2015

To

All Chief General Managers
Bharat Sanchar Nigam Limited.

Sub: Inordinate delays in settlement of medical claims of retired employees.

It is being reported from various quarters including employees Unions that settlement of claims of retired employees is delayed unreasonably. As per the guidelines issued vide letter No. BSNL/Admn.I/1(Pt.) dated 23rd August 2006, it is clearly laid down that all controlling offices of BSNL shall ensure that all indoor expenditure reimbursement claim preferred by retired employee is settled within a maximum period of one month. Some of the aggrieved retired employees are posting their grievances on Public Grievance portals of PMO, Central Government and DOT.

It is requested that grievances of retired employees are timely redressed and intimated to the retired employees so that they are not forced to seek redressal of their grievances through Public Portals.

(Ashutosh Gupta)

Deputy General Manager (Admn.)

Copy for information to:

1. GM (Coordination), BSNL Corporate Office

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