

ALL INDIA RETIRED BSNL EXECUTIVE WELFARE ASSOCIATION



WEST BENGAL STATE BRANCH

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Ref: AIRBSNLEWA/CTD/2015

03-12-2015

To

Shri Amit Bhattacharya.

Chief General Manager

Calcutta Telephones

Kolkata

Sub: Continued harassment to the Pensioners for settlement of their claims on medical expenditure.

Dear Sir,

We are constrained to bring to your notice that in spite of repeated persuasion at different level of management, harassment to the pensioners for settlement of their medical claims continued. They are subjected to run from table to table, offices to offices but no solution. There is no official guideline for them from the management, in this changed system, about their dos and don'ts. To have some official guidance, we have invited you to attend our meeting on 2nd Dec 2015. We invited GM(Finance) also. But it is the misfortune of the pensioners that both of you could not attend due to other urgent work. However we take this opportunity to present before you the following points.

- 1) Regarding introduction of ERP system in CTD and subsequent change in their medical bill payment system nothing was intimated to the pensioners. A mandate form was circulated and almost all pensioners have filled it up and submitted but perhaps they are all dumped somewhere otherwise how so many data missing cases are there?
- 2) Before introduction of the system a circular was issued to clear all pending claims up to June'15. The claims for serving employees are somewhat cleared but as usual pensioners are left out. None from the management enquired about it for necessary redresses. As a result hundreds of claim applications are presently pending at different area offices, out of which many are already approved by the competent authority and waiting to be actually paid.
- 3) During last part of October'2015, we took meeting with GM(South) and GM(West) and apprised them the situation. In turn they instructed the areas to clear all the cases and fix up the targets. There was slight improvement in some areas from the total stalemate situation but by and large the situation remained same.

4) At present the worst effected areas are Barackpore and Planning. In Barrackpore the claims of Dec'2014 is pending. There is total confusion on Bank data collection. You will be astonished to know that the copies of PPO books are being collected from pensioners. In Barrackpore more than 300 approved claims could not be entered in ERP package as the concerned AO does not have user id and password for ERP. For clearing the backlog some areas are entering data in 'cheque' mode which bypasses the bank data. There is no system of referring back the disputed cases from CSC to areas. All these cases are piled up as unpaid cases and the concerned pensioners are in dark. If by personal acquaintance they come to know about the problems, say some data is required to be entered, dispute arises between area and CSC on responsibility of entering the data and pensioner is made to run here and there.

5) Above mentioned problems are being faced by the Pensioners only. For serving employees there is a separate channel. It is our feeling that at the implementation stage none has bothered about the pensioners. Please note that medical facility is the right of the pensioners and we shall not allow anyone to snatch away the right. Due to ill treatment already 70% of the pensioners do not prefer any claim and now due to this ERP remaining 30% are also being forced to give away the right.

Sir, as told by you we shall hold our patience for one more month. If even after that the situation remains unchanged we shall be forced to take demonstrative means. Our members are agitated and frustrated and ready to sit in hunger fast before your chamber to protect their rights. Can you not take any measures to stop the harassment and ensure settlement of the claims within a reasonable time? Can the status of their claim be not informed through SMS? So that they need not run unnecessary from table to table? Can the change of system be not informed to them in advance to avoid all confusions?

We strongly believe that you shall take all necessary measures to settle the issues? If you feel we are ready to meet and discuss the issue with more points and our suggestions thereof, at any time you fix up.

With Kind Regards,

Yours Faithfully


(Sitanshu Sarkar) 05/12/15

Circle Secretary

9433098414

Copy To:

- 1) Shri S Kujur, GM (Finance) CTD for necessaru action please
- 2) Shri Prahlad Rai. GS/CHQ AIBSNLEA New Delhi
- 3) Shri Prasun Mukhopadhyaya CS AIBSNLEA CTD
- 4) Shri Dilip Saha CS SNEA CTD