

ALL INDIA RETIRED BSNL EXECUTIVE WELFARE ASSOCIATION



WEST BENGAL STATE BRANCH

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Ref. AIRBSNLEWA/CTD/GMS/2018

Date
20-04-2018

To
Sri Saibal Gupta
General Manager (BA-South/CFA)
Calcutta Telephones
Kolkata

Sub: Implementation of Medical Guidelines Issued By HCU in all units of South Area.

Dear Sir,

We are constrained to bring to your kind notice that the guidelines on application of Medical Rules issued by HCU CTD on behalf of CGM CTD is not being followed in many cases causing hardship to beneficiaries mainly to pensioners.

As per our understanding, the main problem is ignorance about these guidelines by the officials who process the medical claims. The orders are posted in MEDHA but as there is no resource available to them for downloading the orders they remain ignorant. There is no arrangement to make them available the hard copies as a result they use some old reference books, note sheets etc and process the claims best on those causing wrong settlement of the claims.

We therefore request you to take suitable steps so that the hard copies of all latest orders are made available to them for proper disposal of the medical claims

Thanking You

Yours Faithfully


f **State Secretary**
9433000088

Encl: Some latest Orders