

# ALL INDIA RETIRED BSNL EXECUTIVE WELFARE ASSOCIATION

## WEST BENGAL STATE BRANCH



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Ref. ....  
AIRBSNLEWA/CTD/2015



29-1-2016

Date .....

To  
Shri Amit Bhattacharya.  
Chief General Manager  
Calcutta Telephones  
Kolkata

**Sub: Continued harassment to the Pensioners for settlement of their claims on medical expenditure.**  
- Indefinite "Sit In Starvation" before CGM's Chamber 10AM to 7 PM  
From 22-02-2016 and one day "Sit in" on 17-02-2016 by the pensioners.

Dear Sir,

Kindly refer our earlier letters dated 05-12-2015 and 15-1-2016 on the subject mentioned above. The harassment to the pensioners has been described in those letters at length. Although the management have issued some instruction and asked for some reports, the situation in the field remained almost same. Some areas have certainly cleared some bills but with the passage of time again bills are accumulated there, resulting in same stagnation.

We have tried to collect the data from our members. Details of such 70 plus members are enclosed. On scrutiny of the said data it is revealed that

- More than 50% pensioners do not prefer their claims of medical treatment because they believe that such bills will never be paid by CTD and also to avoid harassment by the dealing staffs. Mobility of most of them is limited and they cannot move from table to table or from office to office to pursue their medical claims. **Thus one of the right of the pensioners is being denied by the CTD authority.**
- In the areas where payment procedure has been restored, no seniority is maintained. For some pensioners claims submitted in Nov'15 are cleared whereas in same area Nov'14 claims of some other pensioners are pending. At area or HQ level there is no check or supervision on this system. No one knows how many cases pending and the reason for keeping them pending.

Received  
General Manager (Finance)  
29/1/16  
Calcutta Telephones  
Kolkata

29/1/16  
PGM

- Indoor claims are pending for years together in all areas. Again there is no check whatsoever by any one.
- Pensioners with critical illness like Cancer, Dialysis etc for whom regular approval of CGM is required are the worst sufferers. Their claims are staged up at the area offices and not even processed. Some pensioners even expired as they could not continue the treatment for want of money.
- Worst sufferers are the pensioners of Planning, North, Bidhannagar and Central areas. If you go through the cases you will know the reality.

Pl note that the cases collected by us are from executives. But the fate of the non executives are equally worse may be they are more sufferers.

Under this situation, to protect the right of the pensioners we are submitting the following demands:-

- 1) Settlement of all outdoor and indoor claims submitted by 31<sup>st</sup> December 2015 within 15<sup>th</sup> February 2016. Further the claims submitted by 31<sup>st</sup> January 2016 by 15<sup>th</sup> March 2016 so on and so forth. (As per BSNL Order BSNL/Admn.I/30-6/15 dt 23-10-15)
- 2) Supervision at every level to settle the disputed cases. For example the cases are pending at area level or the cases pending at CSC for final payment. There are many instances where the area has sent the approved bill for payment but payment is not made and the pensioner is shuttling between Hare Street and Area Office.
- 3) Nominating one officer at every area as "Nodal Officer" to whom the pensioners will send their problems by SMS or Whatsapp. The Nodal Officer in turn will enquire the dispute and communicate back to the pensioner by SMS or Whatsapp. A second stage nodal officer be nominated at GM level to settle the disputes not settled at area. The name, designation and mobile numbers may be suitably notified.
- 4) Suitable action by the management to bring back the confidence of the pensioners, so that they exercise their right and resume preferring medical claims.

**To pursue the above the demands the pensioners of this Association will stage following programmes :**

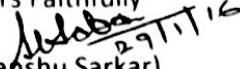
- ✓ **"Sit in" before the chamber of CGM from 10 AM to 7 PM on 17-02-2016 for drawing the attention of the management.**
- ✓ **"Sit in Starvation" from 22-02-2016 before the chamber of CGM indefinitely till settlement of the demands.**

**During the "sit in" care will be taken that the normal functioning of BSNL offices in that floor is not disturbed. Our intention is only to protest and protect our rights, not to disturb the normal BSNL functioning in anyway.**

We are sure that the CTD management will accept and implement the demands immediately so that the pensioners will not be forced to resort the action as above. If felt by the management, we are ready to discuss the problems faced, at any point of time.

With kind regards,

Yours Faithfully

  
(Sitanshu Sarkar)

Circle Secretary

9433098414

Enclosure: List of the Cases, BSNL CO Order

Copy To:

- |   |   |  |
|---|---|--|
| 1) Sri A Kumdu PGM. CTD                           | } | for Kind information and necessary action please |
| 2) Shri S Kujur, GM (Finance) CTD                 |   |  |
| 3) Sri K C Ghosh GM. CTD                          |   |  |
| 4) Sri Omprakash GM, CTD                          |   |  |
| 5) Sri S K Samanta GM(HR) CTD                     |   |  |
| 6) Shri Prahlad Rai. GS/CHQ AIBSNLEA New Delhi    |   |  |
| 7) Shri Kishan Singh GS/CHQ AIRBSNLEWA, New Delhi |   |  |
| 8) Shri Prasun Mukhopadhyaya CS AIBSNLEA CTD      |   |  |
| 9) Shri Dilip Saha CS SNEA CTD                    |   |  |