

ALL INDIA RETIRED BSNL EXECUTIVE WELFARE ASSOCIATION



WEST BENGAL STATE BRANCH

RANIGUNGE COAL HOUSE, ROOM NO. 74 (2nd Floor)
3A, CHOWRINGHEE PLACE, KOLKATA-700 013

President :
Sri Dhananjoy Biswas
Mob. : 9477275920

Secretary :
Sri Sitanshu Kr. Sarkar
Mob. : 9433098414

Treasurer :
**Sri Prosun Madhab
Chattopadhyay**
Mob. : 9433082055

Ref. AIRBSNLEWA/CCAwb/2017

Dt 08-11-2017 *Date*

To
Shri Abhay Kumar Singh
Controller of Communication Accounts
Department of Telecommunications
West Bengal
8, Esplanade East Kolkata 700069.

Sub: Digital Life Certificate (DLC)

Respected Sir,

A news paper notification is done by your office inviting the pensioners to submit Digital Life Certificate in various camp offices during the month of November 2017. Last year also similar camp was held at your Kolkata Office. Like previous year this year also you have not circulated the objective of holding such camps by you.

The pensioners are required to submit Life Certificates in two places every year. To the Bank/Post Office for pension and to the BSNL office for the concessional telephone. It is not clear whether the digital life certificate taken by your office is in replacement of the existing system or it is an additional arrangement. If it is an additional arrangement the purpose of the same may be notified as it is an additional obligation of the pensioners.

After the last year's notification we had a discussion with you on the requirement of such DLCs by CCAs. It was told to us that the pension payment will very soon be taken over by CCAs themselves. But such situation is yet to happen then why this additional load to the pensioners.

Kindly issue a notification describing the necessity of such drive by CCA West Bengal for information of the pensioners. A copy may kindly be endorsed to us. It is also to point out that out of two telephone nos notified in newspaper, one is out of service and other is 'no reply'.

With Regards,

Yours Sincerely

(Sitanshu Kumar Sarkar)
Secretary
9433098414 sdebhl@yahoo.co.in

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Ref AIRBSNLEWA/WBTC/2017

08-11-2017 *Date*

To
Shri Shyam Narain Ji.
Chief General Manager
West Bengal Telecom Circle
Kolkata-700001.

Sub: Absolute negligent attitude of WBTC management towards pensioners on Health Care Issues . – Request for an urgent meeting to discuss the issue

Dear Sir,

Kindly refer our earlier letter dated 19-06-2017. 5 months have passed but situation remained unchanged. Let us narrate the woes of the pensioners one by one:

1) Empanelment of Hospitals at Kolkata: As per BSNL CO's order the hospitals empanelled by Calcutta Telephones are also to be empanelled by other territorial circles by signing individual agreements for the beneficiaries of Kolkata area. But this is never done by the management of WBTC. Recent orders of Calcutta Telephones are enclosed. We request an early action in this respect.

2) Non Payment of Medical Bills with and without voucher: This is the area where WBTC management is totally indifferent for the pensioners. It appears that in their normal activities pensioners are not there anywhere. Whenever we meet some movements are there which vanishes immediately. You will be astonished to know that the with voucher claims are pending for years in different SSAs and also in Circle office. From April 2017 without voucher system has been reintroduced for pensioners. Most of the pensioners have opted for the same but no payment is made till today although two quarters are over.

ERP system has been a bane to the pensioners. All the data of the pensioners retired before August 2014 has to be entered in the system for payment of medical bills with or without voucher cases. Initially the payment was made through FB60 module of ERP for which certain data was required. Now the payment is to be made by Salary Module of ERP which require more detail information like PAN, Family members, age etc etc . There is no effort on the part of management to intimate the pensioners about the changed system. Some pensioners who are still mobile and came to know about the new system has submitted their details in prescribed form but those are yet to entered in the system. Here again the age old tussle between Administration Vs Accounts are active. Admn says they have entered but Accounts says data incomplete payment cant be made. Now where the pensioner will go ?

Sir the situation is very grave and inhuman. Some strong action is required to be taken by you. We feel to asses the status of various SSAs following reports may be asked to be submitted urgently and further action may be taken accordingly.

REPORT ON PENDING MEDICAL CLAIM OF PENSIONERS WITH VOUCHER CASES AS ON 31-10-2017. SSA

SL NO	NAME OF PENSIONER	DATE OF RECEIPT	AMOUNT OF THE CLAIM	PRESENT STATUS WITH REASON
1				
2				

REPORT ON PENDING MEDICAL CLAIM OF PENSIONERS WITHOUT VOUCHER CASES AS ON 31-10-2017. SSA

NUMBER OF PENSIONERS OPTED FOR WITHOUT VOUCHER SYSTEM	NUMBER OF CASES PAID FOR FIRST QUARTER	NUMBER OF CASES PAID FOR SECOND QUARTER	REASON FOR NOT PAID CASES

REPORT ON ENTRY OF DETAILS OF PENSIONERS IN ERP (PAY MODULE) SSA

TOTAL NO OF PENSIONERS	NUMBER OF PENSIONERS SUBMITTED THE DETAIL	NO OF DETAILS ENTERED IN THE SYSTEM	EFFORT TAKEN FOR INFORMING REMAINING PENSIONERS

We also request you to kindly grant us a meeting urgently to have a discussion on the issues in person.

With kind regards,

Yours Faithfully

(Sitanshu Sarkar)
Circle Secretary
9433098414 sdebhl@yahoo.co.in

Copy to :

The PGM (Fin) WBTC
The GM (HR) WBTC