

# 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/CTD/2017

26-02-2017

Date .....

To  
**Sri P K Mahapatra**  
**General Manager (HR)**  
**Calcutta Telephones**  
**Kolkata**

**Sub: Non payment of Medical Bills for the Pensioners due to technical snag in ERP system.**

Dear Sir,

You are aware about the suffering of pensioners immediately after launching of ERP system in Calcutta Telephones. It took months to clear the deadlock in different areas. Now since end of last year again a problem has occurred and the areas are not in a position to enter the pensioner's payment in ERP system.

It is understood that the payment details of the pensioners were entered in **FB60** module, which was a temporary system in ERP and now been stopped by Corporate office. Actually the medical bill of the pensioners are also to be paid by "**Payment Module**" like serving employees, for which all personal data including dependent family members and bank information are required to be fed in the module. As this was not done, areas are not in a position to enter the payment of medical bills of pensioners and the bills are again getting piled up.

To overcome the problem some areas are circulating some fresh proforma which are different from one another and may not be sufficient for the purpose. Pensioners were asked to submit one mandate form before ERP, which are now not traceable in most of the areas and in that form also no room was there for entering family details. <sup>(copy enclosed)</sup>

We therefore request you to examine the situation and come out with a solution. If required pensioners may be asked to submit their details again and for that purpose a fresh format may be issued. Kindly note that apart from wife/husband, Mother/Father, Mother/Father in law, dependent divorced daughter, disabled son/ daughters are also dependent family member of a pensioner

Thanking You

Yours Faithfully

(Sitanshu Kumar Sarkar)

Secretary

9433098414