



Regn. No. S/00108/NE-/2010

ALL INDIA
RETIRED BHARAT SANCHAR NIGAM LIMITED EXECUTIVE'S WELFARE ASSOCIATION
CENTRAL HEAD QUARTERS, NEW DELHI

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No. AIRBSNLEWA/2017

Dated 04.09.2017

To

✓ Smt Sujata Ray
Director (HR), BSNL Board
Bharat Sanchar Nigam Limited
New Delhi

Subject: Non Payment of Medical Bills for Pensioner - Requesting action for permanent solution of the issue

Dear Madam,

We are sorry to point out that the issues of pensioners are continued to be neglected in the field unit in spite of issuance of clear orders from corporate office.

1. NON PAYMENT OF MEDICAL REIMBURSEMENT (WITHOUT VOUCHER):

BSNL CO has restored the payment of Medical allowance to pensioners for six months from April 2017. Accordingly payment for first quarter was to be made on July 2017. The six month period is going to be over by 30th this month still **no payment has been made in any of the circles including BSNL CO.** On enquiry it is being told that the cases are pending with ERP units, but none is able to tell when the payment will be made.

2. ABNORMAL DELAYED PAYMENT OF MEDICAL REIMBURSEMENT (WITH VOUCHER):

As per BSNL COs order the claims are to be settled within one month. But in reality the circles are taking **more than 6 month to 1 year to pay the bills.** Again the blame goes to ERP. **Most sufferers are Cancer and Kidney patients.** Their bills for Chemotherapy, Radiation, Dialysis are kept **pending for years.** There is no one to monitor the issue. Pensioners are being harassed like anything. We request you to collect the payment position for pensioners from ERP, the exact situation will be clear,

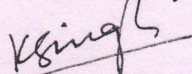
3. Tracking of Medical Bills: The delay in paying the medical bills could have been avoided if the Tracking system as agreed by your good office was introduced. But in spite of your instruction and our persuasion no progress is made so far.

4. Formation of Pensioners Relation (PR) Cell: We already requested your good office for formation of PR cell in Corporate Office and in Circles. This may kindly be approved. These cells will be one window for pensioners to register their problems and settlement. These cells may hold informal meetings with various Pensioner's Welfare Associations to understand the problems of the pensioners.

We fervently request you to look into the above issues for a permanent settlement.

With regards,

Yours Faithfully


(Kishan Singh)
General Secretary