



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2018/34

Dated: 04.06.2018

To

Smt. Sujata Ray,

Director (HR),

Bharat Sanchar Nigam Limited,

New Delhi 110001.

Sub: Extreme difficulties faced by the Pensioners living alone or with spouse only in intimating the designated officer in BSNL when admitted in Hospital in emergencies – Request to mitigate the hardships.

Madam,

We would like to place before you certain genuine difficulties of the retired employees living alone or with spouse only in approaching the 'designated officer' in BSNL when admitted in emergency condition in the hospitals to get indoor treatment under the provisions of BSNLMRS.

2. Now a days, many retired employees are living alone or with spouse only since their children are mostly settled abroad or serving in other cities in the country. These retired employees are required to approach the "designated Officer" in BSNL along with advice from an allopathic doctor and copy of MRS Card for admission in the hospitals. When the retired employee himself is sick, he will not be in a position to visit his old Office and approach the "designated officer" with the requisite papers. Otherwise also, the old retirees, because of their ill-health and age related problems, find it extremely difficult to travel a distance to contact the 'designated officer' and get the authorization letter for treatment in Hospitals. His/her spouse will also not be able to approach the "designated officer" due to various reasons. These problems become more acute when the retired employees themselves are forced to get admitted in Hospitals in emergencies.

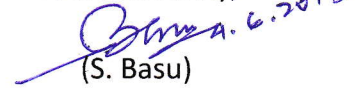
3. In order to give relief to the retired employees under the above stated circumstances, we would request that SMS/Email information followed by a phone call should be made sufficient for getting the authorization letter issued. Immediately after receiving the information over SMS/Email, the "designated officer" should call back, confirm details and arrange issue of authorization letter direct to the hospital through FAX or email under intimation to BSNL retiree/spouse. When the retired employee is already admitted in hospital under emergency condition, an Officer can be deputed to verify the facts on getting intimation over SMS/e-mail.

These Officers can also collect the required documents from the patients if not received over e-mail.

4. We sincerely believe that considering the genuineness of the problem, you will kindly consider our above request and cause issue of an order to make the life of the ailing retired employees trouble free by simplifying the existing procedures regarding intimation to be given and issue of authorization for indoor treatment in hospitals.

With kind regards,

Yours sincerely,

A. 6. 2018
(S. Basu)

General Secretary