



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

111, New Ashiana Apartments, Plot-10, Sector-6, Dwarka  
New Delhi-110 075

E-mail : gensecaibsnlrea@yahoo.com

**President : V Chinnappaiah**

Ph: 044-22603300

(M) 09444003300

**General Secretary : S. Basu**

Ph.: 011-25073969

(M) 09868092995

**Financial Secretary : Hari Ram**

Ph.: 011-25075541

(M) 09868538189

No. AIBSNLREA/CHQ/2018/35

Dated: 07.06.2018

To

Smt. Sujata Ray,  
Director (HR),  
Bharat Sanchar Nigam Limited,  
New Delhi 110001.

**Subject: Introduction of Grievance Redressal Cell for the retired Employees in BSNL**

Ref: BSNL/20-9/SR/2018 dated 22.05.2018

At the very outset, we would like to express our sincere thanks to BSNL Management for its decision to open a Grievance Redressal Cell for its retired employees. We believe that this will go a long way for speedy disposal of personal and collective grievances of the retired employees. However, we strongly feel that certain measures, as given below, will help in meeting the very objective for which the Grievances Redressal Cell has been opened in Corporate Office:-

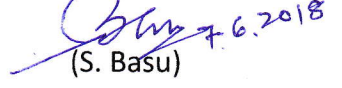
- (1) **Opening of similar Cells in Circle Offices/large Telecom Districts:** In order to ensure quick resolution of the grievances to the satisfaction of the retired employees, there is a need to form similar cells at least in Circle Offices and large Telecom Districts so that these cells can exclusively deal with the references received from Grievance Redressal Cell at BSNL Headquarters. These Cells may also give personal hearing to the aggrieved retired employees.
- (2) **Time limit for resolution of grievances:** There must be a time limit for the Circles to process the grievances once received and also to settle the same. Under no circumstances the cases be delayed beyond 60 days.
- (3) **Issue of acknowledgement of grievances:** A system generated acknowledgement could be issued immediately on receipt of any grievance.
- (4) **Furnishing periodical status report:** Status Report on the grievances received be also furnished periodically. It should not be difficult to devise a suitable mechanism for this purpose.

Contd .../-

2. We hope that our above suggestions will be considered in right earnest and also accepted to make this newly introduced Grievance Redressal Mechanism for the retired employees of BSNL more effective and purposeful.

With kind regards,

Yours sincerely,

 7.6.2018  
(S. Basu)

General Secretary