



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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### President

V. Chinnappiah  
(M) 9444003300

### General Secretary

R.R.Balasubramanian  
(M) 9486100613

### Financial Secretary

Awadesh Sharma  
(M) 9968630008

No. AIBSNLREA/CHQ/2024/66

Dated 6<sup>th</sup> September 2024

To

To

Dr. Kalyan Sagar N,  
Director (HR),  
Bharat Sanchar Nigam Limited,  
New Delhi

**Sub: Non-payment of medical claims of Shri Ambika Singh, Retd CAO, Lucknow for the year 2018-19**

Sir,

We are constrained to draw your kind attention to the misery of Shri Ambika Singh, Retd CAO, Lucknow due to nonpayment of medical claim for treatment taken for his wife (now deceased), to the tune of Rs.18626/- during 3028-19, despite his repeated representations.

2. His wife was suffering from cancer (Multiple Myeloma) and was undergoing treatment for the same. He had submitted claims for Rs.10240/-, Rs.11598/- and Rs.18626/- for her chronic illness during the year 2018-19. Initially, objections were raised by Circle Office that the bills were received late in their office, though he had submitted the bills within the stipulated time. Later the bills were returned stating that Original Medical Card, Certificate for Chronic disease and Advance Estimate of Expenditure for treating chronic illness had not been submitted. PGM TD Lucknow had not asked for these documents at the time Shri Ambika Singh had submitted the claim. Shri Ambika Singh was also not aware of a notification said to have been uploaded on the website of UP East Circle regarding submission of advance estimate of expenditure towards chronic illness.

3. After we brought this to your kind notice in January 2023, PGM Lucknow informed us that as per rules all the bills have been paid within the annual limit fixed for outdoor claims. If any bill is left for payment, detailed information be provided. Subsequently, the two claims for Rs.10240/- and Rs.11598/- have been paid. The claim for Rs.18626 is still pending, though TDS of Rs.969/- has already been recovered. According to BSNL MRS rules, Head of Circle is empowered to approve expenditure incurred on chronic illness like Multiple Myeloma, beyond the annual ceiling. It is unfair to restrict the expenses incurred for treatment of Multiple Myeloma, on the plea that a notification was issued by the Circle on 14.08.2019 for advance intimation of estimated cost for treatment. Even otherwise, the claims relate to earlier period and there is no reason denying payment and that too after recovering TDS.

4. We shall be thankful, if CGMT, UP East is requested to release the payment immediately and bring mental peace to Shri Ambika Singh, Retd CAO, Lucknow.

With kind regards,

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '6/9/24' written below it.

(R.R. Balasubramanian)  
General Secretary

Encl: As stated

Copy to: 1. Shri V.Srinivas,  
Secretary (Pension), DoP&PW  
2. Shri A.K.Mishra,  
CGMT, UP East Circle