



Editorial

INTRODUCTION OF GRIEVANCE REDRESSAL CELL FOR RETIRED EMPLOYEES BY BSNL

BSNL has finally opened a Grievance Redressal Cell for its retired employees under the Staff Relation Cell of BSNL Corporate Office. This was long awaited and we welcome the decision.

The instructions issued in this regard to Heads of Circles seek to attend the Pensioners/Family pensioners on priority basis with empathy, to identify the grievance prone areas i.e. grievances of similar nature occurring more frequently and to determine and address the root cause of such grievances by taking corrective and preventive actions.

However, success of this initiative rests not only with the concerned cell members but also with the promptness with which the field units act in right earnest on the references received from this cell. We find that the system that has been introduced needs many improvements 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. 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. Moreover, a system generated acknowledgement could be issued immediately on receipt of any grievance. Further, Status Report on the grievances be also furnished periodically. It should not be difficult to devise a suitable mechanism for this purpose.

The retired employees of BSNL hopefully can use this new Grievance Redressal mechanism to get their grievances on past wrong pay fixation, promotion, recovery, medical claims and many related issues processed early and settled. No doubt, there are already a few mechanisms like CPGRAM/PGPORTAL etc to lodge the grievances by the pensioners online and find their status. The new Grievance Redressal Cell introduced by BSNL might help in sorting out many issues internally within BSNL and thereby the pensioners of BSNL need not depend too much on the CPGRAM/PGPORTAL etc. However, it is too premature to have an objective assessment on the effectiveness of the new Grievance Redressal Cell. We, therefore, must allow this Cell to function for some time and take up the points that need to be considered by the Management for the improvement and success of the system.

IMPORTANT EVENTS OF THE MONTH

- **GRIEVANCE REDRESSAL CELL FOR THE RETIRED EMPLOYEES OPENED IN BSNL:** BSNL has opened a Grievance redressal Cell for the retired employees under the Staff Relation Cell of Corporate Office and an order to this effect has also been issued
- **GOVERNMENT RAISES THE LIMIT OF INVESTMENT IN PRADHAN MANTRI VAYA VANDANA YOJANA FOR SENIOR CITIZENS TO RS. 15 LAKHS AND ALSO EXTENDS TIME LIMIT FOR SUBSCRIPTION TO 31.03.2020:** Government has decided to raise the limit of investment under Pradhan Mantri Vaya Vandana Yojana for the Senior Citizens from Rs. 7.5 lacs to Rs. 15 lakhs. This will fetch monthly pension of Rs. 10,000/- . Government has also decided to extend the time limit for subscription under the scheme to 31.03.2020. This scheme continues to be operated by Life Insurance Corporation of India.

ISSUES TAKEN UP

AIBSNLREA AGAIN WRITES TO SECRETARY (PENSION) ON THE ISSUE OF GROSS VIOLATION OF RULE 70 OF CCS (PENSION) RULES, 1972 WHICH VIRTUALLY DISALLOWS REVISION OF PENSION ONCE FIXED TO THE DISADVANTAGE OF THE PENSIONERS BY THE PRINCIPAL CCA, TAMILNADU CIRCLE: AIBSNLREA has again addressed a letter to Secretary (Pension) to draw his attention to the earlier representation of the Association, vide No. AIBSNLREA/CHQ/2018/04 dated 10.01.2018, on the above issue wherein it was requested to protect the rights of some absorbed BSNL pensioners, as provided under Rule 70 of CCS (Pension) Rules, 1972, whose pension authorized some ten years back have now been revised to their disadvantage by the Pr. CCA, Tamilnadu Circle of Department of Telecommunications [View posting dated 10.01.2018 in this website to read the representation]. Now the Association, while submitting the brief of the issues involved, has pointed out that though DOP&PW vide its No. 4/5/2018-P&PW(D) dated 18.01.2018 [view posting dated 23.01.2018 in this website to read the DOP&PW letter] had forwarded the said representation dated 10.01.2018 of the Association to the Director (Estt), Department of Telecommunications for taking action as per extant rules/instructions, the issue raised has not yet been resolved. The Association finally writes “we again request you to kindly intervene in the matter and advise Department of Telecommunications to strictly follow the Pension Rules and restore the original pension authorized to the said pensioners at the time of their retirement and allow them further revision as and when due.” [View posting dated 17.05.2018 in this website to read the letter](#)

AIBSNLREA WRITES TO SECRETARY (PENSION) REGARDING DENIAL OF BENEFIT OF ROUNDING OFF FRACTION OF A RUPEE TO THE NEXT HIGHER RUPEE TO DETERMINE THE AMOUNT OF PENSION OF THE ABSORBED BSNL PENSIONERS BY THE PR. CCA, TAMILNADU CIRCLE: AIBSNLREA has since addressed a letter to Secretary (Pension) regarding denial of benefit of rounding off fraction of a rupee to the next higher rupee to determine the amount of pension of the absorbed BSNL pensioners by the Pr. CCA, Tamilnadu Circle of DOT. The Association has quoted the provision as available in Rule 49/4 of CCS (Pension) Rules 1972 which stipulates that “The amount of

pension finally determined under clause (a) or (b) of sub-rule 2, shall be expressed in whole rupee and where the pension contains a fraction of a rupee it shall be rounded off to the next higher rupee” and has requested Secretary (Pension) “to intervene in the matter and advise Department of Telecommunication to strictly follow the rules as stipulated in Rule 49/4 of CCS(Pension) Rules 1972 regarding rounding off fraction of a rupee to next higher rupee for revision of pension and also to rectify the old revised Pension Payment Orders issued by Pr. CCA, Tamilnadu Circle of DOT in which fraction of a rupee was not rounded off to the next higher rupee.” [View posting dated 16.05.2018 in this website to read the letter](#)

AIBSNLREA WRITES TO DIRECTOR (HR), BSNL SEEKING HER INTERVENTION FOR ISSUE OF CLARIFICATIONS AS SOUGHT FOR BY DOT IN THE MATTER OF APPLICATION OF RULE 70 OF CCS (PENSION) RULES 1972 IN REVISING THE PENSION: In the background that Principal CCA, Tamilnadu, while revising the pension by allowing the fitment benefit on merger of 78.2% IDA, had reduced the original pension fixed some 10 years back in violation of Rule 70 of CCS (Pension) Rules, 1972, one of the affected members Shri A G Tadakod, Retd DE, had sent a few representations to DOT after the Pr. CCA, Tamilnadu did not resolve the issue. DOT, in turn, had sought some clarifications from BSNL which are still awaited. Now AIBSNLREA has taken up the matter with Director (HR) seeking her intervention for early issue of the clarifications to mitigate the hardships caused to the affected pensioners. [View posting dated 14.05.2018 in this website to read the letter](#)

AIBSNLREA TAKES UP THE CASES OF S/SHRI M SAHADEVAN, RETD AM AND K D JOHN, RETD DE WITH CCA, KERALA FOR SETTLEMENT OF THE DISCREPANCIES NOTICED IN THEIR REVISED PENSION FIXED WITH FITMENT BENEFIT BY MERGER OF 78.2% IDA: AIBSNLREA has since addressed a letter to Controller of Communication Accounts, Kerala to sort out the discrepancies noticed in the revised Pension Payment Orders with fitment benefit by merger of 78.2% IDA in respect of Shri M Sahadevan, Retd AM and Shri K D John, Retd DE of Kerala Circle. [View posting dated 09.05.2018 in this website to read the letter](#)

AIBSNLREA WRITES TO DIRECTOR (HR), BSNL ON THE ISSUE OF REIMBURSEMENT OF MEDICAL CLAIMS FOR OUTDOOR TREATMENT TO THE RETIRED BSNL EMPLOYEES AND OTHER RELATED ISSUES: AIBSNLREA has since addressed a letter to Director (HR), BSNL expressing its concern on the contemplated changes in the existing schemes to the disadvantages of the retired employees. The Association has urged that the cases of the pensioners – specially the past pensioners need to be considered separately and sympathetically. The Association has also pointed out that as per existing policy, many retired employees have already submitted their options, wherever necessary, to opt for particular schemes for the financial year 2018-19 and some of them have even submitted their claims for reimbursement for outdoor treatment. The Association has requested that no future decision should invite problem to these retired employees. The Association has finally requested to give an opportunity to discuss the issues and present its views before any decision is taken in future. [View posting dated 01.05.2018 in this website to read the letter](#)

ACTION ON AIBSNLREA'S REPRESENTATIONS

DOP&PW AGAIN FORWARDS AIBSNLREA'S REPRESENTATION ADDRESSED TO SECRETARY (DAR&PG) REGARDING THE HARASSMENT METED OUT TO SHRI RAVINDRA KUMAR TRIPATHI, RETD SDE, RAJASTHAN CIRCLE TO THE DDG(PG), DOT: AIBSNLREA had addressed a letter to Secretary (DAR&PG) regarding the harassment being meted out to the absorbed BSNL pensioners in not issuing their absorption letters in BSNL and not releasing pensionary benefits even after settlement of their disciplinary/vigilance cases. The Association cited the case of Shri Ravindra Kumar Tripathi, Retd SDE of Rajasthan Telecom Circle whose presidential order for absorption is unduly delayed since BSNL has failed to issue the necessary vigilance clearance [View posting dated 20.03.2018 in this website to read the letter]. DOP&PW had earlier forwarded a copy of the said representation to DDG(PG), DoT [view posting dated 31.03.2018 in this website to read the DOP&PW letter]. Now DOP&PW has again forwarded copy of the said letter to the Dy. Director General (PG), DOT for examining the issues as per extant rules/orders and inform the association accordingly. [View posting dated 15.5.2018 in this website to read the DOP&PW letter](#)

PGMT, KALYAN FURNISHES LATEST STATUS REPORT REGARDING SETTLEMENT OF PENSION AND PENSIONERY BENEFITS TO SHRI R K HIRAKANNEY, RETD DE: PGMT, Kalyan of BSNL has sent a detailed status report to AIBSNLREA in regard to settlement of pension and pensionery benefits to Shri R K Hirakaney, Retd DE, now settled in Nagpur, whose case was pending for last few years and the Association was following up the same at every stage for quite a long time [Last posting dated 27.02.2018 in this website be viewed to know earlier developments]. The office of PGMT, Kalyan has now informed that the required documents as received from the said pensioner on 25.04.2018 along with revised pension calculation sheet for 68.8% and 78.2% have been forwarded to the O/o Principal CCA, Mumbai on 28.04.2018. [View posting dated 08.05.2018 in this website to read the PGMT, Kalyan letter](#)

GOVERNMENT/BSNL ORDERS

BSNL ISSUES REVISED GUIDELINES FOR RETENTION OF STAFF QUARTERS ON EVENTS LIKE RETIREMENT< TRANSFER AND DEATHS: BSNL has issued Orders revising its earlier guidelines for retention of staff quarters in the event of retirement, transfer and deaths while in service. In case of retirement, quarters can be retained upto 6 months with normal rent and other charges. [View posting dated 31.05.2018 in this website to view BSNL order](#)

BSNL ADVISES ALL ITS UNITS NOT TO RELEASE DCRG TO THE BSNL ABSORBED/RECRUITED EMPLOYEES DURING PENDENCY OF CRIMINAL APPEAL/REVISION: BSNL, in consultation with DoT, has issued an instruction to all its Units not to release DCRG to the absorbed BSNL/Recruited Employees during pendency of judicial proceedings of criminal appeal/revision as the matter has not attained the finality. [View posting dated 30.05.2018 in this website to view BSNL order](#)

BSNL DECIDES TO OPEN GRIEVANCE REDRESSAL CELL FOR THE RETIRED EMPLOYEES: BSNL has finally decided to open Grievance redressal Cell for the retired employees under the Staff Relation Cell of Corporate Office and accordingly has issued an order. [View posting dated 22.05.2018 in this website to view the BSNL order](#)

BSNL ORDERS TO IMPLEMENT PCAT DELHI JUDGMENT QUASHING DOT LETTER DATED 5.7.2017 RESCINDING PARA I.II (v) OF BSNL EXECUTIVE PROMOTION POLICY WHICH HAD GRANTED AN EXTRA INCREMENT ON POST BASED PROMOTION: Following Principal CAT Delhi judgment quashing DoT letter dated 5.7.2017 rescinding Para I.II (v) of BSNL Executive Promotion Policy which had provided grant of an extra increment to Executives getting post based promotion in the same scale, BSNL has issued an order asking the Circles to settle Pay/pension cases of affected executives accordingly and intimate the concerned CCAs. [View posting dated 12.05.2018 in this website to view the BSNL order](#)

DOT-ORDER ON REVIEWING THE POLICY OF CONCESSIONAL TELEPHONE FACILITIES FOR THE RETIRED EMPLOYEES OF DOT AND EXTENSION OF THE SAME TO PENSIONERS OF ERSTWHILE P&T DEPARTMENT: Department of Telecommunication is considering a proposal to review the policy of concessional telephone facilities to the retired employees of DOT and extension of the same to the pensioners of Erstwhile P&T Department. Accordingly, DOT has asked BSNL and MTNL to furnish certain information. [View posting dated 11.05.2018 in this website to view DOT letter](#)

BRANCHES IN ACTION

GENERAL BODY MEETING OF AMBALA BRANCH OF AIBSNLREA HELD: A General Body meeting of Ambala Branch of AIBSNLREA was held on 25th May 2018 at Dilli Durbar Restaurant. The meeting was held under the chairmanship of Shri P C Chauhan, President of the branch and 24 members attended the meeting. Branch secretary Shri J.C Gupta briefed the members on the various issues concerning the members such as issuance of fresh orders on BSNLMRS for BSNL pensioners w.e.f. 1.4.2018 about the ceiling limit, status of 3rd PRC implementation with 15% fitment benefit for BSNL Executives and consequent pension revision, court case on arrears of pay, pension and other retirement benefits on 78.2% IDA fixation. President thanked all the members for attending the meeting in this scorching heat. The meeting was followed by a lunch.

G B MEETING OF GORAKHPUR BRANCH OF AIBSNLREA HELD: Gorakhpur Branch (UP State) of AIBSNLREA held a GB Meeting on 14.05.2018 in the Recreation Club at Telephone Exchange Campus, Golghar, Gorakhpur. The meeting was well attended by the members. Shri Khajanchi Prasad, Branch Secretary gave an account of the various activities at Branch level. Shri R S Arora, UP State Secretary reported about the status of legal action on pay and pension arrears, 3rd PRC, payment of medical claims without voucher facility etc. Shri R Z A Khan, State Office bearer also addressed the House.

GENERAL BODY MEETING OF AIBSNLREA, GUJARAT STATE BRANCH HELD: Gujarat State Branch of AIBSNLREA held a General Body cum Get together meeting on 11.05.2018 at

Ahmedabad Medical Association Hall, Ahmedabad. The President Shri P.B. Parmar , Retd PGM(Fin) chaired the meeting and delivered his welcome address. The meeting started with lighting of Lamp & Prayer. Two minutes silence was observed in the memory of departed members and the family members. Dr. Jayesh Prajapati, Cardiologist gave a demonstration on heart disease. The senior members above 70 years were honoured by offering bouquets & shawls. Shri A.B.Patel, State Secretary briefed the members on many important issues like Pay Revision of the serving executives as per 3rd PRC, revision of pension of past pensioners of BSNL, legal remedy being sought for by the Association on pay and pension arrears following issue of orders for fitment benefit by merger of 78.2% IDA, medical facilities under BSNLMRS and CGHS. He also mentioned about the Orders issued by Corporate Office for release of payment for 3rd and 4th quarters under without voucher facility to the retired employees after the Association took up the issue. He also clarified the doubts raised by the members on different issues. Shri M.T.Patel Finance Secretary presented the accounts for the FY 2017-18. It was passed unanimously. Shri R.C. Sharma, AGS, CHQ addressed the house on current issues. Shri B.M.Bhavsar, Org Secretary (W) CHQ also addressed the house and attached importance on the necessity of making "WILL" at the old age for avoiding disputes among legal heirs. Vote of thanks was presented by Shri R.M.Nayi. The Meeting was followed by delicious dinner. The Meeting was compered by Shri R.H.Barot. About 200 members attended the meeting in spite of mercury crossing 45* C.

STATEMENT OF AMOUNT RECEIVED DURING MAY 2018

Bhatinda Branch (Punjab State) has deposited Rupees two hundred (Rs 200/-) only in the S/B Account of CHQ with Syndicate Bank on 28.05.2018 as quota for 1 new Life member.

Gorakhpur Branch (UP State) has deposited Rupees eight hundred (Rs 800/-) only in the S/B Account of CHQ with Syndicate Bank on 23.05.2018 as quota for 4 new Life members.

Kanpur Branch (UP State) has deposited Rupees one thousand five hundred (Rs 1500/-) only in the S/B Account of CHQ with Syndicate Bank on 21.05.2018 as contribution from 3 members to seek legal remedy on pay/pension arrears issue.

Kolhapur Branch (Maharashtra State) has deposited Rupees four hundred (Rs 400/-) only in the S/B Account of CHQ with Syndicate Bank on 19.05.2018 as quota for 2 new Life members.

Kolhapur Branch (Maharashtra State) has deposited Rupees two thousand (Rs 2000/-) only in the S/B Account of CHQ with Syndicate Bank on 18.05.2018 as contribution from 3 members to seek legal remedy on pay/pension arrears issue and donation from one member on receiving pension arrears.

Shri Harsh Wardhan Sharma, Retd DGM (F), NTR has deposited Rupees one thousand (Rs 1000/) in the S/B Account of CHQ with Syndicate Bank on 17/5/2018 as Life Membership fee (Rs. 500/-) and contribution (Rs. 500/-) to seek legal remedy on pay and pension arrears.

Indore Branch (MP State) has deposited Rupees two hundred (Rs 200/-) only in cash in the S/B Account of CHQ with Syndicate Bank on 17.05.2018 as quota for 1 new Life member.

Udaipur Branch (Rajasthan State) has deposited Rupees five hundred (Rs 500/-) only in the S/B Account of CHQ with Syndicate Bank on 14.05.2018 as contribution to seek legal remedy on pay/pension arrears issue.

East Vidarbha (Nagpur) Branch (Maharashtra State) has deposited Rupees eight hundred (Rs 800/-) only in the S/B Account of CHQ with Syndicate Bank on 14.05.2018 as CHQ quota for 4 new Life members.

Ghaziabad Branch (UP State) has deposited Rupees four thousand two hundred (Rs 4200/-) only by cheque in the S/B Account of CHQ with Syndicate Bank on 02.05.2018 as quota for 21 new Life members.

Ghaziabad Branch (UP State) has deposited Rupees two hundred (Rs 200/-) only in cash in the S/B Account of CHQ with Syndicate Bank on 02.05.2018 as quota for 1 new Life member.

Edited and published by Shri S Basu, General Secretary, AIBSNLREA