



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

CPGRAMS

Language :

English ▾

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## Appeal Details

### Appeal Number

DOTEL/E/A/25/0003824

### Grievance Registration Number

DOPPW/E/2025/0039229

### Name

R R Balasubramanian GS AIBNLREA

### Appeal Recieved Date

31/05/2025

### Reason Of Appeal

The grievance has been closed with a peculiar, casual and incorrect response that Shri Rabindra Nath Bhunia is under CGHS scheme from 01.04.2020 and that the claims for period prior to 01.04.2020 is not possible due to insufficient budget. Shri Rabindra Nath Bhunia switched to CGHS after surrendering BSNL MRS card only on 07.07.2021. Also, this is not the first time we are representing the case. Earlier we were given a reply that "Once fund is allotted, the payment will be made shortly. Keep in touch with the BSNL KGP authority." There has been no progress in spite of the pensioner keeping in touch with the authority continuously. BSNL Kharagpur has to request for specific budget allotment from BSNL Corporate Office. They cannot disallow a genuine claim on the plea of insufficient budget. The appellate authority is hereby requested to issue suitable directions to BSNL Kharagpur and CGM West Bengal to pay the pending medical claims by getting special budget approval.

### Appeal Status

Appeal Closed (On 19/06/2025)

### Closing Remarks

he BSNLMRS reimbursement in favour of Shri Rabindra Nath Bhunia, Retd Staff, BSNL WBTC, issue will be resolved at the earliest subject to restoration of technical issue arised in SAP as entry is not allowing in the SAP since the applicant has opted for CGHS scheme from 01.04.2020. Hence once the SAP restriction is removed from system, payment will be made. The applicant is requested to visit the PGM/KGP office or call to Sri Swapan Das, IFA,KGP BA, Mobile no 9434750407 over this issue. However it is assured to resolve the issue at the earliest and applicant will be informed accordingly. Inconvenience is deeply regretted. Thanks

### Officer Concerns To

#### Officer Name

Sh. Rajesh Gupta

#### Email Address

bsnlco.rti@gmail.com

#### Contact Number

01123734311

#### Organisation name

Bharat Sanchar Nigam Limited Corporate Office

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