



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

CPGRAMS

Language :

English ▾



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**Grievance Status for registration number : DOPPW/E/2025/0039229**

## Grievance Concerns To

### Name Of Complainant

R R Balasubramanian GS AIBNLREA

### Date of Receipt

15/05/2025

### Received By Ministry/Department

Pensions and Pensioners Welfare

### Grievance Description

This grievance is addressed to the Director (HR) BSNL, regarding Non-payment of medical claims for the year 2018-19 and claims without voucher for 2019-20, 2020-21 and 2021-22 - case of Shri Rabindra Nath Bhunia, Retd EE (E), Kharagpur. A detailed representation is enclosed.

### Grievance Document



### Current Status

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Case closed

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**Date of Action**

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28/05/2025

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**Remarks**

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Please find below remarks received from BSNL.  
Retired staff Shri Rabindra Nath Bhunia is under CGHS scheme from 01.04.2020, hence not question of medical allowance after that period, and prior to that posting is not possible due to insufficient budget.  
Hence the case is disposed of.

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**Has your complaint been resolved ?**

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No

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**Reason for Dis-satisfaction / Not Resolved**

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Others

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**Rating Remarks**

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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.

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## Appeal Details

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### Appeal Number

DOTEL/E/A/25/0003824

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### Date of Receipt

31/05/2025

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### Appeal Text

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.

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### Current Status

Appeal Received

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## Officer Concerns To

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### Officer Name

Sh. B M Patel (Director MOC PG)

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### Organisation name

Department of Telecommunications

### Contact Address

Room No.605, 6th Floor Mahanagar Doorsanchar Bhawan Near Zakir Hussain College  
Old Minto Road New Delhi

### Email Address

dirpg.hq-dot@gov.in

### Contact Number

01123222412

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