

Re: Grievance no. DOPPW/E/2025/0067181 registered on the CPGRAMS portal regarding unpaid medical claims for the years 2018-19, 2019-20 and 2020-21

From: Prabhat Dikshit (ddg.smc-dot@gov.in)

To: gensecaibsnlrea@yahoo.com

Cc: ddgpg-dot@nic.in; dirpg.hq-dot@nic.in; adet-dotpg@gov.in

Date: Friday, September 19, 2025 at 10:41 AM GMT+5:30

Dear Shri R R Balasubramanian,

The hardship being faced by the pensioners is deeply regretted. As per your feedback, M/s BSNL has been asked to review the matter and provide proper resolution in a time bound manner. Please feel free to directly contact me in case the issue is not resolved within a reasonable period.

सादर / Regards

प्रभात दीक्षित / Prabhat Dikshit

उप महानिदेशक (एस एम सी) / Dy. Director General (SMC)

दूरसंचार विभाग, भारत सरकार / Dept. of Telecommunications, Govt. of India

Tel no. 011-23210384

===== Forwarded message =====

From: General Secretary AIBSNLREA <gensecaibsnlrea@yahoo.com>

To: "Prabhat Dikshit" <ddg.smc-dot@gov.in>

Date: Thu, 18 Sep 2025 19:20:10 +0530

Subject: Re: Grievance no. DOPPW/E/2025/0067181 registered on the CPGRAMS portal regarding unpaid medical claims for the years 2018-19, 2019-20 and 2020-21

===== Forwarded message =====

Sir,

We are disappointed with the incorrect information given by BSNL that the pensioner portal is live on a PAN-India basis, while the truth is the portal is dysfunctional. The said portal under the URL <https://pensioners.bsnl.co.in/portal/> with the title PORTAL FOR BSNL RETIRED EMPLOYEES (as mentioned in our letter) returns the message '404 Not found' when tried

from both mobile phones and computers even now, which fact can be checked by you. Copy of our letter which was attached with the above grievance docket is again enclosed for reference. We shall be thankful if BSNL is directed to resolve the grievance and not to provide incorrect information.

With regards,

-R R Balasubramanian, GS AIBSNLREA

On Wednesday, September 17, 2025 at 03:04:13 PM GMT+5:30, Prabhat Dikshit <ddg.smc-dot@gov.in> wrote:

Dear Shri R R Balasubramanian,

Please refer to grievance no. DOPPW/E/2025/0067181 registered on the CPGRAMS portal regarding unpaid medical claims for the years 2018-19, 2019-20 and 2020-21.

The grievance has been closed on the portal, with the following remarks from M/s BSNL :
"The Pensioner Portal is live on a PAN-India basis, and circles are currently using it. For

any issues, such as network issues the concerned local circle authorities may be approached.". I hope you are satisfied with the resolution. In case you wish to share anything more in this matter, please feel free to contact me directly.

Please note that the Department of Telecommunications (DoT), Govt. of India, remains committed to resolving all your concerns. It is requested to acknowledge the receipt of this email.

सादर / Regards

प्रभात दीक्षित / Prabhat Dikshit

उप महानिदेशक (एस एम सी) / Dy. Director General (SMC)

दूरसंचार विभाग, भारत सरकार / Dept. of Telecommunications, Govt. of India

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