



ALL INDIA BSNL DOT PENSIONERS ASSOCIATION

[Registered No. S/68836/2010]

Central Head Quarters

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AIBDPA/BSNL-MRS/2016

April 21, 2016

To

Shri Anupam Shrivastava,
CMD BSNL,
Bharat Sanchar Bhawan,
Janpath, New Delhi – 110 001

Sir,

Sub: - **Widespread difficulties being faced by BSNL retirees for medical indoor treatment and inordinate delay in payment of bills – req.**

I am constrained to bring to your kind notice that this association is getting reports of numerous difficulties being faced by the BSNL pensioners in getting the indoor treatment and abnormal delay in the disbursement of medical bills from almost all the circles.

- (1) In many circles lack of sufficient number of empanelled hospitals cause much difficulty to avail the indoor treatment. Most of the reputed hospitals decline to be empanelled due to delay in getting their payment. In certain SSAs the respective administration does not take proper initiative to empanel sufficient number of hospitals. The failure of the authorized SSA officer to visit the hospital despite proper intimation of the admission of the patient is causing unwarranted delay and even denial of the medical claims.
- (2) Inordinate delay is being caused in the payment of medical bills both for outdoor and indoor treatment. It is reported that in some SSAs, the retirees get the least priority for payment despite reported instruction of the Corporate Office for prompt payment of medical bills to the retirees. In certain circles like Telecom Factory and Telecom Stores, Kolkata, the retirees had to resort to agitational programs against inordinate delay in medical reimbursement.
- (3) I am enclosing herewith a letter received from our West Bengal unit written to the CGM, QA circle, Bangalore detailing the difficulties and plight of the pensioners in submitting the bills and getting the payment etc., which is self explanatory.
- (4) As you are aware, the quarterly medical allowance stopped unilaterally since last four years, the pensioners who fall sick have no other option but to go for the medical reimbursement. You can just imagine the plight of the pensioners who are aged and ailing and their frustration and dismay when forced to come across with many hurdles to avail the treatment and get the payments.
- (5) We understand that BSNL Management is reviewing the MRS. In this context, we request you to kindly evolve a comprehensive medical care system ensuring hassles and cashless medical treatment for the retirees. Meanwhile your kind intervention is requested to mitigate the sufferings of the BSNL pensioners as mentioned above and to restore the quarterly medical allowance to the retirees.

Thanking you,

Yours faithfully,

K G Jayaraj
General Secretary

Encl: As above