



ALL INDIA BSNL DOT PENSIONERS ASSOCIATION

[Registered No. S/68836/2010]

Central Head Quarters

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AIBDPA/ CPENGRAMS/ DOP&PW/ 2022

4th February, 2022

To,

**Shri V Srinivas
Secretary (Pension)
Department of Pension and Pensioners Welfare,
Lok Nayak Bhawan,
New Delhi – 110 003**

Sir,

Sub: - **Functioning of CPENGRAMS (Pensioners Portal) - Non-compliance of guidelines issued- intervention requested--reg.**

Ref: - **No17/3/2021-P&PW(Coord) E 179 dated 06-08-2021.**

We wish to bring to your kind notice the issue under reference for favourable consideration and necessary action please.

At the outset, we express our sincere appreciation for issuing a detailed guidelines vide letter referred to above for timely and qualitative disposal of pensioners' grievances by your esteemed department.

Of course, we had some bitter experience with the grievances registered earlier, mainly disposal of cases hastily even without a proper reply. However, we expected that there would be positive result in disposal of grievances registered with CPENGRAMS on the basis of the new guidelines, particularly of the following empathized provisions;

- iv.** Every grievance shall be closed only after its final resolution.
- v.** The grievance shall not be closed for want of any documents from any Pensioner/ family Pensioner.
- vii.** Re-registered cases should be disposed of by Appellate Authorities nominated in every Ministry/ Department/ Organisation for the purpose.

But Sir, it is quite unfortunate that all such hopes are belied. There has been no change/progress in the functioning of CPENGRAMS and the practice of disposing the cases hastily continue unabated.

During this period, we have observed the following;

1. The official dealing the registered grievances may kindly spare a few minutes to go through it fully and understand the actual grievance. Then only he has to take a decision as to which respective department/ office it has to be forwarded.

We have several instances of the grievances sent to the wrong officers by the dealing officials of CPENGRAMS and disposed of based on the reply given by such offices to the effect that " this department has no role in this issue."

2. The grievances registered are being closed based on flimsy or irrelevant replies received from the concerned office in gross violation of the guidelines issued by DOP&PW.
3. Appeals filed against unsatisfactory disposal of the cases are also having the same fate.
4. This reveals the fact that there is no proper monitoring of the functioning of the system.

We are enclosing herewith a list of few issues registered with CPENGRAMS (Annexure A) and the fate of each case and finally how these cases were disposed of.

However, please let us furnish below the experience about a recent most genuine issue to have a clear idea of dealing by Pensioners Portal. No. DOPPW/E/2021/42136 dated 10-11-2021.

Anomaly in Pension of BSNL absorbed pensioners due to point to point fixation during the first pay revision with conversion of CDA pay scales to IDA pay scales with effect from 01-10-2000.

A detailed letter was written to Secretary DoT and CMD, BSNL with all the relevant facts with the historical background of the issue. Some of the affected pensioners had resorted to legal remedy and got favourable orders. BSNL had contested such cases up to Supreme Court and lost. But the benefits were restricted to those went to the court. The number of court case with relevant portion of the judgement of CAT and Supreme Court were also provided with our letter. The request was to settle the long pending issue by extending the benefits of stepping up the pay of the seniors at par with the juniors to all the few hundred pensioners also.

We made the request in the wake of orders issued by DoT on 07-10-2021 for settlement of another anomaly caused to those retired within ten months of formation of BSNL.

But to our surprise, the case was disposed of on 11-11-2021 with the report of BSNL " incomplete details."

Then we filed an appeal on 12-11-2021 vide No.DPG/T/2021/81248. A few days ago, we have a received a letter dated 17-01-2022 from BSNL Corporate Office and signed by Shri. Sanjeev Kumar, Assistant General Manager (Estt-1) PAT which states, " The nature of the grievance is not clear from the contents of your letter and therefore no action can be taken on your grievance. Accordingly, your grievance is disposed of."

Respected Sir, this remind us a proverb," you can wake up a sleeping person but not a pretender."

We may kindly be permitted to quote the contents of an email received from the same officer on 11-10-2021, of course on a different issue;

"Your letter dated 30-11-2019 was registered in the PG Portal on 31-12-2020. However, on examination, it is seen that there is no grievance and closed.

So, the BSNL Corporate Office after detailed examination spanning about 13 months was kind enough to register the letter in PG Portal and after another ten months discovered that there is no grievance. This explicitly exposes the accountability and credibility of BSNL Corporate Office.

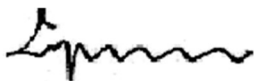
So, the question is how can a genuine grievance of BSNL absorbed pensioners could be disposed of based on such irresponsible, rather absurd reports of BSNL Corporate Office.

It is pertinent to mention that Department of Pension and Pensioners Welfare, being the administrative department for the welfare of pensioners is the last dependence for the resolution of their genuine grievances.

Sir, we would therefore request your good self to kindly cause necessary action for effective and better functioning of CPENGRAMS ensuring strict implementation of the guidelines rather than doing a Postman's job.

With kind regards,

Yours sincerely,



K.G. Jayaraj
General Secretary.

Encl: Annexure A

Copy to: Shri Naresh Bhardwaj, Deputy Secretary, Department of Pension and Pensioners Welfare, Lok Nayak Bhawan
New Delhi.