



Regd. No. T1833/09

ALL INDIA BSNL PENSIONERS' WELFARE ASSOCIATION

Central Head Quarters [Regd. No. T 1833/09]

Identified & Registered under 'Pensioners Portal'

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(Thro Mail) Date: 18-02-2023

To

Shri Rajiv Kumar
Director (Finance)
BSNL , New Delhi .

Sir,

Sub : Clearance of pending Medical bills of retired Employees – reg.

While we are very much thankful for authorization of Funds of Rs 361 Cr to clear all the pending medical liabilities (Indoor/Outdoor/Medical Allowance) upto 31.03.2022 to retired employees in the month of August 2022, we would like to bring it to kind your notice, that considerable number of medical claims, indoor and outdoor including without voucher are pending even today since 2018-19 as the same were not entered into ERP citing various reasons like non tracing of bills, unavailability of options submitted resulting in allotted funds have been left un spent.

During the period of Covid, the process of calling of options , receiving of bills and their accountability had been largely hampered in field units. In this connection we wish to state that CGM Tamilnadu circle has taken a good initiative to address this problem (Copy of the letter is attached)

Instructions have also been issued circles to post the parked Medical bills to disburse the same along with the salary bills on monthly basis which should be a good beginning in right direction and a welcoming step indeed.

Thereafter, circles were asked to regularly post /create the liability of medical bills of retired employees which will be paid direct by Corporate office henceforth. The clearance of medical bills on monthly basis along with salary bills has yet take off.

It is understood that about 70 – 80 crores worth of bills or claims are outstanding as on date out of which major amount of around 50 - 60 crores, would be pertaining to Medical Allowance with-out voucher as we estimate.

Due to hassles in preferring bills, many retirees have opted and are opting for allowance (without voucher) , though they are spending more money than the meagre amount of allowance prescribed.. As CGHS facilities are not available at their place of residence, many are forced to avail BSNL MRS facility only. The claims of pensioners were ignored in almost all circles and the pensioners are subjected to lot of sufferings and are remained helpless.

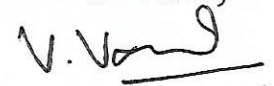
An Adalat like meeting at SSA/BA level may perhaps be helpful where in pensioners can submit their individual grievances on Options – calling of, submission, change of options, Submission of Bills, Submission of correct Bank details, non-payment of bills etc, exclusively for BSNL MRS issues in the presence of Senior officer, and concerned officers dealing with BSNL MRS both from Administration and Accounts branches of SSA/BA. Of late, Complaints from large number of retirees are increasing on the above mentioned matters.

Fact of the matter remains to be probed into complaints of non-payment of Medical Allowance to retired executives & retired non-executives as several cases of non-payment are reported due non-availability of options in the field offices. It is also true that even options submitted have missed in the offices during the periods of VRS set in and also during Covid times.

In view of foregoing observations, it is requested to consider to have a thorough examination of whole issue of pendency of indoor/outdoor claims including without voucher – allowance for past periods and to take a positive decision to clear all unpaid claims.

As this financial year is coming to a close, it is requested to allot sufficient funds to clear all the pending bills without necessity of carry over this liability to next year. Be pleased to consider.

Yours Sincerely



V.Vara Prasad
General Secretary

Encl : as above.

I/395722/2023

कल्याण अनुभाग, Welfare Section,
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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

सं/No.BSNL Wif/ Medical cases Misc

दिनांक/ Dated

February 2023

सेवा में/To

सभी बीए प्रधान / All BA Heads

बीएसएनएल, त.ना परिमंडल / BSNL, TN Circle.

विषय / Subject: लंबे समय से लंबित चिकित्सा मामलों का निपटान - संबंधित।
Disposal of long pending Medical cases: Regarding.

It has been brought to the notice of the undersigned that there are enormous complaints on non traceability of many inpatient bills of high value and cases of non settlement of bills are mounting.

As such, all BA heads are requested to consolidate the complaints of non settlement /non traceability pertaining to inpatient bills submitted pre and post VRS.

A committee may be formed with serving and retired willing volunteers from non executive and executive and in a manner to locate the bills and maximum efforts to be taken to clear all medical cases swiftly.

Also, if retired executives /non executives have to be officially summoned, where dereliction of duty is noticed, with regard to non-traceability of pending medical cases, names of such employees with their HRMS numbers may be sent to HR unit for taking approval from CMD and summoning them as per rule or face disciplinary action which is in power of CMD.

All the Heads of BA are reiterated to complete the task before 15th March 2023 positively.

सी वी विनोद
मुख्य महाप्रबंधक

बीएसएनएल, तमिलनाडु परिमंडल
Chief General Manager
BSNL Tamil Nadu Circle.