



BHARAT SANCHAR NIGAM LIMITED
(A GOVERNMENT OF INDIA ENTERPRISE)
SR Cell, Corporate Office
8th Floor, Bharat Sanchar Bhawan,
Harish Chander Mathur Lane,
Janpath, New Delhi-110 001

No: BSNL/20-9/SR/2018

Dated: 22.05.2018

Subject- Grievance Redressal Cell for the Retired Employees.

The undersigned is directed to say that the need for setting up a suitable grievance redressal cell for the retired employees of BSNL has been engaging the attention of the Management for quite some time.

It has been noticed that whereas several forums like CPGRAM/PGPORTAL, are available to employees for redressal of grievances, a single window and easily accessible cell in Corporate Office, where the retired employees or their Associations can contact telephonically or meet personally was not existing for dealing with the individual or common issues. These Associations of retired employees have been informing that the Pensioners/ family pensioners especially those who are sick and bedridden are facing various kind of problems. Therefore a grievance redressal cell for the retired employees is being opened under Staff Relation Cell of Corporate Office.

Heads of Circles are requested to issue necessary instructions to all the concerned:

1. To attend these pensioners/family pensioners on priority basis with empathy so that no hardship is caused to them.
2. To promptly respond to references made by this cell for early resolution of the problems.
3. To identify the grievance prone areas i.e. grievances of similar nature occurring more frequently.
4. To determine the cause of grievances of similar nature occurring more frequently and address the root cause by taking suitable corrective and preventive actions.
5. If the grievance can not be resolved at the level of Circle, it may be referred to this cell.

In Corporate Office, this cell will coordinate with all the concerned cells for settlement of the grievance. Contact numbers are as follows:

Tel: 011- 2376 6063

Fax: 011- 2373 4338

Email: bsnlretiredemp@gmail.com



(A K Sinha)
DGM (SR),

Tel.No. 011-23037491
Fax No.011-23734338

Copy to:

1. PPS to CMD, BSNL.
2. PPS to all Directors, BSNL Board.
3. All CGMs, BSNL.
4. All GMs, BSNL CO.
5. All Unions and Association.
6. Intranet Portal.