



ALL INDIA BHARAT SANCHAR NIGAM LIMITED EXECUTIVES' ASSOCIATION

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Dated :23.09.2015

To

Smt Sujata Ray
Director (HR)
Bharat Sanchar Nigam Limited
New Delhi

Subject: Extension of ERP Package for the benefit of BSNL Pensioners-reg.

Respected Madam,

The ERP is now implemented in most of the circles in India. Now all payments will be made through ERP package only. The serving employees will enter their claims in the system themselves before sending them to the respective cash offices (DDOs). This will facilitate them for early settlement of the claims. But for the BSNL pensioners, in respect of their medical bill claims, still the old system will continue. Only at the time of payment those will be entered in the system.

The pensioners are presently facing immense problems in getting the claims for their medical treatments settled. The harassments are of many folds. As there is no specific claim form for them, the units are asking various documents at different times leading in to huge delay and trouble. The pensioners, most of them with limited mobility, are practically being denied with their right to get the reimbursement of medical claims. Now after introduction of ERP, if they are also not allowed to enter their medical claims directly in the package, their cases are likely to be discriminated with the serving employees causing more delay.

We therefore propose the following for the benefit of the pensioners for immediate implementation.

- ✓ System may be introduced where pensioners can enter their claims in the ERP package through internet from their home and then send the claims by speed post or reputed couriers. On receipt of the claims a SMS will be sent to the pensioners acknowledging the receipt.
- ✓ Suitable System may be introduced in ERP so that the pensioners can monitor the progress of the claims through internet. Any error in submitting the claims which leads into non-payment of the bill may be mentioned in the system, so that the pensioners can take remedial steps.

- ✓ Payment has to be made through ECS only.
- ✓ Bills are to be processed as per date of submission along with the serving employees as per date of receipt.
- ✓ In some circles some local systems are added to what is mentioned in BSNLMRS, like attesting the photocopies by BSNL executives etc. These are to be avoided. A standard claim form may be introduced for the pensioners with clear mention of required annexures.
- ✓ Monitoring the system for long pending cases by higher officers.

If this system is introduced, then the pensioners need not move out of their home as at present, for pursuing their claims, which will be a great relief to them. Kindly examine the proposal given above for early implementation.

With kind regards,

Yours faithfully,
-sd-
(Pralhad Rai)
General Secretary

Copy to:

- Shri K Ramchand, Sr GM (ERP) BSNL Corporate Office, New Delhi-110001 - for necessary action please.
- Shri S.K. Sinha, GM(Admn.), BSNL Corporate Office, New Delhi-110001