



**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-110001

No. BSNL/20-9/SR/2018

Date: 23- 08-2021

To

All Chief General Managers,  
Bharat Sanchar Nigam Limited.

**Sub: Redressal of Grievances of retired employees of BSNL-reg.**

Sir,

Kindly refer to this office letter dated 16.09.2020 of even no wherein it was reiterated to send the compliance of redressal of grievances of retired employees within a week's period.

The complaints received in SR cell from retired employees have been forwarded to the concerned circles on a regular basis.

Further, it has been observed that compliance is not being received in this office from circles.

You are therefore requested to send the compliances of the grievances forwarded to the concerned circles at the earliest latest by 7<sup>th</sup> day of the receipt of mail from this office.

Encl:

1. Letter dated 16.09.2021

Yours faithfully

  
(Sunita Arora)

AGM (SR), BSNL CO  
Tel no.011-23766063

Bharat Sanchar Nigam Limited  
(A Govt of India Enterprises)  
Bharat Sanchar Bhawan, HC Mathur Lane  
Janpath, New Delhi-110001  
(SR Cell)

Date 16.09.2020

No. BSNL/20-9/SR/2018

To

All Chief General Managers,  
Bharat Sanchar Nigam Limited.

Subject: Redressal of Grievances of retired employees of BSNL.

Sir,

It was brought to the notice of all concerned vide this office letter of even number dated 22.05.2018 and 06.06.2018 that a grievance redressal cell for retired employee of BSNL has been opened under SR Cell of Corporate office and detailed instructions were issued.

The link for filing online form for grievances of retired employee is provided at front page of corporate intranet site. The complaints received in SR cell from retired employees are forwarded to the Circles on the email id provided by Circles for this purpose. Circle will send the status on the grievance in the same excel sheet, which further will be conveyed to the concerned retired employee through SMS.

The closure of the complaints/grievance is being monitored by SR Cell. It has been noticed that the compliance of the grievances forwarded by SR Cell to the Circles office are not received. It is requested to take prompt action for (a) Resolution /settlement (b) Closure of the grievances at the earliest and also any change in email id may kindly be intimated at [bsnlretiredemp@gmail.com](mailto:bsnlretiredemp@gmail.com)

It is preferred that status should be sent to this office within a week. Non action for long time shall be brought into the notice of concerned CGM for his personal intervention.

Yours faithfully,

  
16/9/2020  
(Sunita Arora)

Asstt. General Manager (SR)