

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:3701
ANSWERED ON:20.03.2013
REDRESSAL OF PENSIONERS GRIEVANCES
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

- (a) the details of redressal mechanism of pensioners grievances in PSU telecom companies, company-wise;
- (b) the names of Pensioner Associations functioning in these PSUs;
- (c) whether these Pensioner Associations have been accorded any legal authority to represent grievances of pensioners; and
- (d) if so, the details thereof and if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. (SMT.) KILLI KRUPARANI)

(a) Out of four Public Sector Undertakings (PSUs) under Department of Telecommunications (DOT), viz Bharat Sanchar Nigam Limited (BSNL), Mahanagar Telephone Nigam Limited (MTNL), Telecommunications Consultants India Limited (TCIL) and Indian Telephone Industries Limited (ITI), BSNL and MTNL have pension schemes and TCIL and ITI do not have pension schemes. The details regarding redressal mechanism of pensioners grievances in respect of BSNL and MTNL are given in Annexure-I.

(b) to (d) There is no provision for recognition of Pensioners Association in these PSUs as the rules provide recognition of Unions for serving employees through the prescribed process of election. However, retired employees of these PSUs have formed Pensioners Associations to take up the pension grievances of their members with DOT as well as the concerned PSUs.

ANNEXURE-I

A. BSNL

BSNL has not devised any redressal mechanism separately for the pensioners. However, BSNL pensioners can lodge on-line complaints at the Centralised Public Grievances Redressal and Monitoring System (CPGRAMS) portal of the Central Government site "www.pgportal.gov.in". Complaints meant for BSNL lodged in the said website are monitored regularly by the Public Grievance Cells of DOT and BSNL. The pensioners are also free to send their complaints in writing or through e-mail which are attended to by the concerned officers in DOT and BSNL.

B. MTNL

MTNL pensioner's grievances are dealt as per Grievance Redressal Scheme of MTNL. However MTNL pensioners can also lodge their complaints at CPGRAMS portal mentioned above.