



RETIRED TELECOM OFFICERS' WELFARE ASSOCIATION

Reg No: F-37187 (Mumbai) 2008

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Thro E-Mail Dated

14th Mar'2024

To,
Shri. Deepak Mukherjee ji
Executive Director,
MTNL Mumbai

Respected Sir,

Sub:-Pensioners grievance redressal system

The pensioners grievance redressal system on 'pensioner.mtnl.in' is a boon to the pensioners. However it is observed in recent times that the system lacks in maintenance and monitoring.

1. Some grievances though settled are shown as 'pending'. If any grievance is 'pending', the system does not accept another grievance of the same nature from the same pensioner. Thus, such pensioners are unable to lodge another grievance.
2. Pensioners send the OPD bills or reimbursement claim for 50% CGHS subscription by post to the zonal Areas. The acknowledgement for the claim is not given. It is suggested that Zones may upload the claims on the portal on receipt of them from the pensioners and the status of the claim also updated thereafter. Through the portal, the pensioners will know that their claim has been acknowledged and also will know the status of the claim from time to time.

Sir it is requested to cause to initiate appropriate steps on the above.

With high regards,

Yours Sincerely,

(J.S. Yadav)
General Secretary