



**BHARAT SANCHAR NIGAM LTD.**

**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

Date: 4/06/2018

To,  
All Chief General Manager  
Bharat Sanchar Nigam Limited

**Sub :- Online Form for redressal of grievances of retired employee of BSNL**

Sir,

It was brought to the notice of all concerned vide this office letter of even number dated 22:05:2018 that a grievance redressal cell for retired employee of BSNL has been opened under SR Cell of Corporate Office.

It is informed that Grievances may be filed by the retired employees through an easy to fill online form:

<https://goo.gl/forms/PI5OasDWWYsulgus2>

The link has been circulated through Unions and Associations and other message groups. On clicking the link, a form will be opened. Details are to be filled in Section-2 (Personal Details) and Section-3 (Grievance Details). Most of the questions are to be answered with multiple choice and check boxes/drop-down options. Some of the questions are mandatory. Form can be filled through mobile or laptop/PC.

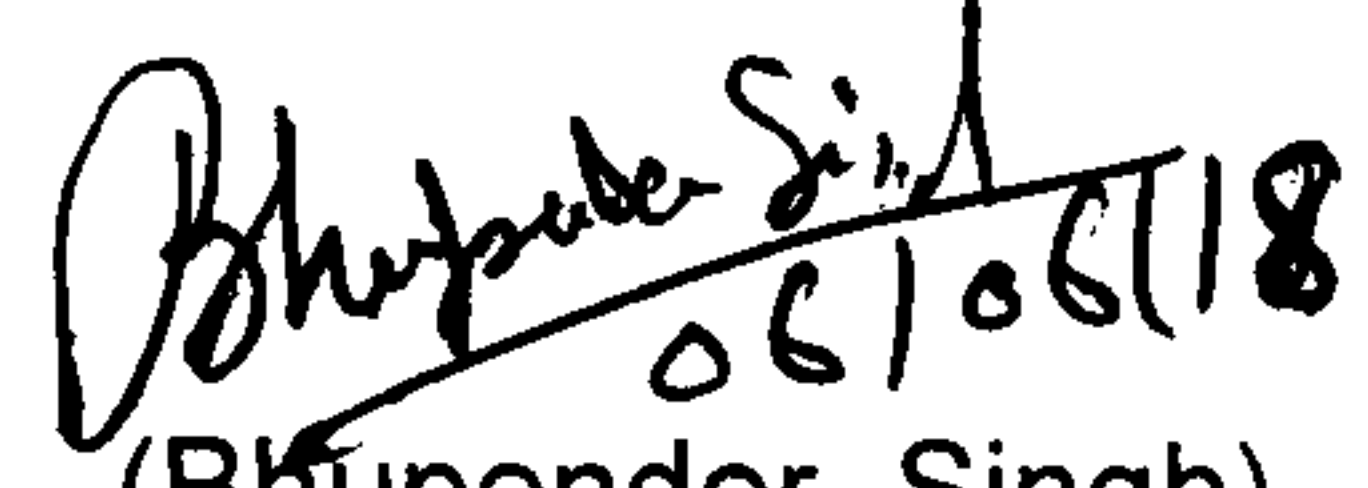
2. It is requested that wide publicity may be given to the link through various other message group so that it reaches maximum number of retired employee.

3. The grievances shall be referred to the concerned Cell of Corporate Office and Circles. All concerned should take prompt action on receiving the mails from the Grievance RedressalCell (SR Cell Corporate Office). Email id reported to SR Sections may kindly be once again verified.

4. The closure of the complaints/grievance shall be monitored by SR Cell. All concerned are requested that apart from addressing the grievance, they should make root cause analysis for identifying the reason for the grievance. It should be a proactive process to identify steps to address the cause of similar potential grievances rather than a simple reaction to the complaints. The areas having more number of grievances should be taken up for improvement first. In case of special

reports sought by SR Cell in few cases, such preventive steps taken shall be mentioned.

Yours faithfully

  
06/06/18

(Bhupender Singh)

Asst. General Manger (SR)

Tel. No.011-23766063

FaxNo.011-3734338

Copy to :

1. PPS to CMD
2. PPS to Dir HR
3. PGM/GM Corporate office under Dir(HR)
4. GSs of All Unions and Associations