



RETIRED TELECOM OFFICERS' WELFARE ASSOCIATION

Reg No: F-37187 (Mumbai) 2008

Corr.Add: A-402, Gayatri Avenue, 90' Road, Thakur Complex, Kandivali (E), Mumbai-400101

E-mail ID:rtowamumbai@gmail.com website:- rtowambi.in

K.Jawahar
President
9969596106

B.R.Pathak
General Secretary
9301489729

J.S.Yadav
Jt Gen Secretary
9869041090

P.D.Pradhan
Treasurer
9969805533

RTOWA MUM/CORR/2020.

Dated 4TH Aug'2020

To

Shri. Narendra Dhaktode
General Manager (Finance)
Telephone House
MT NL Mumbai

Respected Sir

SUB:- REQUEST TO CONSIDER SUGGESTIONS FOR EARLY SETTLEMENT OF CLAIMS BY PENSIONERS AND REQUEST FOR EXTENSION OF TIME LIMIT FOR SUBMISSION OF OPD MEDICAL BILLS BY NON CGHS PENSIONERS

It is requested to consider the following suggestions.

1. The claims of the pensioners viz., reimbursement of OPD bills of non CGHS pensioners, reimbursement of 50% CGHS subscription, reimbursement telephone bills, payment of arrears of salary and leave encashment etc., are not settled on a routine course. **It is suggested that all the claims of pensioners which are received by the Area Accounts sections up to 15th of every month should be checked and uploaded in WFMS by 25th of every month. Based on this WFMS data funds may be requested from Corporate office every month. On receipt of funds, the month wise claims can be paid centrally.**
2. At present some claims such as OPD bill of non CGHS pensioners are submitted to Area Admin section and after countersignature by Admn section the claims are forwarded to Accounts section. This leads to undue delay. **It is suggested to change the procedure to submit the claims directly to Area Accounts Section.**
3. **Reimbursement of 50% of CGHS Contribution is an one time payment and the amount is fixed with reference to the entitlement. It is suggested that processing and payment of such claims may be centralised for better control and effective monitoring. It is also suggested to devise a procedure for online submission of such claims. It will relieve the pensioners from travelling to visit the MTNL Offices and also facilitate easy processing of claims and early payment.**
4. Extension of time limit for submission of OPD Bills of non CGHS pensioners :- At present the time limit is three months from the date of completion of treatment. In the present lock down environment pensioners being senior citizens are strongly advised by Govt not to move out. Many claims where the three months period was over from 31/03/2020 onwards could not be submitted by the pensioners. **Therefore it is requested that the three months time limit ending from 31/03/2020 onwards may kindly be extended up to 31/03/2021.**



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It is requested to consider the above suggestions favourably and early.

With high regards,

Yours Sincerely,

(J.S. YADAV)
Joint General Secretary
RTOWA Mumbai

Copy to

1. Sh. H.S. Jakhar GM (Admn). Sir it is requested to consider the above suggestions early for improving the procedures.