

MTNL PENSIONERS WELFARE ASSOCIATION-MUMBAI
Corr Add:-1st Flr Sai Ganesh Niwas, Shivaji Nagar S. R. Marg, Vile Parle (E)Mumbai 400 057.

AND

RETIRED TELECOM OFFICERS' WELFARE ASSOCIATION, MUMBAI

(Reg.No. GBBSD/MAHA.STATE. MUMBAI-1687/2008:)

Corr.Add: A-402, Gayatri Avenue, 90' Rd, Thakur Complex, Kandivali East, MUMBAI-400101

E-mail id :-rtowamumbai@gmail.com: Web Site:-rtowambi.in

Corr/MPWA&RTOWA/2020

Dated 21st OCT'2020

To

Smt.V.G. Mishra

Controller of Communication Accounts,
1st floor, Old CTO Building, Fort, Mumbai-400001

Respected Madam,

SUB:- Request to establish Complaints Redressal System

At the outset our Associations thank you for holding Pension Adalat on 18/11/2020 for redressal of grievances of the pensioners of MTNL. However pensioners are unable to get their routine grievances settled in the normal course. We agree that pensioners need not and should not visit CCA office as a safeguard measure. **Then there must be a system of hearing, receipt, acknowledgment and giving feed back of the complaints.**


It is a common grievance of the pensioners that telephones of CCA office are never attended nowadays. Toll Free number is also not attended. No acknowledgment is given for LCs , tax savings documents or any other letter sent by email or post. There might be genuine reasons for the inability of CCA office. However a system has to be established and maintained to handle the complaints. Some suggestions are given below :-

1. The toll free number must be attended by an able Assistant for a fixed hours daily who can note down the complaints and give feed back on redressal.
2. **Establishing a system of registering complaints, uploading letter or any document thro portal "pensioners.mtnl.in.". It is possible with the support of MTNL.**
3. Different WhatsApp numbers exclusively to deal with specific nature of complaints may be assigned to receive complaints and to give feed back
4. To assign separate Email id for every specific nature of complaints say Non receipt of pension, PPOs related, Life Certificate, Family pension, Income tax etc for easy handling.
5. Opening a single window for some specific purposes viz submission of any documents, for conversion to family pension on death of pensioners etc..

It is also requested to consider allowing the pensioners to visit the office from an early date.

With high regards,

Yours Faithfully


S.M. SAWANT
General Secretary MPWA
9869072424


J.S. YADAV
JT. General Secretary RTOWA
9869041090