



SANCHAR NIGAM EXECUTIVES' ASSOCIATION

CENTRAL HEAD QUARTERS

M. S. Adasul

General Secretary

(M) : 9423082352

E-mail : gssnea2025@gmail.com

All Communications
to the General Secretary

To,

Dr. Kalyan Sagar Nippani ji,
Director HR BSNL Board,
3rd Floor, Bharat Sanchar Bhavan,
Janpath, New Delhi 110001

Letter No. SNEA CHQ/DIR HR/2025-2028

Dated 29th June 2026.

Sub: Request for Intervention Regarding Restriction on Purchase of Medicines to One Month under Outdoor Medical Reimbursement Scheme.

Ref: Letter No. BSNLCO-ADMN/12(12)/1/2025-ADMN Dated 23/01/2025

Respected Sir,

With reference to the above subject and letter under reference, we draw kind attention of your high office, towards the serious difficulties being faced by BSNL Executives/Employees, and their dependent family members due to the recent clarification issued under the Outdoor Medical Reimbursement Scheme.

In this letter under Point No. 1 (ii) stipulates that medicines in non-chronic cases can be purchased only for a period of one month at a time. Under the present provision, even when a qualified medical practitioner prescribes medicines for a longer duration, such as three months, beneficiaries are compelled to visit the pharmacy every month and obtain separate bills for reimbursement purposes. This requirement is causing considerable hardship and inconvenience without serving any meaningful medical or administrative purpose.

The impact of this provision becomes even more severe in cases where an employee has multiple dependent family members undergoing treatment. For instance, if an employee has four dependents requiring regular medication, he or she may have to make multiple visits every month merely to procure medicines and generate separate bills. This leads to unnecessary expenditure on transportation, loss of productive time, and avoidable inconvenience.

Further, many beneficiaries reside in rural and remote areas where pharmacies and medical facilities are located at considerable distances. Senior citizens, physically challenged beneficiaries, and employees suffering from serious ailments face even greater difficulties in repeatedly visiting medical stores solely for the purpose of complying with reimbursement procedures.

It is pertinent to mention that prior to the issuance of the above clarification, beneficiaries were permitted to purchase medicines for the full duration prescribed by the treating doctor. The existing practice ensured continuity of treatment, reduced inconvenience, and minimized unnecessary travel.

Additionally, BSNL staff and executives involved in bill scrutiny and payment processing are required to process the same bill multiple times. This results in unnecessary consumption of human resources and valuable time,

reducing overall operational efficiency. Streamlining the process would help save both manpower and time.

This newly imposed restriction has increased procedural burden without providing any tangible benefit either to the organization or to the beneficiaries.

Moreover, the requirement appears contrary to the Government's ongoing emphasis on reducing avoidable travel, conserving fuel, and promoting ease of living. At a time when citizens are being encouraged to save fuel and adopt efficient practices, compelling beneficiaries to make repeated visits to pharmacies every month for the same prescription results in avoidable consumption of petrol and diesel and adds to their financial burden.

It may be please noted that such long duration medicines under prescriptions are given only few cases, BSNL management has nothing to save on it as being projected.

In view of the above, we feels that the matter deserves immediate review and affected BSNL Executives and Employees should be permitted to purchase medicines for the entire duration prescribed by the authorized medical practitioner, subject to existing reimbursement safeguards and financial controls.

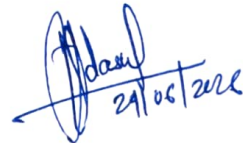
A practical and beneficiary-friendly approach would not only reduce hardship for Executives and Employees but also ensure uninterrupted treatment and improved compliance with medical advice.

Waiting for justice and early review of this order and giving relief to the affected Executives/Employees and justice thereof by restoration of earlier guidelines.

With Warm Regards,

Sincerely Yours,

Encl: AA



M. S. Adasul
General Secretary
SNEA CHQ

Copy to:

1. CMD BSNL for kind information please.
2. PGM Admn BSNL CO for kind information and n/a please.