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मुख्यमहाप्रबंधक/संचारकार्यालय

Office of the Chief General Manager

केरल सर्किल, पीएमजी जं., त्रिवनन्थपुरम-695033

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भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

KRLCO-11/21(15)/1/2021-HR AND ADMIN dated 06.07.2022

To

Heads of All BAs/Units, Kerala Circle
PGMs/GMs/IFA, Circle Office, TrivandrumSub:- Implementation of Self care portal for retired BSNL employees -
reg:-

A web portal has been developed by IT Team Kerala Circle with the following provisions for facilitating retired BSNL Employees of Kerala Circle for speedy redressal of their cases.

1. Online Validation of BSNL MRS card and life status.
2. Preparation of Digital ID and BSNL MRS cards.
3. Processing of digital requests such as change of BA, MRS surrender, intimation on Hospitalization and visits, Medical Claims etc .

The site is accessible under the domain name

<https://pensioners.bsnl.co.in/portal> . User manuals for Administration and End Users (Pensioners) are enclosed herewith.

The workflow of operations is suggested as follows:

- a. Initial Retired Employee Registration and data verification : AOS
- b. Data Confirmation and Validation : SDE(Admin)/ AGM (Admin)
- c. Issue of ID cards and MRS cards: DGM (HR/Admin)
- d. Medical Related Data Updating : AO (Est).

All the Admin side users have been created in the portal as per the names provided in the user creation template.
Since the portal is provided self registration, a wide publicity to be given to the pensioners to enroll themselves in this portal.
Kerala circle is having a total number of **22458** Pensioners. A target of minimum 50% to be enrolled in this month and **100%** by **31/08/2022**.
Signed hard copies of registration form and required documents are to be collected from the pensioner who does not have valid BSNL MRS card along with portal registration.

This is issued with the approval of the competent authority.

Encl: As above

Asst General Manager (Admin)

O/o the CGMT, BSNL Kerala

Thiruvananthapuram-695 033.

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Copy to : All Unions / associations by email