



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF  
ADMINISTRATIVE REFORMS  
& PUBLIC GRIEVANCES

CPGRAMS

Language : English ▾

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## Grievance Details

### Registration Number

DOPPW/E/2026/0024235

### Name

R.R.Balasubramanian GS AIBSNLREA

### Date of receipt

25/04/2026

### Address

Flat No.6, Second Floor, 10/41, Sowrashtranagar 7th Cross Street, Choolaimedu Chennai

### State

Tamil nadu

### District

Nainital

### Mobile Number

94xxxxxxx13

### Email ID

gexxxxxxxxxxxa@yahoo.com

## Phone Number

Not Provided

## Grievance Description

This grievance is addressed to the Secretary DoT requesting his immediate intervention for release of long pending medical claims of Shri R.K. Tandon, Retd. AGM, Lucknow. The matter was earlier filed with CPENGRAMS and was said to be under monitoring by Honourable Minister of Communications. Yet it remains unresolved. A detailed representation is enclosed.

## Grievance Document



## Final Reply

Please find attached ATR Case Report No 3 and the below reply submitted by M/s BSNL on your grievance- Reply as received from concern AO is attached. In view of this reply, the case is disposed of Pl.

## Final Reply Document



## Communication Details

Sn.	Date of Action	Action	From	To
1	25/04/2026	RECEIVED THE GRIEVANCE	You	Department of Pension and Pensioners Welfare
2	13/05/2026	CASE DISPOSED OF	Department of Telecommunications	You

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भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)

**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. of India Enterprise)

Connecting India

Office of the Principal General Manager, Telecom.

Address : - Telephone Exchange, Kaiserbagh, Lucknow (U.P)-226001.

No. PGMTD-LKO/AO (P&L)/P.G Corr./ 80

11-05-2026

To,

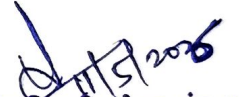
Sub Divisional Engineer (P.G)

O/o PGM, BA-Lucknow.

**Subject** : CPGRMS No.DOPPW/E/2026/0024235 i.r.o Shri RR Balasubramanian,  
GS AIBNREA.

**Reference** : Your email dated 28.04.2026

With reference to the aforementioned email and subject, the matter was referred to the higher authorities for further clarification, and accordingly case is presently under process and further action will be taken in accordance with the directions received.

  
लेखाधिकारी (वेतन एवं अवकाश)  
कॉम्प्यूटर व्यापार क्षेत्र,  
कैम्पस-लखनऊ



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## Appeal Details

### Appeal Number

DOTEL/E/A/26/0006393

### Grievance Registration Number

DOPPW/E/2026/0024235

### Name

R.R.Balasubramanian GS AIBSNLREA

### Appeal Received Date

18/05/2026

### Reason Of Appeal

This grievance continues to remain unresolved despite the earlier communication from DoT to the CGM UP (East) dated 24.12.2025, wherein the Director (Staff-II), DoT, had clearly stated that "it is requested to please expedite the resolution of the case and inform the resolution to the complainant and undersigned ASAP. The matter is very urgent as this PG case is under monitoring by Minister of Communications." In spite of the matter being under the kind monitoring of the Minister of Communications, the grievance has been closed at the local BSNL unit with a routine reply, without any substantive action on the core issue. This situation undermines the purpose and spirit of the grievance redressal mechanism and causes continued hardship to the affected pensioner. It is therefore requested that DoT may kindly ensure that the long pending grievance is resolved at the earliest, in accordance with the directions already issued.

## Appeal Status

Under process

## Officer Concerns To

### Email Address

bsnlco.rti@gmail.com

### Contact Number

01123734311

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