



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014  
[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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Awadesh Sharma  
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No.AIBSNLREA/CHQ/2026/43

Dated: 7<sup>th</sup> July 2026

To

Shri A Robert J Ravi,  
The Chairman & Managing Director,  
Bharat Sanchar Nigam Limited,  
BSNL Corporate Office, New Delhi

Subject: Request for urgent intervention for settlement of long-pending medical claims of Shri Gopal Prasad Srivastava, Retd. CS CTO, Lucknow

Sir,

We hereby seek your kind intervention in yet another case of non-payment of long-pending medical claims of a BSNL pensioner covered under BSNL MRS, arising out of the prolonged period of non-processing of claims during 2018–19 onwards.

2. As you are aware, BSNL did not clear medical claims — both with voucher and without voucher — for many years due to “shortage of cash inflow”, and the CBB section started allotting funds only in the fag end of 2022. During this interim period, many BSNL units kept the bills aside, with some units even failing to enter them in SAP. Later, when funds were allotted, several grievances surfaced regarding non-payment of claims, and it was found that in many cases the files had been mislocated by the units, resulting in inability to trace the claims. Our Association has taken up numerous such cases, and thankfully many have since been settled.


3. However, one more serious case has now been reported to us, concerning Shri Gopal Prasad Srivastava, Retd. CS CTO, Lucknow, whose medical claims pertaining to the period from 2017–18 onwards, amounting to Rs. 2,22,971, remain unpaid till date. Shri Srivastava has been repeatedly pursuing the matter since 2023, including personal visits to the BSNL office. Our Lucknow BA Association also followed up the case with the local authorities, but without any success.

4. In response to his CPENGRAMS representations, he was asked to “submit the copy of his claim form i.e., Annexure-C which he had initially submitted in office for claiming outdoor medical.” Complying with this requirement, on 01.08.2025, Shri Srivastava submitted photocopies of 30 Annexure-C forms, all of which were earlier attached to the original bills submitted from time to time. [copies of CPENGRAMS reply and his letter dated 01.08.2025 are enclosed]

5. Despite this, nearly one year has passed, and no payment has been made. The pensioner has fulfilled every requirement placed on him, and the delay is entirely due to administrative lapses within the unit. A senior pensioner should not be made to suffer such prolonged hardship for no fault of his.

6. We therefore earnestly request your personal intervention so that Immediate instructions are issued to BA Lucknow to process and settle the medical claims of Shri Gopal Prasad Srivastava without any further delay.

With kind regards,

Yours sincerely,  
  
7/7/26  
(R.R. Balasubramanian)  
General Secretary

Encl: As stated

Copy to: Smt. Nivedita Shukla Verma,  
Secretary (Pension), DoP&PW