



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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No.AIBSNLREA/CHQ/2026/55

Dated: 29th September 2026

To

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

Sub: Request for restoration of "Without voucher" facility to BSNL retired employees
Ref: BSNL office order No. BSNLCO-A/11(11)/4/2025-ESTAB dated 28.09.2026

Sir,

The sudden discontinuation of the "Without-Voucher Payment" facility under BSNL MRS with effect from 01.10.2026, as conveyed through Office Order cited under reference, has caused widespread distress among BSNL retired employees. The decision has come as a shock, particularly because the date of effect coincided with the formation day of BSNL, a day of emotional significance for those who served the organisation throughout their working years.

2. The background of this facility is well-known. The "without-voucher" option was originally withdrawn in 2011 as an expenditure-control measure. However, BSNL itself recognised the hardship faced by retired employees in submitting and following up medical claims. Consequently, the facility was revived exclusively for retired employees through Office Memorandum dated 01.04.2017, which clearly stated: ***"To mitigate the hardship in submission and following up of medical claims by retired employees, the Competent Authority has approved revival of the facility only to retired employees..."***. Though initially subject to review every six months, the facility continued uninterrupted for nine years, thereby becoming a stable and essential welfare measure for pensioners.

3. The recent discontinuation order does not address, nor even acknowledge, the very grounds on which the facility was restored. **The reasons for revival in 2017 remain equally valid today**, if not more compelling. A large proportion of BSNL retirees are now in their late seventies and eighties. Their physical mobility is limited, digital literacy varies widely, and the process of collecting prescriptions, scanning bills, submitting vouchers, and repeatedly following up with

BAs has become extremely difficult. It is precisely to avoid this cumbersome and often frustrating process that retired employees opted for the meagre Rs. 1,000 per month, which represents only a small fraction of the medical expenses they incur every month. They accepted this modest amount not because it met their medical needs, but because it spared them the hardship of navigating the voucher-submission system.

4. The fixed monthly payment was modest, yet meaningful. It provided predictable support for routine medicines and offered dignity to senior citizens who served BSNL for decades. **Its withdrawal does not significantly reduce BSNL's financial burden**, but it greatly increases the hardship of thousands of pensioners. The emotional impact is also severe. Specifying the date of the discontinuation as 1st October is perceived as insensitive, as retirees feel that a welfare measure meant specifically for them has been taken away without consultation or justification.

5. In view of the above and keeping in mind BSNL's long-standing commitment to employee welfare, we earnestly request that the decision dated 28.09.2026 be reviewed urgently. The "Without-Voucher Payment" facility may kindly be restored for BSNL retired employees who could not migrate to CGHS. BSNL retirees have always stood by the organisation. At this stage of life, they seek not financial largesse but basic humane support. Restoration of the without-voucher facility will reaffirm BSNL's respect for its retired workforce and uphold the welfare principles that guided the 2017 revival.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary

Copy to: 1. Shri Jyotiraditya Scindia,
Hon'ble Minister of Communications
2. Shri Amit Agrawal,
Secretary, DoT
3. Smt. Nivedita Shukla Verma,
Secretary (Pension), DoP&PW