



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/2025/24

Date: 7th March 2025

To

Shri Dhruvajyoti Sengupta,
Joint Secretary (Pension),
Department of Pension & Pensioners' Welfare,
New Delhi

Sub: Absence of any response by the recipients of emails on pensioner grievances forwarded by DoP&PW for action

Sir,

We are compelled to bring to your kind attention, with a sense of disappointment, that despite the earnest and diligent efforts of the DoP&PW to address the grievances brought to its notice, by forwarding them to the concerned nodal officer with a clear request "to look into the matter and resolve the same expeditiously as per extant rules in a time-bound manner under intimation to this department and the concerned pensioner about the action taken. It is requested that the status of the action taken in this case, may be intimated within 21 days", **there has been no response from the recipients of the emails.**

2. We are enclosing copies of eight such emails forwarded by DoP&PW from April 2024 till February 2025 (excluding the mails forwarded within the last 21 days). We have not received any intimation regarding the status of action taken in any of these cases till date. We presume that DoP&PW too has not received any response in these cases. We are deeply concerned that the commendable and tireless efforts by the DoP&PW to ensure the resolution of pensioners' grievances are being undermined by the attitude of the nodal officers. Unless this trend is arrested and corrective measures are taken, the pensioners will be the losers, as they do not have any other channel to submit their grievances and get them resolved.

3. We therefore request you to kindly look into the matter and cause monitoring and follow-up of such emails and escalating the matter to the higher authorities in the recipient department so as to make the mechanism truly viable.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)

General Secretary

Encl: As stated