



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/2026/47

Dated: 20th July 2026

To
Shri Narendra Modi,
Hon'ble Prime Minister of India,
South Block,
New Delhi

Sub: Unresolved medical claims of Shri R.K. Tandon, Retd. AGM, Lucknow – Despite DoT's directions and monitoring by Hon'ble Minister of Communications, BSNL UP (East) continues to delay the case without justification – Request for your kind intervention

Respected Sir,

We most respectfully seek your intervention in a matter that has caused prolonged and unwarranted suffering to Shri Ravi Kumar Tandon, a 78-year-old, retired AGM from Lucknow, whose legitimate medical claims for the years 2018-19 and 2019-20 remain unsettled even after years of representations, repeated clarifications, and direct instructions from the Department of Telecommunications (DoT).

2. Shri Tandon has been compelled, at his advanced age, to run from office to office, submit multiple representations, file RTI applications, and repeatedly approach grievance platforms, only to receive routine, evasive, and contradictory replies from BSNL UP (East) and Lucknow BA. His medical claims—fully admissible under BSNL MRS rules—have been denied on grounds that are factually incorrect, administratively untenable, and repeatedly disproved through documentary evidence.

3. The Association first took up the matter vide letter No. AIBSNLREA/CHQ/2025/39 dated 21.05.2025 to Director (HR) BSNL and then to CMD BSNL on 28.07.2025 **[Annexure-A]**, enclosing all relevant documents including the revalidated MRS card dated 14.05.2019. Despite this, Lucknow BA continued to insist that the card had not been revalidated, ignoring the very document placed before them.

4. DoT, upon receiving the CPENGRAMS complaint, issued a clear direction on **24.12.2025**, wherein the Director (Staff-II), DoT categorically 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 Hon'ble*

MoC.” This communication was addressed to CGMT UP (East) and PGM Lucknow BA, leaving no ambiguity regarding the urgency and seriousness of the matter. **[Annexure – B]**

5. However, despite this explicit direction from DoT, the replies received from Lucknow BA on 11.05.2026, and 17.06.2026 have all been routine repetitions of earlier replies dated 03.09.2025, 22.09.2025 and 16.12.2025, without any substantive action. Each reply merely states that the matter is “under process” or “referred to higher authorities,” with no progress whatsoever.

6. The reply dated 17.06.2026, once again states that *“The status of the case remains unchanged and further action will be taken in accordance with the directions received.”* This is the fifth consecutive reply of the same nature, demonstrating a complete lack of seriousness and administrative apathy on the part of BSNL UP (East) and Lucknow BA. **[Annexure-C]**

7. It is deeply distressing that even after DoT’s intervention and the matter being placed under the monitoring of the Hon’ble Minister of Communications, the field units of BSNL have not taken any corrective action. The grievance has even been closed at the local BSNL level with a routine reply, without addressing the core issue of non-consideration of the revalidated medical card dated 14.05.2019.

8. The prolonged delay, contradictory replies, and refusal to acknowledge documentary evidence have caused immense hardship to a senior pensioner who has already waited for several years for reimbursement of medical expenses that are fully admissible under BSNL MRS rules. This situation undermines the very purpose of the grievance-redressal mechanism and reflects poorly on administrative accountability.

9. In view of the above, we earnestly request your kind intervention to ensure that:
BSNL UP (East) and Lucknow BA are directed to immediately settle the pending medical claims of Shri R.K. Tandon;
The repeated administrative lapses and disregard of DoT’s instructions are examined at an appropriate level;
Senior pensioners are not subjected to such prolonged distress for claims that are fully supported by rules and documentary evidence.

With high regards,

Yours sincerely,

(R.R. Balasubramanian)
General Secretary

Encl: As stated

Copy to: 1. Shri Madhavrao Scindia,
Hon’ble Minister of Communications
2. Shri Amit Agrawal,
Secretary, DoT
3. Shri A Robert J Ravi,
CMD, BSNL
4. Shri Arun Kumar Garg,
CGMT, BSNL, UP (East) Circle