



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]

Flat No.6, Second Floor, 10/41, Sowrashtranagar 7th Cross Street, Choolaimedu, Chennai – 600094

Email: gensecaibsnlrea@yahoo.com

Website: <https://www.aibsnlrea.org>

President

V. Chinnappiah
(M) 9444003300

General Secretary

R.R.Balasubramanian
(M) 9486100613

Financial Secretary

Awadesh Sharma
(M) 9968630008

No.AIBSNLREA/CHQ/2026/23

Dated: 22nd April 2026

To
Shri Amit Agrawal,
Secretary,
Department of Telecommunications,
Sanchar Bhawan,
New Delhi

Subject: Request for immediate intervention for release of long-pending medical claims of Shri R.K. Tandon, Retd. AGM, Lucknow

Ref: 1. Our letter No. AIBSNLREA/CHQ/2025/78 dated 26.11.2025
2. DoT email dated 24.12.2025

Sir,

We hereby bring to your kind notice the extremely long-pending grievance of Shri R.K. Tandon, Retd. AGM, Lucknow, whose legitimate medical claims have remained unsettled for several years despite repeated submissions, clarifications, and even direct intervention from DoT.

2. We have been representing the matter several times, with the last representation addressed to the GM (Admin), BSNL Corporate Office, vide our letter cited under Ref.1 above. In response to the CPGRAMS complaint filed on this matter, DoT had also sent an email cited under Ref.2 above, to the CGM UP (East) on 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 Hon'ble MoC."**

3. Further, the reply received from the PGM, BA Lucknow, communicated as part of the CPGRAMS correspondence, stated that **"the case is presently under process for compliance and further action will be taken shortly, in accordance with the directions received."**

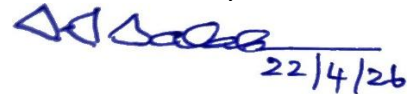
4. Despite these clear directions from DoT and the assurance from PGM BA Lucknow, **no payment has been released till date**, and the grievance continues to remain unresolved. Shri R.K.Tandon, a senior pensioner, has been made to wait endlessly for reimbursement of medical expenses that are fully admissible under BSNL MRS rules.

5. This prolonged delay, despite explicit instructions from DoT and acknowledgment by the field unit, has caused avoidable hardship to the pensioner and reflects poorly on the grievance-redressal mechanism, especially when the matter is stated to be **“under monitoring by Hon’ble MoC.”**

6. In view of the above, we earnestly request your personal intervention to ensure that **immediate instructions are issued to BSNL authorities to release the pending medical claims without any further delay**. We submit that senior pensioners should not be subjected to such prolonged distress for claims that are fully supported by rules and repeatedly upheld through documentary evidence. We trust that your timely intervention will bring long-awaited relief to Shri R.K. Tandon and restore confidence in the system.

With kind regards,

Yours sincerely,



(R.R.Balasubramanian)
General Secretary

Encl: As stated

Copy to: 1. Shri A Robert J Ravi,
CMD BSNL
2. Shri S.P.Singh,
PGM (Admin), BSNL CO
3. Shri Arun Kumar Garg,
CGMT, BSNL, UP (East)