



प्रशासनिक सुधार और लोक शिकायत विभाग

DEPARTMENT OF
ADMINISTRATIVE REFORMS
& PUBLIC GRIEVANCES

CPGRAMS

Language :

English ▼



Sign In

Grievance Status for registration number : DOPPW/E/2025/0074209

Grievance Concerns To

Name Of Complainant

R R Balasubramanian GS AIBNLREA

Date of Receipt

23/09/2025

Received By Ministry/Department

Pensions and Pensioners Welfare

Grievance Description

This grievance is to be resolved by BSNL and pertains to Non-payment of Retirement Travelling Allowance claim in respect of Shri B.M.Nyamati, Retd CAO Bengaluru. A detailed representation is attached.

Current Status

Case closed

Date of Action

13/10/2025

Remarks

Please find below the reply received from BSNL - Payments cannot be made based on photocopies & representation was made after the lapse of 5 years without evidence of submission of Original TA bill. As per existing guidelines of Ministry of Finance the bill to be submitted with 180 days for the date of retirement.

Please find attached ATR Case Report.

Accordingly, this case is disposed of.

Reply Document



Has your complaint been resolved ?

No

Reason for Dis-satisfaction / Not Resolved

Others

Rating Remarks

The xerox copies were submitted because whenever Shri B.M.Nyamati enquired about the pending claim, with the then AO (Claims), Bengaluru TD, he was informed that the bill was with him, and it would be settled at the earliest. But after the transfer of the said AO to Circle Office, Shri B.M.Nyamati is told that the bills are not traceable. Original bills were submitted by Registered Post on 24.07.2020, though the proof is now not available with him. In order that effort could be made to trace the bill, xerox copies were produced with the date of submission. The AO Claims is Shri Madhan Kumar now working in Circle office. An attempt may please be made through him, as Shri B.M.Nyamati should not be penalised for no fault of his.

Appeal Details

Appeal Number

DOTEL/E/A/25/0008809

Date of Receipt

13/10/2025

Appeal Text

The xerox copies were submitted because whenever Shri B.M.Nyamati enquired about the pending claim, with the then AO (Claims), Bengaluru TD, he was informed that the bill was with him, and it would be settled at the earliest. But after the transfer of the said AO to Circle Office, Shri B.M.Nyamati is told that the bills are not traceable. Original bills were submitted by Registered Post on 24.07.2020, though the proof is now not available with him. In order that effort could be made to trace the bill, xerox copies were produced with the date of submission. The AO Claims is Shri Madhan Kumar now working in Circle office. An attempt may please be made through him, as Shri B.M.Nyamati should not be penalised for no fault of his.

Current Status

Under Process

Officer Concerns To

Officer Name

Sh. B M Patel (Director MOC PG)

Organisation name

Department of Telecommunications

Contact Address

Room No.605, 6th Floor Mahanagar Doorsanchar Bhawan Near Zakir Hussain College Old Minto Road New Delhi

Email Address

dirpg.hq-dot[at]gov[dot]in

Contact Number

01123222412



KTG BG-COMN/12(11)/1/2023-HR/A/Comp no-373305 **dated at BG-01 the 10-10-2025**

Sub :- Non payment of Travelling Allowance claim - reg
Ref :- Your complaint No.DOPPW/E/2025/0074209 dtd 23-09-2025

Dear Nyamati B M,

Thank you for bringing your concern regarding non payment of Travelling Allowance claim.

DGM (Finance) reports that the payments cannot be made based on photocopies & representation was made after the lapse of 5 years without evidence of submission of Original TA bill. As per existing guidelines of Ministry of Finance the bill to be submitted with 180 days for the date of retirement.

Your grievance has been closed.

If you have further questions or concerns, please don't hesitate to reach out to us on E-mail bgtdpr@gmail.com or Telephone no. 080-22864999.

We appreciate your feedback and look forward to serving you better in the future.

Thank you for your understanding.

Best regards,

(Handwritten Signature)
10-10-2025

सहा. महाप्रबंधक (एच.आर./प्रशासन)

Assistant General Manager (HR/ADMN)

प्रधान महाप्रबंधक का कार्यालय, बी.जी.टी.डी, बेंगलूरु

For Principal G.M., BGTD. BG-01