



ESTABLISHED IN : 1955  
**BHARAT PENSIONERS' SAMAJ**

(All India Federation of Pensioners' Associations)  
(Registered No. 2023 of 1962-63)

Member International Federation on Ageing, Montreal (Canada)

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No. BPS/BDPA(I)/NPA/MAY/2023

Dated 5<sup>th</sup> June, 2023

To:

**Ms. Jayati Samaddar,**

Controller of Communication Accounts,  
Gujarat Telecom Region,  
7th Floor, P & T Administrative Bldg,  
Opp. Khanpur Post Office,  
Ahmedabad-380001

Subject: Non-supply of link for Virtually National Pension Adalat held on 17.05.2023 & Non-Receipt of Minutes of previous National Pension Adalat held on 29.03.2023.

Refce: (1) Our letter No: BPS/BDPA(I)/NPA/MAY/2023 dated 17.05.2023.

(2) Your letter No: GJT/DOT Cell/Pension Adalat/ dated 31.05.2023.

Respected Madam,

With reference to your letter No: GJT/DOT Cell/Pension Adalat/ dated 31.05.2023, we submit our say in three parts.

**PART -1: Our letter dated 17.05.2023 & expected reply by us:**

Para No.1, 2 and 3 were for your information, so it should have been easily ignored.

Para No.4 was regarding, not issuance of minutes of National Pension Adalat dated 17.05.2023 – it should have supplied if published or replied.

Para No.5 was simply showing our membership, which was naturally for your information, as you have recently joined.

Para No.6 was regarding non-supply of promised link for National Pension Adalat; resulting in our inability to participate and feelings of our Surat Telecom Districts – which hold membership of more than 1400 members – who were present in the meeting to watch the proceedings and our say.

Para No.7 was showing our efforts to get promised link and proof thereof; where respecting to officers' dignity we have not mentioned their names.

Para No.8 was regarding belated expression of regret by your office in a casual way; which was for your information to know the issue of non-supply was treated.

*Means, in other words, we were expecting an assurance from your office that in future it will be taken due care of.*

The second part was for action by your office; where minutes of earlier meetings were sought for and also to part with latest information of SAMPANN process for Postal Pensioners; so as to educate our members. Our third was our suggestion rather feedback in your words to assist your office in handling issue of dispatching the prepared Identity Cards by your office. Our last request was to examine case of Shri M.G. Patel which is pending in Pension Adalat since long.

However, your office has read the letter as Chargesheet against your office and responded arrogantly; reverting to using derogatory language and making unwholesome/unethical allegations; which has compelled to us to clarify our stand and also evaluating the system of handling of Pensioners Association cases by your office.

Since your office has treated our normal correspondence as chargesheet, we put before you our further clarifications to accept our say or to permit to appeal further in before next higher authorities.

## **PART-2: Our clarification/submission to your letter dated 31.05.2023.**

1. We are in receipt of your email dated 31.05.2023 and thank you for your replying in circular form, deviating from normal procedure of correspondence, reflecting the mindset of your office reverting to using derogatory/humiliating/arrogant and irrigative language to implement of your hidden agenda/motive.
2. Before throwing light on the well irritated/infuriated language used in the letter, we prefer to have our say first; on our caption letter and your reply.
3. Paragraph No.1 of your letter is reproduced:

“Pension Adalats organized by O/o CCA Gujarat, **provides a platform to pensioners to highlight their Pension related grievances.** It provides a channel of direct talks between the Pensioners and their Pension Sanctioning



and Disbursement Authority (CCA Office). This office disseminates information about organizing Pension Adalat through O/c CGM BSNL Gujarat, this office's website, social media handles and through Advertisement in newspapers, so, that information reaches maximum Telecom pensioners across Gujarat. Further this office organizes Pension Adalats in different regions of Gujarat so that pensioners can personally attend the same. Further any pensioner across Gujarat can attend any Adalat either physically or virtually and directly present their grievances to this office. This office strives its best for redressal of the grievance.”

You have rightly described the work done by your office and we do appreciate the same.

4. Paragraph No. 2 of your letter is reproduced:

“However, it is made very clear that CCA Gujarat does not have any responsibility towards Pensioners' Associations of Gujarat. The cases high lightened by association till in this office have always been taken in good faith and this office strives towards 100% redressal of grievances. **But this should not be taken as a sign that CCA Gujarat has recognized Pensioner Associations a part of any official machinery of DoT.** It is clearly stated that this office is not concerned with image of association in front of anybody. There may be separate platforms across Gujarat for carrying out your association related activities and it is advised that your association should choose those platforms rather than disputing the proceedings of Pension Adalat of this office.”

As are the eyes, one can see. You should have known the very fact the image of any Associations completely depends upon its working and settling of the grievances for which it has to be in touch and correspondence to redress the grievances of Pensioners. So, we have rightly to address you a simple letter to show the result of slightest ignorance has resulted to have momentary adverse thought to our District Secretary and nothing more than that.

We enclose herewith a copy of Circular No: 44013/2/2010-Coord dated 25.03.2011 on the “Guidelines for holding of Pension Adalats – reg.” issued by the Govt. of India, Ministry of Personnel, P.G. & Pensions, Department of Pension & Pensioners' Welfare, Khan Market, New Delhi. **(Copy of Circular enclosed as Annexure-1).** Its paragraph 3.2 reproduced:

3.2 The most important aspect of the publicity campaign is to reach out to the individual pensioners. For this purpose a set of hand outs, posters and press releases may be prepared and sent to the following agencies three months in advance.

- Bank branches, Post Offices and Treasury Offices for display at their respective premises.
- Respective organizations at regional level for display at their premises and other crucial points.
- Pensioner's Associations & Leagues of pensioners at the station of the Adalat and its adjoining states for dissemination of information to the pensioners.

The last one clearly says that it is mandatory on the part of your office to send the information to Pensioners Association of proposed Pension Adalat. It is not your privilege nor your good faith to inform us. Its Para 6, further reads,

#### **6. Representation in Pension Adalats**

6.1 All Officers dealing with pension viz. Senior Officers of Personnel/Administrative Branch and Accounts Department and Managers of the pension-disbursing Banks from Zonal or Divisional Headquarters should be present with all the relevant records so that decisions are not postponed for the sake of referring to the records.

6.2 The Officers present in the Pension Adalats should be able to take decisions on the spot to redress the grievances. In this connection it is pertinent to note that such meetings are not to take up policy matters but they should deal with specific grievances of the individual pensioner, when represented by him personally or by a family member of the Pensioner.

6.3 The authorized representatives of the Standing Committee of Voluntary Agencies (SCOVA) and the recognized Trade Unions/Pensioner Associations may also be invited to attend the Pension Adalats. But they should not be permitted to present the grievances of the Pensioners.

Point 6.3, clearly says representatives of Standing Committee of Voluntary Agencies (SCOVA) and recognized Trade Unions/Pensioner Associations may also be invited to attend the Pension Adalat. As such your office is duty bound to invite us, as Bharat Pensioner Samaj/BSNL & DOT PENSIONERS ASSOCIATION (INDIA) are legally eligible to attend the Pension Adalat; fulfilling prescribed yardsticks.

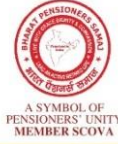
*Therefore, your say that "it is clear that CCA Gujarat does not have any responsibility towards Pensioners' Associations of Gujarat" is wrong and can not stand as correct before the Law.*

Further in your same para you have written "It is clearly stated that this office is not concerned with image of association in front of anybody. There may be separate platforms across Gujarat for carrying out your association related activities and it is advised that your association should choose those platforms rather than disputing the proceedings of Pension Adalat of this office."

We had in our letter simply written that as per talk we have had, we were expecting link and our absence on account of **your office failure** has resulted in creating shabby picture, as Surat Representatives.

To elaborate and clarify our say, we would like to add here that based upon the telephonic conversation from your office side, we had informed our Surat District Secretary – who is holding membership of 1400 members – that they can attend the National Pension Adalat as spectator and can watch the proceedings. We have simply inked the natural reaction of District Branch Representatives; who felt that it is OUR FAILURE to participate and present their long pending cases; WHEREAS the actual situation was different and created by your office.

Therefore, we had addressed a simple letter; bringing to your kind notice the gravity of lapse committed by your office resulting in such precarious situation.



*Had our intention to blame your office OFFICERS we would have not omitted their names from our correspondence. We do know their sincerity and dedication and respect for Our Association since long.*

But instead of resolving the issue in a best possible manner; saying it will not reoccur, you have replied in negation reverting to derogatory language; which clearly proves your hidden agenda to disrespect the Pensioners Association.

Every seasoned person will say that there was nothing wrong by the Association in pointing out an error before high authorities to avoid its recurrence; but your reply proves that it was taken as a crime committed by the Association in performing their normal duties.

Further you have written “There may be separate platforms across Gujarat for carrying out your association related activities and it is advised that your association should choose those platforms rather than disputing the proceedings of Pension Adalat of this office”

Before advancing uncalled for advice to us you should have endeavored to equip yourself with the following information.

That without waiting for your advice, we have in our glorious past invited high dignitaries of DoT Shri S.C. Misra, Member Services two times in our Conferences and also Shri Pillai, Member Finance BSNL Corporate Office. We have been visited Member Services DoT, Member Finance DoT, Joint Secretary DoT, Member Finance BSNL Corporate Office and also Shri P.K. Purwar, CMD BSNL.

*Your office is well aware of the fact that on our representation to Member Services DoT in our conference, your office was asked to start the Pension Adalat.*

Your office is aware of the fact that out Surat & Vadodara District Secretaries have worked sincerely and send you hundreds of applications from the Pensioners for issue of their Identity Cards.

Our District Secretaries are not only circulating list of Pensioners whose DLC are due but also helping them to submit their DLC on line.

After introduction of SAMPANN for Postal/Bank Pensioners, they have also collected KYC and submitting to your office.

**For your information; we are maintaining our own web [www.bdpa.in](http://www.bdpa.in) ; which is visited by more than 10,000 viewers per day and till date 1,70,93000 viewers have visited it.**

We are responding to your say “There may be separate platforms across Gujarat for carrying out your association related activities and it is advised that your association should choose those platforms rather than disputing the proceedings of Pension Adalat of this office”



Have you ever tried to compare your web with CCA TN Circle; which provides full information regarding issuance of gratuity, GPF, PPOs – where office is completely blank.

We failed to understand what has prompted your office to write that we should rather than disputing the proceedings of Pension Adalat. Can your office throw any light where we have disputed the proceedings of Pension Adalat? Nowhere have we written a single word disputing the proceedings of Pension Adalat.

5. Further in Para 3 of your letter, you have written:” It is informed that in order to reach maximum number of pensioners of Gujarat, this office has a practice of informing Associations about Pension Adalat. It is made clear that this office has no responsibility of contacting associations or taking their views. It is advised that pensioner associations should try to bring only genuine grievance of pensioners on the open forum rather than using this platform for their ulterior motives like image building and buttress their claim among DoT Pensioners of being the largest association”

Here your say that “It is made clear that this office has no responsibility of contacting associations...” is strongly incorrect as we have already made clear in a copy of guidelines enclosed herewith in Annexure-1.

We were not expecting your office to use words ‘ULTEROR MOTIVE” & “BUTTRESS” without keeping in mind dignity and reputation of your office.

6. Further in para 4 of your letter you have written: “It is made clear that this office does not have any responsibility of sharing minutes of any Adalat with any Association. This office is only responsible towards pensioners, DoT and O/CGCA.”

Madam Sir, it is unwritten, common and established procedure followed by all the establishment that whenever meeting is held; it is imperative on the part of meeting holder to provide minutes to all concerned.

Before sighting such procedure, we would like to say that office of the CPMG, under same Ministry is suppling minutes of Pension Adalat held by them.

Let us write that your office was issuing Minutes of Pension Adalat and supplying us a copy thereof. We enclose herewith a copy of such minutes supplied to us by your office, in which the present cases mentioned are also cited, which clearly shows your office efficiency and pace of grievance settlement. (**Annexure 2 &3 – copy of minutes supplied by your office**) and also CCA J&K Circle (**Annexure 4 & 5**). We also enclose similar minutes issued by J&K Circle. In other circles, Pensioners Associations are briefed before the commence of meeting total number of cases received, already settled, under progress and to be examined. Your office is also not furnishing such information to us.



We also enclose herewith detailed minutes issued by the office of Smt. Vibha Govil Mishra, CCA & GOA on 03.03.2023 (**ANNEXURE-6**).

All these documents justify our request for the copy of minutes issued by your office.

**We now, request you to kindly inform us the copy of orders/provision in the rules which prohibits supply of minutes to Pensioner Adalat. We wish to know from which date your responsibility of supplying minutes towards Pensioners Association was ceased.**

7. Further in Para 5 you have written:” The cases of Shri S.P. Contractor, Shri M.D. Chaudhari and Shri M.G. Patel have already been taken up in good faith **at the highest level**. However, it is made clear that there is nothing pending in this office regarding the above cases. If any association does not have any knowledge about the steps taken by this office for settlement of their grievances, this office does not have any responsibility to update the same to any Pensioners' Association.”

You have boldly written cases are taken up in highest level, but if you go through the copy of minutes supplied by us, you can very well judge the efficacy of your office. So far as issue of updating is concerned, your office is duty bound to inform all the aggrieved pensioners in individual appeal and also in the Adalat with regards to action taken by you and its latest status.

Can your office show anything that after Pension Adalat, you have informed the concerned the Pensioner on the action taken.

We have nowhere requested for updating us but simply made earnest efforts to bring to your notice the pending cases. (**Annexure-7**).

8. In Para 6, you have written:” It is once again made amply clear that this office is only responsible towards its Pensioners and their welfare. This office has already performed to the best of its abilities in serving the pensioners of Gujarat, whether during issue of PPOs and GPF settlement of 6410 BSNL VRS retirees during Covid Lockdown of 2020 (in the shortest period of time in entire India) or issuing more than 200 Pension Revision orders post Hon'ble CAT Judgment of 2016 or current migration of all Telecom Pensioners to SAMPANN. **Feedback of Pensioners are always welcome but letters of association with ulterior motives and malicious intentions with hidden agenda of image building is strictly prohibited.**

Since we are in field since long, we are fully aware of the appreciable work done by all your predecessors who were having all sympathies for Pensioners and inner will and inkling to assist the pensioners. Perhaps you are not aware of the sizable contribution made by the Pensioners Association in issuance of PPO, searching



files and working on dispatch points. In the CAT Cases, we have also assisted to search the heirs of the Pensioners.

We are also fully aware and appreciative of the fact that how Dr. Kamal Kapoor, the then CCA had with staff visited the office of PGM and also CGM as they were not responding to Pension Adalat instructions and settled long pending Family Pensioner's case of Mrs. Varsha M. Patel.

We are also at praise for Shri Gunjan Mishra Ji, who have settled most complicated and long pending family pension case of illiterate family Pensioner of Surat. He has also settled many complicated cases of Family Pensioners.

In your absence, Shri Gunjan Mishra Ji has also conducted Pension Adalat very nicely without loosing his temper and fully convinced the Pensioners/Association towards the real situation.

We have with golden memories for the work done by Mrs. Darshana Momaya, Shri Gopal Joshi Ji and Dr. Kamal Kapoor and happy that they all got their well-deserved promotion in the field by getting blessings from Pensioners.

You have written in last sentence that **“Feedback of Pensioners are always welcome but letters of association with ulterior motives and malicious intentions with hidden agenda of image building is strictly prohibited.”**

Here also you have once again misunderstood our say in previous letter wherein we have written “To give us latest position on SAMPANN for the Pensioners of Post Offices and guide us for your future road-map.” This was only in order to assist your office in easy transfer of Pensioners to SAMPANN from Post Offices by educating all our members.

What was wrong in saying that “If the Pensioners Identity Cards are ready, then as proposed by our District Secretary, Surat to send them Surat Pensioners Card instead of sending them by post as your proposal to send by ordinary post will result in large complaints of non-receipt as now a day's post offices are not delivering ordinary posts and the department cannot afford the expenditure of Regd. Post.”

Can you say that how many times; your office after your taking reins of the office have called the views of the pensioners association and involved in the various pensioners welfare-oriented activities.

In the last para of your letter, you have written “The officers of CCA Gujarat are dedicated to resolve Pensioner's grievances. In case your association has any genuine grievance of pensioners, same may be addressed to this office. This office shall make efforts to resolve their grievance at the earliest”.



We will bow-down our heads before you, if you go through the case of Shri M.G. Patel – pending since long in your office – before relinquishing this office and joining your new assignment. (Annexure-7(A)(B)(C)).

Should we draw your attention to the procedure that while addressing any communication to anyone, to write name of signature and phone number?

With bleeding heart, we write that in our history of Pension Adalat/discussion/debate anywhere with any highest authorities, we have seen authorities being angry and humiliating the negotiators; which you have done in last Pension Adalat as per the information we got from the Participant Pensioners' Association.

We conclude our say by saying that it is our considered experience/observation that by writing this letter to us, you have fully tried to implement your hidden agenda to educate your subordinate staff. The fact goes without saying that your intention to support the staff for the failure of the duty and encourage openly is well established.

PART-3: AS PROVIDED:

1. We have made submission to justify that our letter was not having any hidden agenda or having any ulterior motive as alleged by you.
2. We keep our right reserved to appeal against your decision if not satisfied.
3. We are simultaneously, representing the issue to competent authorities.

With Regards,

Yours Sincerely,

  
(D.D. MISTRY)

Secretary BSNL/PSU

ENCL: AS STATED.

Copy to competent authorities for information and necessary action.