ESTABLISHED IN : 1955

BHARAT PENSIONERS' SAMAJ

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

A SYMBOL OF PENSIONERS' UNITY
MEMBER SCOVA

Member International Federation on Ageing. Montreal (Canada)
2/13-A - LGF Backside, Jangpura - 'A', New Delhi - 110 014
Mobile : 09868488199 | Telephone : 011-24376642
E-mail : bharatpensioner@gmail.com | Website : www.bharatpensioner.org

Correspondence Address : D.D. Mistry, Secratary : BSNL/PSUs, A-410/411, Swaminarayan Avenue, Near A.E.C. Over Bridge, 132 Ft. Ring Road, Naranpura, Ahmedabad-380013.
Phone (O) 079-27476566 | Cell: 09879090682 | E-mail: didimistry@gmail.com | Web : www.bdpa.in

No; BPS/BDPA(I)/MotiSagar/2023 Dated 12th September, 2025

To:
Hon'ble Shri Jyotiraditya M. Scindia,
Minister, Ministry of Communications
Sanchar Bhawan, Ashoka Road,
New Delhi 110001

Postal Jyoti 24/09/2025 ADET(PAT)

CASE OF EFFECTING CGHS PAYMENT TO WORNG PARTY MAKING THE PENSIONER TO SUFFER SINCE LAST SIX YEARS

Sub: Non-payment of one time subscription for CGHS – Case of Moti Sagar, Retired D/Man, O/O EF(C) bcd-2 AGR New Delhi – (Residing at 20 D, Evershine Appts, D Block, Vikaspuri, New Delhi 110018) - on 31.12.2003.

Ref:
(1) Our letter No: BPS/BDPA(I)/MotiSagar/2023 dated 01.02.2023.
(2) Our letter No: BPS/BDPA(I)/MotiSagar/2023-24 dated 15.03.2024.
(3) Our letter No: BPS/BDPA(I)/MotiSagar/2023-24 dated 10.09.2024.
(4) Our letter No: BPS/BDPA(I)/MotiSagar/2023-24 dated15.09.2024.
(5) Our letter No: BPS/BDPA(I)/MotiSagar/2023 dated 09.12.2024.
(6) Your letter No: BSNLCO-ADMN/76/8/2024 dated 20.12.2024.
(7) Representation of the Pensioner to you dated 27.01.2025.
(8) Our letter No: (6) BPS/BDPA(I)/MotiSagar/202315.03.2024.

Dir (ESTT) Pl. examine Rao 24/9/2025

Respected Sir,

Officer (T) Dy. No. 1651350 Date 22/09/25

PART 'A' – BRIEF HISTORY OF THE CASE

1. Sir, exchanges of the captioned letters proves that our Association is struggling since last three years to get justice for the pensioner who had paid Rs.54000/- on 28.12.2020 and the same has not been refunded to him due to utter negligence on the part of concerned to act sincerely.
2. The case in brief is as under:
   a) The Pensioner had effected the payment to the CGHS Authorities for Rs.54, 000/- (Rupees Fifty Four Thousand only) vide DD No. XAB 540532 dated 28.12.2020 of Punjab National Bank, New Delhi in favour of the Accounts Officer, CGHS, New Delhi (Copy enclosed Annexure-9).
   b) As required, the Pensioner had surrender his MRS Card No: NTR/0120RC and had obtained certificate from the AGM (MRS) O/O CGM CN (TX-North), New Delhi (Copy enclosed – Annexure-3).

Sr. Dir (Estt) 24.9.2025

READ

BHARAT PENSIONER
A Monthly Magazine of Pensioners for Pensioners by Pensioners

BSNL PENSIONERS NEWS GUJARAT
A Quarterly Magazine for Pensioners by BSNL & DOT Pensioners Association (India)

Residence : B-701, Dharti Saket-2, Behind Vande Mataram Homes, New Ranip, Chenpur Road, Ahmedabad-382480.

c) The Pensioner was issued Index Card by the CGHS Authorities enlisting name of Pensioner and his wife on 28.12.2020. (Copy Enclosed – Annexure-2).

d) Pensioner had applied for refund of the subscription paid by him at detailed in Para a) to his Office on 23.12.2020 under clear signature of SDE (P&A) on 11.1.2021 accompanied with copy of his PPO No: 2-1/PC/7740/ppo-5517/2003/Pen (copy enclosed – Annexure-5). The Pensioner's Vendor No: R-80340422.

e) He had also given copy of blank cheque of Punjab for credited the refund in his account. (Annexure-1).

f) Since the Pensioner did not get refund despite many reminders, we had represented the case to Secretary DoT New Delhi.

PART 'B' - PRESENT STATUS OF THE CASE

Sir, after long struggle, we have been informed by the BSNL Corporate Office, vide letter No: BSNLCO-ADMN/76/8/2024 dated 20.12.2024, copy of which is enclosed herewith as ANNEXURE-1.

We have gone through the details provided by the Corporate Office, justifying the the payment has been made.

PART 'C' – OUR SUBMISSION TO YOUR AUGUST OFFICE

1. Sir, we are not disputing that the payment has been made, **BUT THE ISSUE IS IT IS NOT PAID TO RIGHT PERSON.**
2. The payment has been made to a person having identical name without verifying the pensioner's bona fides. While submitting his claim for reimbursement the Pensioner has provided blank cheque of his Bank; copy of which is once again enclosed herewith.
3. As per SANCTION letter and payment particulars, it is paid to Connaught Branch of Syndicate Bank in account No: 90142010134840 WHEREAS the Pensioner's Bank is Punjab National Bank, Vikaspuri, New Delhi, RTGS/NEFT IFS CODE : PUNB0500810, Account No: 50082010020600.
4. This has been repeatedly pointed out by the Pensioners to the drawing authorities but ironically but we regret to state that they have no time to pay any attention to the Pensioner's grievance. Not only have that, the drawing authorities have even

READ

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BSNL PENSIONERS NEWS GUJARAT
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Residence : B-701, Dharti Saket-2, Behind Vande Mataram Homes, New Ranip, Chenpur Road, Ahmedabad-382480.

ESTABLISHED IN : 1955

BHARAT PENSIONERS' SAMAJ

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2/13-A - LGF Backside, Jangpura - 'A', New Delhi - 110 014
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A SYMBOL OF PENSIONERS' UNITY
MEMBER SCOVA

Correspondence Address : D.D. Mistry, Secratary : BSNL/PSUs, A-410/411, Swaminarayan Avenue, Near A.E.C. Over Bridge, 132 Ft. Ring Road, Naranpura, Ahmedabad-380013.
Phone (O) 079-27476566 | Cell: 09879090682 | E-mail: didimistry@gmail.com | Web : www.bdpa.in

mislead to your office by simply providing payment particulars and ignoring the bank details provided by us in our letter dated 09.12.2024.

5. The Pensioner has made the representation to your office vide his representation dated 27.01.2025, pointing out this lacuna, but till date he has not received any reply, so our prayer to help the pensioner.

In light of above, we request you to kindly cause early action to pay the amount to the pensioners for which he is eagerly and painfully waiting for to smooth his fiscal condition.

This is clear cut case of alleged negligence on the part of the disbursing officer of NTR Circle and we request your kind look to settle the issue. It will be your sole prerogative to initiate any action against default officer but our only prayer is to cause the early payment

A line in reply shall highly be appreciated,

With Regards,

Yours Sincerely,

(D.D. MISTRY)
Secretary BSNL/PSU

Encl: As stated.

Copy to:

1. Hon'ble Narendrabhai Modi, Prime Minister, Govt of India, New Delhi
2. Shri Jitendra Prasad, MOS, O/O Prime Minister, New Delhi
3. Shri V. Srinivas, Secretary, DOPPW, New Delhi
4. The Secretary, DoT, New Delhi
5. Shri Robert Ravi, CMD BSNL, New Delhi
6. Shri Rajiv Kumar, Director Finance, BSNL New Delhi
7. The SG Bharat Pensioner Samaj, New Delhi

READ

BHARAT PENSIONER
A Monthly Magazine of Pensioners for Pensioners by Pensioners

BSNL PENSIONERS NEWS GUJARAT
A Quarterly Magazine for Pensioners by BSNL & DOT Pensioners Association (India)

Residence : B-701, Dharti Saket-2, Behind Vande Mataram Homes, New Ranip, Chenpur Road, Ahmedabad-382480.

ANNEXURE-1

Admn. Branch
Corporate Office
Bharat Sanchar Bhawan
New Delhi
#23765294

भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. BSNLCO-ADMN/76/8/2024 Dated: December 20, 2024

To

The Assistant Director General[ADG]
PAT Section, Deptt. Of Telecom.
Sanchar Bhawan, Ashoka Road,
New Delhi

Sub: Non-payment of one-time subscription fee for availing lifetime CGHS Card for Pensioners-Case of Shri Moti Sagar,Retired D/Man,O/o EF©,BCD-2, AGR, New Delhi –Grievance reg.

Ref: Your office letter No.4-12(01)/2024-PAT dated 07.10.2024

Kindly refer your good office letter under reference wherein forwarded a grievance of Bharat Pensioners Samaj, New Delhi for Non-payment of One-Time Subscription fee for availing lifetime CGHS Card for Pensioners- Case of Shri Moti Sagar, Retired D/man, O/o EF©, BCD-2, AGR, New Delhi.

2. In this regard, it is intimated that CGHS One time Subscription of Rs.54000/- has been paid to Shri Moti Sagar, retired BSNL employee in month of Jan,2021,as per the details mentioned in the Payroll of Jan-2021. (Details of the payment particulars etc enclosed herewith)

20/12/2024
(Surendra Kumar Agarwal)
Assistant General Manager (Admn.I)

Copy to:
Shri D.D.Mistry, Secretary BSNL/PSU[for information]
410-A/411-A, Swami Narayan Avenue,
Near A.E.C. Over Bridhge,132 ft
Ring Road, Narayanpura,
Ahmedabad-380013.

O/o Chief General Manager
Core Network (Tx-North),
2nd Floor, Kidwai Bhawan,
Janpath, New Delhi-110001
Tele.: 011-23325300

भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. Of India Enterprise)

पत्र संख्या : CNNCO-11/17/2/2022-ADMIN/AIBDPA/29

दिनांक: 03-12-2024

सेवा में,

AGM (Admn.I)
Admn. Branch
BSNL Corporate Office
Bharat Sanchar Bhawan
H.C.Mathur lane, Janpath
New Delhi-110001

विषय: Non-payment of one-time subscription fee for availing lifetime CGHS Card for pensioners- Case of Shri Moti Sagar, Retired D/Man, O/o EF(C), BCD-2, AGR, New Delhi – Grievance reg.

सन्दर्भ: Your Office Letter No. BSNLCO-ADMN/76/4/2022 Dated 24-10-2024

With reference to the above cited subject and letter in reference, following facts about the instant case are submitted –

1. Sh. Moti Sagar, Perner No 80340422 got retired on superannuation on dated 31.12.2003 from BSNL Services. The employee was posted under CE (Civil), NTR and all establishment data/work related to this employee was maintained by Civil wing of NTR.
2. Civil wing of NTR vide order number 1(134)/SE(C)/BSNL/CGHS File/53 Dated 15.01.2021 issued sanction memo for payment of Reimbursement of CGHS Subscription amount Rs 54,000/- to Sh. Moti Sagar, Retd, D/Man (copy enclosed).
3. Accordingly, the case was processed by Payroll Section of CNTx- North Circle and amount of Rs 54,000/- was paid to Sh. Moti Sagar, Retd, D/Man, along with Salary for the month of January 2021 on dated 22.02.2021 (Copy of salary slip enclosed).
4. As per Finance section, the CGHS Re-Imbursement amount of Rs. 54,000/- was paid to Sh. Moti Sagar in the Bank Account (IFSC Code SYNB0009014 A/c No. 90142010134840) maintained in his HR Data in SAP (copy enclosed). The bank particulars in HR Data of the employee was already maintained in SAP and no request to change the bank account was provided to finance section along with the sanction memo as mentioned in para 2.

Contd.

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O/o Chief General Manager
Core Network (Tx-North),
2nd Floor, Kidwai Bhawan,
Janpath, New Delhi-110001
Tele.: 011-23325300

भारत संचार निगम लिमिटेड
(भारत सरकार का उद्यम)
BHARAT SANCHAR NIGAM LIMITED
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5. The complaint regarding non-payment of one-time subscription fee for availing lifetime CGHS Card was received from BSNL CO earlier also and, in this regard, CAO(FA), CNTx-North Circle, New Delhi, vide letter dated 03-04-2024 (copy enclosed), submitted the reply to DM(C&M)-II, BSNL CO. In the reply letter, CAO(FA), CNTx-North Circle, New Delhi, has submitted that the payment particulars were explained to the employee and a copy of pay slip for the month of Jan 2021 (copy enclosed) was also provided to the employee. The payment amount as well as the bank account in which payment was made is duly mentioned in the pay slip made available to the employee.

This is for your kind information and further necessary action at your end please.

यह पत्र सक्षम प्राधिकारी के अनुमोदन से जारी किया जाता है।

संलग्न: उपर्युक्त

4-12-24
सहायक महाप्रबंधक (मा०सं०वि०)
कार्यालय: मुख्य महाप्रबंधक, कोर नेटवर्क (टी.एक्स.-नॉर्थ)
द्वितीय तल, किदवई भवन, जनपथ, नई दिल्ली-110001

प्रतिलिपि प्रेषित:

1. Sr. Chief Engineer (Civil), CNTx-North, New Delhi.
2. GM (Finance), CNTx-North, New Delhi.
3. Sh. Moti Sagar, Retd, D/Man.

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Office of Superintending Engineer (Civil),
BSNL Civil Circle, Core Network- Tx (North),
Room No. 2, Sabhaghar Bldg,
Eastern Court, Janpath,
New Delhi- 110001.

भारत संचार निगम लिमिटेड
BHARAT SANCHAR NIGAM LIMITED

No. 1(134)/SE(C)/BSNL/CGHS File/53 Dated 15/01/2021

Sanction Memo

Sanction of Joint Chief Engineer (Civil), BSNL Civil Circle, New Delhi is hereby accorded for payment to Sh. Mool Sagar, Retd. D/Man on account one time subscription for CGHS as detailed below:

S. No.	Name of Retiree & Designation	CGHS Card No.	Amount Sanctioned (in Rupees)	Vendor Account No.
1.	Sh. Mool Sagar, Retd. D/Man	500533/-	Rs. 54,000/-	R-80340422

PG [illegible] has made one time payment vide DD.No. 540542 dated 28/12/2020 Rs. 54,000/- on Punjab National Bank.

Encls : 1. Proof of Payment

Sd/-
Joint Chief Engineer (Civil),
BSNL Civil Circle, CN-Tx(North)
New Delhi.

Copy to:-

1. AD (ERP), O/o CGM, CN-Tx(North), Kidwai Bhawan, New Delhi for N/A please.
2. Office Copy

Joint Chief Engineer (Civil),
BSNL Civil Circle, CN-Tx(North)
New Delhi.

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741830/2024/HR & ADMIN - CN-N CO

BSNL

Bharat Sanchar Nigam Limited
(A Govt. of India Enterprise)
Payslip for the Month of January-2021

Kindly maintain a valid mobile number (10 digits) & Email ID through SSS.

Name	: Moli Sugar	Circle	: Core Network(Tx-North), Delhi
Personnel No.	: 80340422	Unit	: CO, New Delhi
Pay Period	: 01-01-2021 — 31-01-2021	Designation	: Junior Engineer-Civil
PAN	: AOIPS4921E	GPF/EPF	:

Date of Next Inc.: 31.12.9999
DA (Rate) : 159.90%
Pay Scale : 14900 - 27850
GPF Balance : 0.00

Paid Days	Account No.	Amount	=	Earnings	Deductions	+	Adjustments
	90142010134849	54000.00		54000.00	0.00		

Earnings	Amount	Deductions	Amount	Perks/ Other Income/ Rebates	Amount
Re_CGHS_facility	54000.00				
Total	54000.00	Total	0.00		

Take Home Pay 54000.00(FIFTY FOUR THOUSAND Rupees)

Loan/Perks Detail	Amount	Any Other Income	Amount	Sec 10 Details	Amount	Form 16 Summary	Amount

EPF Universal Account Number : LIC ID / Policy ID :
Note: This is a computer generated Pay slip and does not require signature or any BSNL seal. Basic Pay with 68.8% fitment = 14900.00
TAX = 14903.00 1SO1 = 0.00 1SO2 = 0.00 1SO3 = 0.00 1PPO = 0.00

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Statement of Account

BSNL PAYMENT A/C ADC O O CGM NTR

CFE BSNL AG CASH O/ CGM NTR NO

ACCOUNTS OFFICER CASH

C O CGM NTR BSNL MTCE EASTERN COURT

City DELHI

State DELHI

Country

Zip

Mobile No. 919451397460

Email aocashbtnq@gmail.com

Statement Date 01/03/2021 16:45

Union Bank of India

Branch CONNAUGHT PLACE

Customer Id 202362573

A/C Number 307801010917555

Currency INR

Account Type Current Account

MICR Code 110026006

IFSC Code UBIN0530786

Statement From 01/02/2021 To 28/02/2021

Records from 1 to 189b.

Date	Tran Id	Remarks	UTR Number	Instr. Id	Withdrawals	Deposits	Balance
22/02/202	S31949904	NEFTO-MotiSagar 000273546774			54000.00		104184535

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Display Bank Details

Personnel number Name

085[illegible]416	MANSHAKAR RAWAT
09[illegible]254	MOHAN SINGH RAWAT
01[illegible]2191	MOHIT RAWAT
100[illegible]4781	MUKESH KUMAR RAWAT
50[illegible]928	NEEPAL RAWAT
09[illegible]1604	P C RAWAT
0[illegible]463200	PANKAJ RAWAT
30[illegible]758	PRABHA DEVI RAWAT
1[illegible]805	PRABHA RAWAT

Bank details
Bank details type: Main bank
Payee: Moti Sagar
Postal code / city: 110045 New Delhi
Recipient Country: India
Bank Country: India
Bank key: SYNB0006[illegible] SYNDICATE BANK
Bank Account: [illegible]340 Bank Control key
Payment Method: D Bank Transfer (RTGS + NEFT)
Purpose: FORPAYEMTHEDCIAL BILL
Payment currency: INR Indian Rupee

Sh. Moti Sagar Mob No. 9810149390

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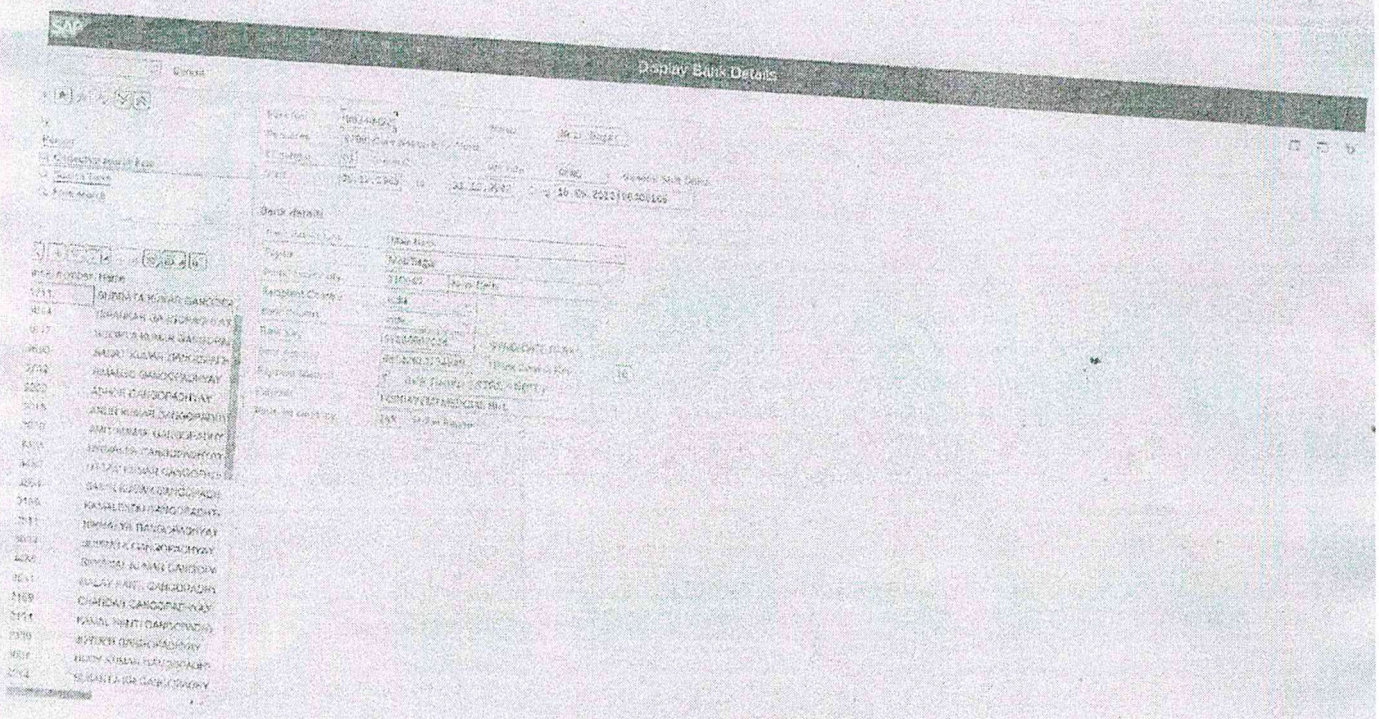
SAP
Display Bank Details

Payroll Section

Core Network Tx(N) Circle
Eastern Court, Janpath,
New Delhi-110001

भारत संचार निगम लिमिटेड
(भारत सरकार का उपक्रम)
BHARAT SANCHAR NIGAM LIMITED
(A Govt. of India Enterprise)

No. AO (P&A)/ CGM CNN/Misc./2024-25/

Dated: 03.04.2024

To
DM(C &M)-II
C &M Cell, CMD Secretariat
BSNL Corporate Office,
New Delhi-110001

Sub: Non payment of one time subscription for CGHS- Case of Moti Sagar, Retired D/Man, O/o EF(C) bcd-2 AGR New Delhi- (Residing at 20D, Evershine Appts, D Blocck, Vikaspuri, New Delhi 110018) on 31.12.2023

Ref: Bharat Pensioners, Samaj Letter No BPS/BDPA(I)/Moti Sagar/2023-24 Dated 15.03.2024

Kindly refer to the letter mentioned above received through CMD, BSNL Secretariat vie E-mail. In this regard, the facts of the case are as follows :-

1. Sh. Moti Sagar, Perner No 80340422 has retired on superannuation on dated 31.12.2003 from BSNL Services. The employee was posted under CE(Civil), NTR and all establishment data/work related to this employee was maintained by Civil wing of NTR.
2. Civil wing of NTR vide order number 1(134)/SE(C)/BSNL/CGHS File/53 Dated 15.01.2021 issued sanction memo for payment of Reimbursement of CGHS Subscription amount Rs 54000/- to Sh. Moti Sagar Retd, D/Man which was duly processed by Payroll Section of CNTx- North Circle and paid along with Salary for the month of January 2021 on dated 22.02.2021 (Copy of sanction memo and relevant portion of bank statement is attached herewith for ready reference).
3. As per BSNL Records the CGHS Re-imbursement amount of Rs. 54000/- was paid to Sh. Moti Sagar in the Bank Account (IFSC Code SYNB0009014 A/c No. 90142010134840) maintained in his HR Data in SAP. The bank particulars in HR Data of the employee was already maintained in SAP and no request to change the bank account was accompanied along with the sanction memo as mentioned in para 1.
4. Upon being complained by the employee regarding non-payment, the payment particulars were explained to the employee and a copy of pay slip for the month of Jan 2021 (copy attached) was also provided to the employee. The payment amount as well as the bank account in which payment was made is duly mentioned in the pay slip made available to the employee.

This is being issued with the approval of GM(Finance), CNTx North Circle, New Delhi.

Encl: As mentioned above.

03/04/2023

Chief Accounts Officer (FA)
CNTx North Circle, New Delhi

Copy to Chief Engineer (Civil), Core Network Transmission-North Circle, New Delhi for information & n./a pl.

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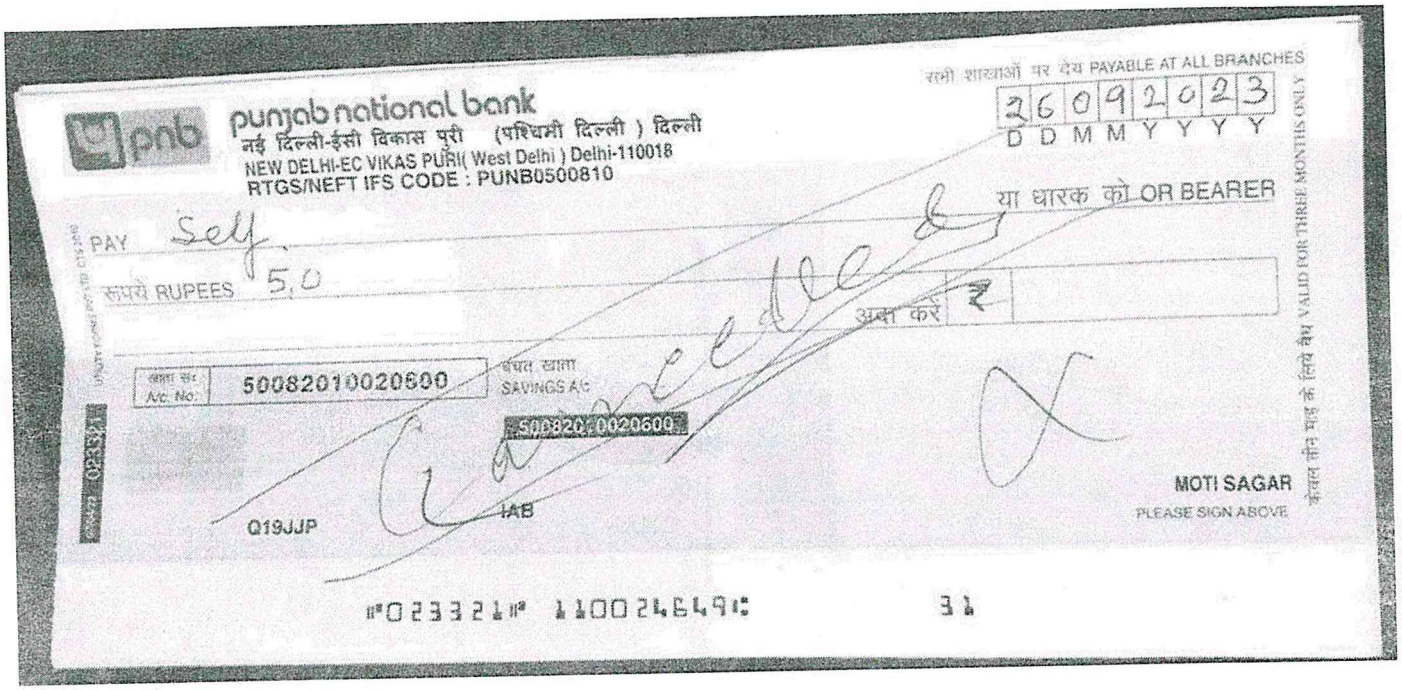
ANNEXURE-2



सभी शाखाओं पर देय PAYABLE AT ALL BRANCHES

punjab national bank

नई दिल्ली-ईसी विकास पुरी (पश्चिमी दिल्ली) दिल्ली

NEW DELHI-EC VIKAS PURI(West Delhi) Delhi-110018

RTGS/NEFT IFS CODE : PUNB0500810

26 09 2023

D D M M Y Y Y Y

या धारक को OR BEARER

PAY Self

रुपये RUPEES 5,0

अंकों में ₹

खाता सं. A/c. No: 50082010020600

बचत खाता SAVINGS A/C

50082010020600

Cancelled

MOTI SAGAR

PLEASE SIGN ABOVE

Q19JJP

IAB

केवल तीन माह के लिये वैध VALID FOR THREE MONTHS ONLY

023321

"023321" 110024649: 31