



A SYMBOL OF
PENSIONERS' UNITY
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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/Sonalben/Med Card/2026

dated 13rd July, 2026

To:

Mr. Ashutosh Gupta,

Chief General Manager, BSNL,
Gujarat Telecom Circle,
7th Floor, Telephone Bhavan,
Ellis Bridge Ahmedabad. 380006

FAMILY PENSIONER CASE REMINDER-I

Sub: (1) Blatant violation of rules while issuing Medical Identity Card to the Pensioner by unauthorized deletion of names of Son & Daughters of the Pensioner by the office of the GMTD Bhavnagar – Case of SAVJI NATHA, LM, Bhavnagar.

(2) Request to issue Medical Identity card to Family Pensioner Miss Sonalben Savjibhai Chauhan, Unmarried daughter, Sihor, holder of PPO No. 382007091204485; rectifying the error committed in the year 2009 while issuing Belated Medical Identity Card to the Pensioner.

Ref: (1) Our letter No: BPA/BDPA(I)/SIHOR/Sonalben/Med-Card/2026 dated 1st May, 2026.

(2) Our letter No: BPS/BDPA-I/Sonalben/Med Card/2026 dated 20th June, 2026

Request for Your Kind Personal Intervention for Rendering Justice to an Unmarried Family Pensioner.

Respected Sir,

1. We respectfully invite your kind attention to our comprehensive representation dated **20.06.2026** regarding the above-mentioned case (copy enclosed for ready reference), wherein we had sought your personal intervention to render justice to **Miss Sonalben Chauhan**, an unmarried dependent Family Pensioner, who has been denied the medical facilities legally admissible to her under the BSNLMRS **due to an apparent administrative error committed while issuing the Medical Identity Cards to her late father.**
2. The matter is not merely an administrative issue; it is a question of **fairness, justice and humanitarian consideration**. The Family Pensioner has already been recognized by the Department as fully eligible for Family Pension after due verification of all official records. Once her eligibility as an unmarried dependent daughter has been accepted by the Competent Authority for grant of Family Pension, **denial of the corresponding medical benefits on technical grounds is wholly inconsistent with the spirit of the Rules.**
3. In our earlier representation, we had placed before your august office the complete chronology of events, supported by documentary evidence and relevant provisions of the BSNLMRS Rules, clearly

establishing that omission of her name from the Medical Identity Card was an inadvertent administrative lapse and not attributable to the Pensioner or his dependent family members. The entire family was illiterate and naturally accepted the Medical Cards issued by the Administration without questioning the omissions.

4. *Sir, every passing day is causing avoidable hardship to the Family Pensioner, who has already suffered enough. She is being deprived not only of her Medical Identity Card but also of the Medical Allowance legitimately due to her from the date she became eligible after the demise of her father. Such a situation defeats the very objective of the welfare measures framed for pensioners and their dependents.*

We, therefore, once again make an earnest appeal to your kind self to personally look into this deserving case and issue suitable directions to the concerned authorities for:

1. Immediate issue of the BSNLMRS Medical Identity Card in favour of Miss Sonalben Chauhan.
2. Release of the admissible Medical Allowance with effect from the due date together with all consequential benefits.
3. Rectification of the administrative error committed earlier so that justice is finally rendered to the Family Pensioner.

We have full faith in your sense of justice and sincerely hope that this long-pending grievance of a helpless Family Pensioner will receive your compassionate consideration and be settled at the earliest.

An early favourable action shall be highly appreciated.

With highest regards,

With regards,

Yours Sincerely,



(D.D. MISTRY)

Secretary BSNL/PSU

Bharat Pensioner Samaj

Encl: As stated above.

Copy for information and necessary action to:

1. **Shri Robert Ravi**, C.M.D. Bharat Sanchar Bhawan, M.C. Mathur Lane, Janpath, **New Delhi 110001.**
2. **Dr. Kalyan Sagar, Dir (HR)**, Bharat Sanchar Bhawan, M.C. Mathur Lane, Janpath, **New Delhi 110001.**
3. Member Services, DoT, Ashoka Road, **New Delhi 110001.**
4. **Shri Amit Agarwal. IAS, Secretary, DoT**, Sanchar Bhawan, Ashoka Road, **NEW DELHI 110 001.**
5. **Shri Avinash Rajput**, SG, Bharat Pensioner Samaj, New Delhi.
6. Shri Vijay Kumar, CCA Gujarat.
7. The GMTD Bhavnagar
8. The Pensioner.