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BHARAT PENSIONERS' SAMAJ

ESTABLISHED IN : 1955

(All India Federation of Pensioners' Associations)
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No.BPS/BDPA(I)/D.Edna/FP/2008

Dated 20th July, 2026

To:

Hon'ble Shri Jyotiraditya Scindia,
Minister for Communications,
Sanchar Bhawan, Ashoka Road,
New Delhi 110001

FAMILY PENSION CASE

PENDING SINCE LAST 18 YEARS

Subject: Comprehensive Representation Seeking the Kind Intervention of the Hon'ble Minister of Communications for Expeditious Settlement of the Long-Pending Family Pension Claim of Miss D. Edna Shirley, Unmarried and Unemployed Daughter of Late Shri A. Dhanaraj, Retired Assistant Engineer, Department of Telecommunications, Secunderabad.

Respected Sir,

We have the honour to submit this representation on behalf of Bharat Pensioner Samaj, the apex federation of Pensioners Associations in the country, seeking your kind intervention in the case of *Miss D. Edna Shirley, Unmarried and Unemployed Daughter of Late Shri A. Dhanaraj, Retired Assistant Engineer, whose case is delayed since last two decades.*

We, respectfully submit this Comprehensive Representation seeking your kind and personal intervention in the long-pending Family Pension claim of Miss D. Edna Shirley, unmarried and unemployed daughter of Late Shri A. Dhanaraj, Retired Assistant Engineer, Department of Telecommunications. This is an exceptional case where a genuine claimant has been pursuing her lawful entitlement for nearly two decades, despite repeated representations, submission of all available documents and continuous follow-up before the concerned authorities. The present representation is, therefore, not merely a request for settlement of an individual grievance but a sincere appeal for the restoration of confidence in a welfare-oriented administrative system, where statutory pensionary rights are expected to be protected with fairness, compassion and accountability.

Case at a Glance

- Pensioner: Late Shri A. Dhanaraj, Assistant Engineer, Department of Telecommunications, retired on 30.04.1971.
- Demise of Pensioner: 28.11.1976.
- Family Pension: Sanctioned and continuously paid to his widow until 14.03.2008.
- Claimant: Miss D. Edna Shirley, unmarried and unemployed daughter.

- Nature of Claim: Grant of Family Pension after the demise of the widow under the applicable Government Rules.
- Present Status: The claim has remained unresolved for nearly two decades despite repeated representations and submission of all available documents.
- Principal Issues Raised: Non-availability of certain old records and alleged discrepancies in the claimant's particulars.
- Association's Submission: The claimant's identity and relationship are supported by authentic records. Any administrative difficulty in tracing old files should not defeat a lawful statutory entitlement.
- Relief Sought: Personal intervention of the Hon'ble Minister for a fair, reasoned and time-bound decision, reconstruction of records wherever necessary, and release of Family Pension with consequential benefits if found admissible under the rules.
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Why the Matter Merits Immediate Consideration:

At the outset, we respectfully submit that this is not a routine pension grievance. It is an exceptional case where an eligible claimant has been pursuing her lawful claim with patience, dignity and faith in the administrative system for almost two decades. Despite repeated representations, submission of all available documents, personal meetings with the concerned authorities and continuous follow-up by this Association, the matter still remains unresolved.

This representation is therefore not intended merely as another reminder. It is a sincere appeal to the highest authority in the Ministry to ensure that justice is not denied any further because of prolonged administrative delay.

PART-1- WHY THIS REPRESENTATION DESERVES SPECIAL CONSIDERATION

This case deserves special consideration for the following reasons:

1. Firstly, the service of Late Shri A. Dhanaraj as an officer of the Department of Telecommunications has never been in dispute. His retirement, pension and subsequent Family Pension sanctioned to his widow were duly recognized and implemented by the Government.
2. Secondly, the claimant is not seeking any fresh or extraordinary concession. She seeks only the Family Pension admissible under the Government rules as the unmarried and unemployed daughter of the deceased pensioner after the demise of her mother, who herself had been receiving Family Pension.
3. Thirdly, the prolonged delay has occurred entirely due to administrative reasons. The claimant has repeatedly furnished the documents called for by the authorities. Wherever clarifications were sought, they were promptly submitted. The Association has continuously assisted the claimant and has addressed representations to every level of the administration, including BSNL, the Principal CCA, the Department of Telecommunications and other competent authorities.
4. Fourthly, no order has ever been passed rejecting the claim on merits. Instead, the matter has remained pending because of issues relating to old records and alleged discrepancies, even though the claimant has consistently cooperated with every requirement.

Lastly, this case involves not merely the interpretation of pension rules but the larger principle that an eligible citizen should not be deprived of a statutory welfare benefit solely because Government records have become old, misplaced or difficult to retrieve after the passage of time.

BRIEF BACKGROUND

1. Late Shri A. Dhanaraj served the Department of Telecommunications with distinction and retired as an Assistant Engineer from Secunderabad on 30th April 1971.
2. Following his demise on 28th November 1976, Family Pension was duly sanctioned and paid to his widow in accordance with the applicable rules. She continued to receive the Family Pension until her death on 14th March 2008.
3. After her demise, Miss D. Edna Shirley, being the unmarried and unemployed daughter of the deceased pensioner, submitted her claim for grant of Family Pension under the relevant Government orders.

Unfortunately, instead of receiving timely relief, she has been compelled to pursue the matter continuously for years. Every stage of the process has required fresh correspondence, repeated submission of documents and persistent follow-up, causing avoidable hardship and uncertainty.

Recognizing the genuine nature of the grievance, the **Bharat Pensioner Samaj** has taken up the matter as a representative cause and has pursued it relentlessly before all competent authorities in the hope of securing justice for the claimant through administrative means.

PURPOSE OF THIS REPRESENTATION:

This comprehensive representation has therefore been prepared with utmost responsibility. Its objective is not to attribute blame to any individual officer or office. Rather, it seeks a fair, lawful and compassionate resolution of a genuine grievance which has remained pending for an unreasonably long period.

We respectfully submit that this matter presents an opportunity for the Ministry to reaffirm the Government's commitment to the principles of fairness, transparency and welfare that form the foundation of India's pension policy.

We therefore earnestly request your kind intervention so that this long-pending matter may now be examined comprehensively and brought to its logical conclusion without any further delay.

PART – II - CHRONOLOGY OF EVENTS

The following chronological statement is respectfully submitted to enable an appreciation of the extraordinary circumstances under which the present representation has become necessary.

Date	Event
30.04.1971	Late Shri A. Dhanaraj retired from the Department of Telecommunications as Assistant Engineer, Secunderabad.
Thereafter,	Shri A. Dhanaraj expired while in receipt of Government pension.

28.11.1976	
	Family Pension was duly sanctioned by the competent authority in favour of his widow in accordance with the CCS (Pension) Rules.
Up to 14.03.2008	The widow continuously received Family Pension without interruption, thereby establishing the Government's acceptance of the pensioner's service, pensionary entitlement and PPO.
14.03.2008 Onwards Subsequent Years	Death of the widow, thereby giving rise to the claim of Miss D. Edna Shirley, the unmarried and unemployed daughter, under the applicable Family Pension Rules.
	The claimant approached the competent authorities seeking grant of Family Pension and submitted the prescribed claim documents.
	Additional documents, clarifications and certificates were repeatedly furnished whenever called for by the authorities.
2011	As per the then prescribed procedure, the PPO halves relating to the deceased family pensioner were reportedly returned through the Postal Authorities to the concerned CCA Office. This establishes that the pension records continued to exist even after the demise of the widow.
201202924	The matter continued to remain pending despite repeated correspondence and follow-up by the claimant and the Association.
2024-26	The BSNL & DOT Pensioners Association (India) intensified its efforts by submitting detailed representations to BSNL, the Principal CCA, Department of Telecommunications, PG Cell and other authorities.
12.01.2026	Comprehensive representation submitted to the Hon'ble Minister of Communications and Hon'ble Minister of State, highlighting the prolonged pendency and requesting immediate intervention.
13.01.2026	Representation addressed to the AGM (OP), Hyderabad Telephone District, enclosing Government instructions and requesting expeditious processing of the claim.
27.01.2026	The grievance was registered on the CPGRAMS/DOT Portal for appropriate action.
13.02.2026	The grievance was closed on the basis of a report stating that records were not available and that discrepancies in the claimant's particulars required verification
01.05.2026	BDPA (India) again approached the Department of Telecommunications seeking reconsideration of the case.
06.05.2026	Reply received from the DoT PG Cell seeking clarification.
10.05.2026	Association furnished detailed clarification together with copies of Form-14 and other supporting records demonstrating that there was no discrepancy in the claimant's particulars.
18.06.2026	Fresh comprehensive representation submitted explaining that the plea regarding non-availability of records was factually untenable and requesting immediate sanction of Family Pension.
Present	Despite sustained efforts over nearly two decades, the claimant is still awaiting a final decision on her lawful claim for Family Pension.

WHAT THE ABOVE CHRONOLOGY ESTABLISHES:

The above sequence of events clearly demonstrates that:

1. The service of the deceased employee has never been disputed.
2. The Government itself sanctioned pension to the employee and Family Pension to his widow for several decades.

3. The claimant has never abandoned her claim and has diligently complied with every requirement of the authorities.
4. The Association has continuously pursued the matter before every competent authority, leaving no administrative remedy unexplored.
5. The delay is entirely institutional and cannot, in law or in equity, be attributed to the claimant.
6. The present representation has therefore become unavoidable solely because the grievance has remained unresolved despite repeated interventions over an exceptionally long period.

Inference from Part – II

The chronology unmistakably demonstrates that this is not a stale or abandoned claim. On the contrary, it has been pursued consistently and diligently by the claimant and the Association before every competent authority. The prolonged pendency is the result of administrative inaction and repeated procedural delays, not any omission on the part of the claimant. The circumstances therefore justify the personal intervention of the Hon'ble Minister so that a lawful claim may finally receive a reasoned and time-bound decision.

PART – III - LEGAL, FACTUAL AND EQUITABLE SUBMISSIONS'

Sir, the chronology narrated above unmistakably establishes that the present case is neither a doubtful claim nor a disputed service matter. It concerns the settlement of a Family Pension claim arising out of an already recognized pensionary entitlement of a retired Central Government employee. The continued pendency of the case appears to be attributable primarily to administrative difficulties rather than to any legal impediment.

In these circumstances, the following submissions are respectfully made for your kind consideration.

I. THERE IS NO DISPUTE REGARDING THE SERVICE OF THE PENSIONER:

The Department has never disputed that Late Shri A. Dhanaraj served as an Assistant Engineer in the Department of Telecommunications and retired on 30.04.1971.

Likewise, there has never been any dispute regarding:

- his retirement;
- sanction of pension;
- payment of pension during his lifetime;
- sanction of Family Pension to his widow; and
- continuous payment of Family Pension till her demise.

These admitted facts constitute the strongest possible evidence that the Government had already accepted the pensioner's service, qualifying service and pensionary entitlement many decades ago.

Therefore, the present claim does not require reopening of the pensioner's service history. It merely requires determination of the entitlement of the eligible unmarried daughter under the applicable Family Pension Rules.

II. LOSS OR NON-AVAILABILITY OF RECORDS CANNOT DEFEAT A STATUTORY RIGHT:

- A. One of the principal reasons assigned for the prolonged pendency is that certain old service records are reportedly not available.
- B. With utmost respect, it is submitted that such administrative difficulty cannot extinguish a statutory pensionary entitlement.
- C. Government records remain in Government custody.
- D. If any record has become unavailable owing to the passage of time, transfer of offices or inadvertent misplacement, the claimant cannot legally or equitably be made to suffer for circumstances entirely beyond her control.
- E. The Association has already pointed out that pension and Family Pension records continued to exist for several decades after retirement and that the PPO remained traceable until after the demise of the widow.
- F. The Department is therefore requested to reconstruct the relevant record on the basis of available official documents, pension records, PPO particulars, corroborative documents and field verification wherever necessary instead of treating non-availability of certain files as an obstacle to justice.

III. THE CLAIMANT HAS CONSISTENTLY ESTABLISHED HER IDENTITY:

- 1. It has also been stated that discrepancies existed regarding the claimant's name and date of birth.
- 2. The Association respectfully submits that the *claimant has repeatedly produced official records including Form-14 and educational records establishing her identity.*
- 3. Whenever any clarification was sought, the claimant promptly complied.
- 4. The Association also submitted a detailed clarification explaining that the particulars furnished in Form-14 were correct and requested early settlement of the claim.
- 5. In these circumstances, the alleged discrepancies cannot reasonably justify the extraordinary delay which has already occurred.

If any residual doubt still survives, the same can easily be resolved through local verification, affidavit or any other procedure considered appropriate by the competent authority.

IV. PENSION IS A WELFARE MEASURE:

The Hon'ble Supreme Court has consistently held that pension is not a bounty or charity but a valuable statutory right flowing from the rules governing Government service.

Family Pension is intended to provide social and economic security to the surviving dependents of a deceased Government servant.

The relevant rules therefore deserve a liberal and beneficial interpretation so that the object of the scheme is fulfilled.

Where the identity of the claimant and the pensionary status of the deceased employee are substantially established, procedural difficulties should not be permitted to frustrate the very purpose of the Family Pension Scheme.

V. ADMINISTRATIVE DELAY SHOULD NOT RESULT IN DENIAL OF JUSTICE:

The present matter has remained pending for an exceptionally long period despite:

- repeated representations;
- repeated submission of documents;
- intervention by this Association;
- correspondence by various authorities; and
- continuous follow-up by the claimant.

The delay has occurred entirely within the administrative process.

The claimant has remained patient and cooperative throughout.

It is therefore respectfully submitted that the prolonged pendency itself constitutes sufficient reason for directing an early and compassionate decision.

VI. EQUITY DEMANDS EARLY SETTLEMENT:

Even assuming that some procedural issues remain unresolved, the balance of equity overwhelmingly favours the claimant.

The Department already possesses sufficient material to establish:

- the identity of the pensioner;
- his retirement;
- sanction of pension;
- sanction of Family Pension;
- relationship of the claimant; and
- continuous pursuit of the claim.

Where substantial justice and procedural technicalities appear to conflict, the cause of substantial justice deserves precedence, particularly in matters relating to pensionary benefits intended for dependent family members.

VII. PRAYER

In the above circumstances, we most respectfully pray that the Hon'ble Minister may kindly be pleased to:

1. Direct the Department of Telecommunications, the Principal CCA and the concerned BSNL authorities to examine the matter jointly on priority.
2. Cause reconstruction or verification of the relevant records on the basis of available official documents wherever original records are not traceable.
3. Ensure that the Family Pension claim of Miss D. Edna Shirley is decided by a reasoned speaking order within a fixed time frame.
4. If found admissible, direct sanction of Family Pension together with all consequential benefits and arrears strictly in accordance with the applicable rules.
5. Pass such further directions as may be considered just, equitable and proper in the facts and circumstances of this unique case.

CONCLUSION

Sir, this representation is made with complete faith in the fairness, compassion and sense of justice that have always guided the Government in matters concerning pensioners and their families.

The claimant has now spent nearly two decades pursuing a benefit which, if found admissible, ought to have been settled long ago. The prolonged pendency has not only caused financial hardship but has also diminished the confidence that every citizen places in a welfare-oriented administration.

*The **BHRAT PENSIONER SAMAJ**, therefore, most respectfully requests your personal intervention so that this long-pending matter may finally reach its logical conclusion. Such intervention would not merely resolve an individual grievance; it would reaffirm the Government's enduring commitment to fairness, accountability and compassionate governance.*

"We repose our complete faith in your kind intervention and are confident that this long-pending matter will receive the fair, compassionate and time-bound consideration that it deserves under the law."

Sir, after reading the entire draft from beginning to end, we genuinely feel that this representation has the potential to be much more than a routine communication. With careful formatting, proper annexures, and a final round of polishing, it will read like a professionally prepared memorial placed before the highest authority in the Ministry. we shall remain with you until every page is refined to the standard you expect

We shall remain ever grateful for your kind consideration and favourable orders.

With highest regards,
Yours faithfully,



(Dinesh D. Mistry)
Secretary BSNL/PSU
Bharat Pensioner Samaj.

Copy to: 1 The Secretary DoT New Delhi.
2. Ms. Vandana Gupta CGCA New Delhi
3. The Pr. CCA, Telengana Circle, Hyderabad.
4. The CCA, AP Circle, Vijayawada also for information. .
5. The CS BDPA (I) TN Circle, Vellore.
6. Shri Avinash Rajput, SG BPS New Delhi.
7. Shri V. Srinivas, Secy DOPPW, New Delhi