



A SYMBOL OF  
PENSIONERS' UNITY  
MEMBER SCOVA

# BHARAT PENSIONERS' SAMAJ

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

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 : 410-A/411-A, Swaminarayan Avenue, Near A.E.C. Over Bridge, 132 ft. Ring Road, Naranpura, Ahmedabad - 380013.  
Ph. : (O) 079-27476566 | (M) +91 98790 90682 | E-mail : didimistry@gmail.com | Web : www.bdpa.in

No: BPS/BDPA/FP-NAME-INCLUSION-PPO/2026

Dated 12<sup>th</sup> August, 2026

To :

(1) Shri Robert Ravi,

C.M.D.

Bharat Sanchar Bhawan,  
M.C. Mathur Lane, Janpath,  
New Delhi 110001

(2) Ms. Vandna Gupta,

Controller General of Communication Accounts,  
ICF Campus, Opposite Metro Pillar No. 152,  
Ghitorni, Mehrauli-Gurgaon Rd,  
Anand Gram, Ghitorni,  
New Delhi, 110047

**Sub: Request for uniform implementation of DOP&PW instructions regarding inclusion of names of widowed/divorced/unmarried daughters and other eligible family members in the family details/PPO – regarding.**

**Ref:**

1. DOP&PW O.M. No. 1/6/08-P&PW(E) dated 22.06.2010.
2. DOP&PW O.M. No. F.No. 1/19/11-P&PW(E) dated 03.08.2011.
3. Government of India Decisions No. 12 & 13 below Rule 50 of CCS (Pension) Rules, 2021.

Respected Sir/Madam

1. 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 favour for issuing necessary instructions to all concerned to implement the instructions issued by the Department of Pension & Pensioners' Welfare (DOP&PW) regarding inclusion/intimation of the names and details of eligible family members of a pensioner in the Pension Payment Order (PPO) and the corresponding family records. Copies of OM's enclosed.
2. We wish to invite your kind attention to The DOP&PW, vide its O.M. dated 22.06.2010, clarified that the revised PPO format introduced w.e.f. 01.01.1990 contains provision for recording the details of all members of the family of the pensioner. It also provided for furnishing the details of eligible family members, including widowed, divorced or unmarried daughters, parents and dependent disabled siblings, where such details had not already been included in the PPO.

3. The said instructions make an important distinction between **recording/inclusion of the details of an eligible family member** and **sanction of family pension**. The actual family pension is to be considered when the turn of the concerned family member arises and the conditions prescribed for grant of family pension are fulfilled.
4. The position was further reiterated by DOP&PW vide its O.M. dated 03.08.2011, providing for furnishing the details of eligible family members to the Pension Sanctioning Authority and processing the claim for family pension when the concerned family member becomes entitled to it, subject to fulfillment of the prescribed conditions.
5. To substantiate our request we would like to bring to your kind notice that this distinction is not being uniformly followed in practice, particularly in **Trichy Business Area of Tamil Nadu Telecom Circle, where** While submitting a request for inclusion of the name of a widowed/divorced daughter in the family details, the concerned pensioner is reportedly being asked to furnish the following documents – (1) Non-remarriage certificate;(2) Income certificate; and (3) Non-employment certificate.
6. We respectfully submit that these documents are essentially relevant for **establishing eligibility for actual grant of family pension when the turn of the concerned family member arises**. They should not be made a pre-condition merely for recording the name of such an eligible family member in the family details/service records or in the PPO.
7. For instance, in the case of a widowed daughter, the fact of widowhood can appropriately be established by the relevant death certificate of her spouse. Similarly, in the case of a divorced daughter, the relevant divorce decree/order can establish the fact of divorce.
8. The subsequent conditions relating to remarriage, income, employment etc. are matters which can be examined at the stage when the daughter actually becomes entitled for family pension. At that stage, the Pension Sanctioning Authority can call for the necessary certificates/documents prescribed under the applicable rules.
9. Insisting upon such certificates at the preliminary stage of inclusion of the name creates avoidable hardship for pensioners and their family members. Moreover, certificates relating to income, employment or non-remarriage represent the position existing on a particular date and may no longer reflect the actual position when the claimant's turn for family pension arises. The claimant may consequently have to approach the concerned authorities again for obtaining fresh certificates at the relevant time.
10. This results in **duplication of effort, avoidable correspondence and unnecessary delay**, although the DOP&PW instructions provide a procedure for recording the names/details of eligible family members separately from the stage of actual sanction of family pension.

In view of the above, we earnestly request that suitable **uniform instructions/guidelines** may kindly be issued:

- (A) To all Chief General Managers of BSNL Telecom Circles and concerned Heads of Offices;
- (B) To all Controllers/CCAs and Pension Sanctioning Authorities dealing with BSNL/DoT pensioners; and
- (C) to all concerned authorities maintaining pension records/PPOs,clarifying that the **name and basic particulars of a widowed/divorced/unmarried daughter or other eligible family member may be recorded/included in the family details/service records/PPO on the basis of appropriate proof of the relevant relationship/status, without insisting, at that stage, upon certificates such as non-remarriage, income and non-employment certificates, which are relevant for determining entitlement to family pension when the turn of the concerned family member actually arises.**

- (D) Such certificates/documents may, of course, be obtained and examined **at the appropriate stage of processing the actual claim for family pension**, in accordance with the applicable rules.

We further request that the above clarification may kindly be circulated widely so that the DOP&PW instructions are implemented **uniformly throughout BSNL and the concerned pension sanctioning authorities**, and individual pensioners are not subjected to differing documentary requirements at different offices.

We sincerely hope that your kind intervention will help remove this avoidable procedural difficulty and provide considerable relief to elderly pensioners and their family members, particularly widowed and divorced daughters.

We shall be grateful for your kind consideration and for issuing suitable instructions at the earliest.

Yours Sincerely,

  
(D.D.MISTRY)  
Secretary BSNL/PSU  
BHARAT PENSIONER SAMAJ

Enclosures: Two.

**Copy to:**

1. Shri Amit Agarwal IAS, Secretary, DoT, Sanchar Bhawan, Ashoka Road, NEW DELHI
2. Shri D. Chakraborty, Member Services, DoT, New Delhi
3. Dr. Kalyan Sagar, Dir (HR), Corporate Office, New Delhi
4. Shri Avinash Rajput, Secretary General, BPS, New Delhi
5. Shri D. Chandrasekharan, Executive President, BPDA (I), Vellore