

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/FP/S-DHANDAPANI/2026

dated 14th August, 2026

To

Ms. Vandna Gupta,

FAMILY PENSIONER CASE

Controller General of Communication Accounts (CGCA),

Department of Telecommunications,

New Delhi

Subject: A request for priority settlement of Dual Family Pension in favour of Smt. D. Muthulakshmi, W/o Late Shri S. Dhandapani Sannayan, PPO No. 602001031215919 – regarding

Respected Madam,

1. Bharat Pensioner Samaj (BPS), an organization working for the welfare and legitimate interests of pensioners and family pensioners, respectfully wishes to invite your kind attention to the need for timely settlement of Family Pension cases, particularly where prolonged processing may cause financial hardship to the surviving spouse.
2. Family Pension assumes special importance after the demise of a pensioner, as it often becomes the principal source of financial support for the surviving spouse. We fully appreciate the procedures involved in processing such cases; nevertheless, the benefits provided under the Pension Rules are intended to reach the family within a reasonable time.
3. In this connection, we wish to bring to your kind notice the case of **Smt. D. Muthulakshmi, W/o Late Shri S. Dhandapani Sannayan, PPO No. 602001031215919**, which deserves **priority attention**. Late Shri S. Dhandapani Sannayan had served in the Military and was subsequently re-employed in DoT from **23.06.1983 to 31.03.2001**. After his demise on **17.05.2025**, his wife, Smt. D. Muthulakshmi, sought authorization of the Family Pension due to her.
4. The case is somewhat different from an ordinary Family Pension case, as it involves the issue of **Dual Family Pension arising from the Military and DoT service** of the deceased pensioner.
5. As recorded by the General Manager, BSNL, Madurai SSA, Military Family Pension had not been authorized to Smt. Muthulakshmi after her husband's demise because he had married her after his retirement from Military service and was apparently

unaware of the relevant rules and procedure. Consequently, her name was not included in the Military Department PPO.

6. The same communication records that Late Shri S. Dhandapani Sannayan was subsequently re-employed in DoT from 23.06.1983 to 31.03.2001. At the time of his DoT retirement, he had not opted separately for DoT/BSNL Family Pension; however, **his wife's name was included in the other retirement benefits**, as reflected in the earlier Form-7.
7. Significantly, the General Manager, BSNL, Madurai, after examining the case, recorded that **as per the Government orders, service/re-employment is admissible in addition to Ordinary Family Pension in respect of previous Military and Civil service**, and accordingly stated that Smt. D. Muthulakshmi was eligible for both Family Pensions and requested that Family Pension be authorized in her favour.
8. The complete representation and supporting documents, including the Death and Legal Heir Certificates, prescribed forms, PPOs, Military PPO, Military Discharge Certificate, Form-7, Administrative Sanction and other relevant records, were forwarded by the Accounts Officer (Pension), O/o General Manager, BSNL, Madurai vide letter No: TAC-VR/PEN/SD/2001/ dated 28.08.2025 to Dy. Controller of Communication Accounts (Pension), DOT CELL, O/o Pr. CCA, Tamilnadu Circle, Egmore. Chennai 600008 for necessary action. (Copy enclosed).
9. It was subsequently represented to the Joint CCA (Pension), Tamil Nadu Circle by the Circle Secretary, TN Circle vide his letter dated 28.06.2026 that despite the passage of more than ten months, the case had apparently not been processed and that the widow was also not receiving Military Family Pension. The Association pointed out the resulting financial difficulty being faced by the widow and requested immediate authorization of the Family Pension.
10. **BPS therefore earnestly requests that this particular case of Smt. D. Muthulakshmi may kindly be caused to be examined and attended to on priority basis**, with a view to early settlement of her claim for the admissible Family Pension arising from the Military as well as DoT service, subject to verification under the applicable rules and records.
11. At the same time, we respectfully submit that this case also highlights a wider issue concerning prolonged pendency of Family Pension cases. It has been brought to notice that several such cases remain pending for many months, although the average processing time has reportedly been indicated as one month.
12. In such circumstances, BPS would particularly request your kind consideration of the provisions relating to **Provisional Family Pension under Rule 75 of the CCS (Pension) Rules, 2021**, corresponding to Rule 80-A of the CCS (Pension) Rules, 1972; Where regular authorization requires additional time, timely payment of Provisional Family Pension can ensure that the surviving spouse does not remain without financial support during the intervening period.

We would therefore respectfully request that your good office may kindly consider issuing **suitable instructions/guidelines to the concerned CCAs and Heads of Offices** so that:

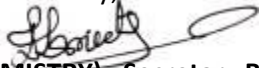
1. Family Pension cases, once complete papers are received, are processed and authorized without avoidable delay;
2. Cases involving widows/widowers who have remained without Family Pension for prolonged periods are identified and given appropriate priority;
3. The provisions for **Provisional Family Pension** are duly considered and implemented wherever regular authorization is likely to take additional time; and
4. The specific case of **Smt. D. Muthulakshmi, W/o Late Shri S. Dhandapani Sannayan, PPO No. 602001031215919**, is taken up on **priority basis** and brought to an early conclusion.

Madam, BPS is placing this matter before you with the sincere hope that the Pension Rules intended to provide financial security to the families of deceased pensioners will be implemented in their true spirit and that no widow or widower is required to wait for an unduly long period for the financial support legitimately due to them.

We shall be deeply grateful for your kind intervention in the matter and for such appropriate directions as may help ensure timely settlement of Family Pension cases throughout the Telecom Accounts organization.

With respectful regards,

Yours faithfully,



(D.D. MISTRY) Secretary BSNL/PSU

BHARAT PENSIONER SAMAJ (BPS)

Cell: 9879090682

Enclosures:

1. Copy of GM, BSNL, Madurai letter dated 28.08.2025.
2. Copy of CS TN Circle letter dated 28.06.2026.

Copy to:

1. The Pr. CCA, DOT, T.N. Circle, Chennai-8.
2. Member Services, DoT, New Delhi
3. The GMTD BSNL, Madurai
4. Shri Avinash Rajput, SG BPS New Delhi
5. Shri D. Chandrasekharan Executive President, Vellore