



ESTABLISHED IN : 1955
BHARAT PENSIONERS' SAMAJ

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

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No. BPS/BDPA-I/Sonalben/Med Card/2026

Dated: 02nd September, 2026

To,

Shri Rakesh Goyal

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

**SECOND REMINDER – REQUEST FOR PERSONAL INTERVENTION FOR EARLY
SETTLEMENT OF PENDING CASE OF AN UNMARRIED DAUGHTER – FAMILY
PENSIONER.**

Sub: Issue of BSNLMRS Medical Identity Card and payment of Medical Allowance to Miss Sonalben Savjibhai Chauhan, unmarried Family Pensioner, Sihor – Rectification of administrative error committed in the Medical Identity Card of her late father.

Ref:

1. Our letter No. BPA/BDPA(I)/SIHOR/Sonalben/Med-Card/2026 dated 01.05.2026.
2. Our letter No. BPS/BDPA-I/Sonalben/Med Card/2026 dated 20.06.2026.
3. Our Reminder-I dated 13.07.2026.
4. CPGRAMS Appeal No. DOTEL/E/A/26/0011286, closed on 24.08.2026.

Respected Sir,

At the outset, we extend our warm greetings and welcome to you on assuming the charge of Chief General Manager, BSNL, Gujarat Telecom Circle, in August 2026. Bharat Pensioner Samaj has always maintained a constructive and cooperative approach with the BSNL Administration and has consistently endeavoured to resolve genuine grievances of pensioners and family pensioners through mutual understanding and administrative intervention. We assure your goodself of our continued cooperation in all matters concerning the welfare of pensioners.

2. Taking advantage of your assumption of office, we consider it appropriate to bring to your kind personal attention one such pending case of Miss Sonalben Savjibhai Chauhan, an unmarried Family Pensioner, PPO No. 382007091204485, which has remained unresolved despite our repeated representations and reminders. We therefore request your personal intervention so that the matter may now receive fresh and expeditious consideration.
3. We have already placed the complete facts, chronology and supporting documents before the Administration. It was clearly brought out that the omission of the name of the eligible dependent daughter from the Medical Identity Card was an administrative lapse and was not attributable either to the pensioner or to his family members. The family, being illiterate, had naturally accepted the Medical Cards issued by the Administration without being in a position to identify such omission.
4. We had specifically requested intervention for issue of the Medical Identity Card to Miss Sonalben, release of the admissible Medical Allowance from the due date and rectification of the administrative error.
5. Unfortunately, despite our repeated representations and Reminder-I dated 13.07.2026, the matter has still not been brought to its logical conclusion.
6. What is particularly disheartening is that we have consciously refrained from pressing for any action against the official(s) responsible for the original error. Our sole object throughout has been to secure the legitimate benefit for an unmarried Family Pensioner and to have an old administrative mistake corrected in a humane and expeditious manner.
7. However, our restrained and humanitarian approach should not be construed as lack of seriousness. It appears that, because we have not pressed for fixing responsibility for the original lapse, the grievance is perhaps being taken somewhat lightly. We sincerely hope that this is not the intention of the Administration.
8. We also invite your kind attention to the reply furnished in response to our CPGRAMS Appeal No. DOTEL/E/A/26/0011286. Our appeal had specifically pointed out that nothing remained to be examined afresh and that the issue was simply to correct the deletion of the unmarried daughter's name and issue the Medical Card.
9. The appeal was closed on 24.08.2026, with the reply that, as reported by SDE(HRD), *"the matter is being pursued in coordination with the Welfare Department, Gujarat Telecom Circle"* and that some more time may be required for final disposal.
10. We respectfully submit that twenty days have now passed even after the aforesaid response, but there is still no final decision or indication that the Medical Identity Card has been issued to the Family Pensioner.
11. We are constrained to point out that the present issue is not a matter requiring fresh examination of the eligibility of Miss Sonalben. Her eligibility as an unmarried Family Pensioner is already established. The grievance essentially relates to rectification of the administrative omission/error in the Medical Identity Card and issuance of the corrected card.

12. In these circumstances, continued reference to “coordination” between different offices, without a concrete decision or definite time-frame, gives an impression of passing the matter from one office to another rather than resolving the grievance. An unmarried Family Pensioner should not be made to suffer indefinitely for an error committed by the Administration.

13. Sir, we once again request your personal attention and intervention. This is essentially a micro-level administrative issue, which, in our considered view, can appropriately be resolved within the competence and jurisdiction of your office. We sincerely do not wish to knock at the doors of higher authorities for such a small but genuine grievance when the matter can be settled at your level itself.

14. We therefore earnestly request your goodself to kindly issue appropriate directions to the GMTD, Bhavnagar and the concerned Welfare Section to dispose of the matter finally and issue the BSNLMRS Medical Identity Card to Miss Sonalben Savjibhai Chauhan without any further delay, along with settlement of the admissible Medical Allowance from the due date and consequential benefits.

15. We sincerely hope that your personal intervention will bring this long-pending matter to an end. We would, however, be constrained to approach the higher authorities concerned if the matter continues to remain pending despite this Second Reminder. We earnestly hope that such a course will not become necessary and that justice will be rendered to the Family Pensioner at your level itself.

We shall remain grateful for your personal and immediate intervention in this deserving case.

With respectful regards,

Yours sincerely,



(D. D. MISTRY)

Secretary BSNL/PSU

Bharat Pensioner Samaj

Encl: 1. Copy of our Reminder-I dated 13.07.2026.

2. Copy of CPGRAMS Appeal and reply dated 24.08.2026.

Copy for information and necessary action to:

1. The GMTD, Bhavnagar.
2. The CCA, Gujarat.
3. Shri Avinash Rajput, SG, Bharat Pensioner Samaj, New Delhi.
4. Miss Sonalben Savjibhai Chauhan – Family Pensioner.