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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)

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. BDPA/BDPA(I)/M. Sharmila/F//2026

Dated 28th September, 2026

To

The Chief General Manager Telecom,

BSNL Tamil Nadu Circle,

New BSNL Admin Building (6th Floor),

16 Greams Road, Thousand Lights,

Chennai – 600006.

Subject: Long-pending claim for re-grant of Family Pension to Smt. M. Sharmila Banu, widowed daughter of Late Shri S. Amanullahkhan, LI (T) – Request for immediate intervention and sanction of Provisional Family Pension – Reg.

Ref.:

1. GM, BSNL, Erode – Letter No. **TN/PEN/ERD/PPO/60199211111936/2024-25/**
2. **41 dated 08.11.2024.**
3. CCA, Tamil Nadu Letter No. **DOT/CCA/TN/PEN/IDA/PDA/7290/60199211111936/RE-AUTH dated 05.03.2025.**
4. BDPA (India), Tamil Nadu Circle Secretary Letter No. **BDPA(I)/TN/ERD dated 26.09.2026.**

Sir,

1. I am constrained to bring to your kind notice the prolonged pendency of the claim for **re-grant of Family Pension to Smt. M. Sharmila Banu, widowed daughter of Late Shri S. Amanullahkhan, LI (T)**, who retired on **30.11.1992** and expired on **20.11.2023**.
2. The matter has already been under correspondence for nearly **two years**. As per the letter of the CCA, Tamil Nadu dated 05.03.2025, the PGM/GM, BSNL, Erode was required to conduct field verification regarding the dependency status and present livelihood of Smt. M. Sharmila Banu for considering her claim for Family Pension as a widowed daughter. After satisfying the genuineness of the claim, the papers were required to be forwarded to the CCA along with sanction for Family Pension in **Form-20**, the competent authority being required to process the case further.
3. It is a matter of serious concern that, despite the passage of such a long period, the case has reportedly not reached its logical conclusion. **The family pensioner, being a widowed daughter and dependent claimant, is suffering considerable financial hardship due to the continued delay in settlement of her legitimate claim.**

4. It is also pertinent to draw attention to the specific direction contained in the aforesaid correspondence that the **Head of Office may draw Provisional Family Pension under Rule 80-A of the CCS (Pension) Rules, 1972**. The same was specifically requested by BDPA (India), Tamil Nadu Circle in its letter dated 26.09.2026.

In view of the above, **Bharat Pensioners' Samaj (BPS)** earnestly requests your kind and personal intervention in the matter and requests that:

1. The pending case of **Smt. M. Sharmila Banu** may kindly be reviewed at the Circle level and necessary directions issued to the concerned authorities for **early finalization of the Family Pension claim**.
2. The field verification and other formalities, if still pending, may kindly be completed **without any further delay**, and the case forwarded to the competent authority with the required sanction with Form-20.
3. **Pending finalization of the Family Pension case, Provisional Family Pension may kindly be authorized/drawn under Rule 80-A of the CCS (Pension) Rules, 1972**, as already indicated in the correspondence of the CCA/BDPA, so that the claimant is not left without financial support merely because of prolonged administrative processing.
4. The arrears of Family Pension, as admissible under rules, may kindly be released after finalization of the case.

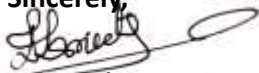
The matter has already remained pending for an unreasonably long period. **A deserving family pension claimant should not be made to suffer further on account of procedural delay**, particularly when the concerned authorities have already issued directions for verification and processing of the claim.

We therefore request your goodself to kindly **bestow personal attention to this long-pending case and issue suitable directions for its expeditious settlement**, including payment of Provisional Family Pension as admissible under the rules.

We shall be grateful for your kind intervention and an early favourable action in the matter.

With regards,

Yours Sincerely,



(D. D. MISTRY)

Secretary – BSNL/PSU

Bharat Pensioners' Samaj (BPS)

Ahmedabad

Encl: CS TN Letter.

Copy to:

1. The **CCA, Tamil Nadu, Chennai** – for information and necessary action.
2. The **Pr. General Manager, BSNL, Erode** – for information and necessary compliance.
3. The **Circle Secretary, BDPA (India), Tamil Nadu Circle** – for information.