

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)/RJ-LPCs/2026

Dated 15th October, 2026

To,

The Controller of Communication Accounts,
Maharashtra & Goa, Department of Telecommunications,
BSNL Administrative Building, 3rd Floor, C Wing, Juhu Tara Road,
Santacruz (West), Mumbai – 400054.

Email: cca.mhgoa@gmail.com

Subject: Urgent intervention sought for inordinate delay in issuance of LPCs to four BSNL pensioners of Rajkot who have surrendered their BSNLMRS cards for migration to CGHS – serious risk to their medical security.

Respected Sir,

Bharat Pensioner Samaj (BPS), the apex federation of pensioners' associations, wishes to draw your urgent attention to a matter of serious concern regarding the inordinate delay in issuing Last Pay Certificates (LPCs) to four retired BSNL employees belonging to Rajkot Telecom District, Gujarat Circle. The delay is causing considerable anxiety and exposing these senior citizens to the risk of being deprived of timely medical assistance.

As brought to our notice by the District Secretary of BSNL & DOT Pensioners Association (India), Rajkot, the applications for issuance of LPCs in respect of the following pensioners were submitted to your office on **10.08.2026**, as part of the process for migration to CGHS:

1. **Shri K. G. Shingala**, Retired Supervisor, WTR, Rajkot — PPO No. 402003061213660
2. **Shri P. R. Pansuria**, Retired DE, WTR, Rajkot — PPO No. 402011031201304
3. **Shri B. G. Raniga**, Retired Sr. SDE, WTR, Rajkot — PPO No. 402009061207570
4. **Shri D. K. Mehta**, Retired DE, WTR, Rajkot — PPO No. 402009071207708

Despite the submission of the requisite documents, including surrender certificates and “No Due” certificates, reportedly submitted to your office on **22.09.2026**, the LPCs had not been issued even as of **14.10.2026**, when the District Secretary sent Reminder-I to your office. The delay has thus continued for an unreasonable period despite the completion of the required formalities.

The most alarming aspect of this delay is that these pensioners have already surrendered their BSNLMRS cards in the process of migrating to CGHS. Until their CGHS cards are issued and the necessary medical facilities become operational, they may be left in a vulnerable and uncertain position regarding access to medical treatment.

At their advanced age, medical emergencies cannot be predicted or postponed. If any unforeseen medical emergency occurs during this intervening period, where will these pensioners turn for treatment? Having surrendered their existing medical cards and awaiting completion of the new arrangement, they may find themselves helpless, without assured access to the medical facilities on which they depend. **It is a deeply distressing situation in which senior citizens, after following the prescribed procedure in good faith, could effectively be left out in the cold when they most urgently need medical care.**

BPS firmly believes that pensioners should not be made to suffer because of administrative delays after complying with the prescribed requirements. The transition from one medical arrangement to another should be seamless, with adequate safeguards to ensure that no pensioner is left without medical protection, even temporarily.

In view of the seriousness of the matter, we earnestly request you to:

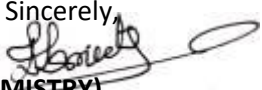
1. **Intervene personally and arrange for immediate issuance of the pending LPCs** in all the four cases mentioned above.
2. Direct the concerned officers to process these cases on a priority basis, without any further delay, and communicate the action taken to the applicants and their Association.
3. Take appropriate steps, in coordination with the concerned authorities, to ensure that the pensioners do not suffer a break in access to medical treatment during the transition from BSNLMRS to CGHS.
4. Examine the reasons for this prolonged delay and introduce an appropriate mechanism to prevent recurrence of such hardship to other pensioners.

We hope that your office will appreciate the urgency of the situation and act promptly in the interest of these senior citizens. A timely intervention will not only resolve the pending cases but also reassure the pensioners' community that their legitimate medical concerns are being treated with the seriousness they deserve.

We look forward to your immediate and favourable action.

With regards,

Yours Sincerely,



(D.D. MISTRY)

Secretary, BSNL/PSU Pensioners

Bharat Pensioner Samaj (BPS)

Copy to:(1) Shri S.H. Kantesaria, DS BDPA (I) RAJKOT for information (2) The Member Services, DoT, New Delhi
(3) The SG BPS New Delhi (4) Smt. Vandana Gupta, CGCA, New Delhi.