ESTABLISHED IN : 1955

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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A SYMBOL OF PENSIONERS' UNITY
MEMBER SCOVA

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No. BPS/BDPA(I)/RANJANI/ST/2026 Date: 5th November, 2026

To,

Shri A. Robert J. Ravi
Chairman & Managing Director
Bharat Sanchar Nigam Limited
Corporate Office, New Delhi – 110001

URGENT PLEASE

Subject: MOST URGENT – Personal intervention requested in the case of Smt. L. Ranjani, retired Office Superintendent, BSNL, Trichy – Alleged withholding of retirement benefits and irregular payment of provisional pension despite DoP&PW instructions.

Respected Sir,

1. Bharat Pensioners' Samaj (BPS), established in 1955, is an all-India federation of pensioners' associations working for the protection of pensioners' legitimate rights, welfare, dignity and social security. BPS represents the collective concerns of the pensioners' fraternity and takes up important pension-related grievances with the concerned Ministries, Departments and public sector organizations to secure the fair and timely implementation of applicable rules and government instructions. In my capacity as Secretary, BSNL/PSU, BPS, I wish to draw your urgent attention to a serious case of prolonged hardship being suffered by a retired BSNL employee, despite repeated representations and the existence of specific government instructions on the subject.
2. We wish to invite your urgent and personal attention to the prolonged hardship being suffered by Smt. L. Ranjani, a retired Office Superintendent of BSNL, Trichy, Tamil Nadu Circle, whose retirement benefits, including provisional pension, remain unsettled in connection with the verification of her Scheduled Tribe (ST) community certificate.
3. The matter has been pursued persistently by BDPA (India), Tamil Nadu Circle, through representations to the competent authorities. However, despite repeated interventions, including the detailed representation dated 24.09.2026 addressed to the Chief General Manager, BSNL, Tamil Nadu Circle, Chennai, the employee continues to face uncertainty and financial hardship. We consider it necessary to bring the complete facts and the serious administrative concerns raised by the Circle Secretary directly to your notice.

1. Prolonged withholding of retirement benefits despite specific government instructions:

1. The Circle Secretary, in the representation dated 24.09.2026, enclosed a copy of the Trichy administration's letter No. SCT/COM-CER/2017-2026/Smt. L. Ranjani/52, dated 22.09.2026, addressed to the retired employee. The communication seeks the SLSC inquiry call letter and acknowledgement of her attendance for processing provisional pension for the period from 01.07.2026 to 30.09.2026.
2. The Circle Secretary has pointed out that, according to the Association's information, retirement benefits of VRS-19 retired ST employees in other SSAs/BAs in Tamil Nadu Circle have been settled, whereas this particular case at Trichy continues to remain unresolved. This reported difference in treatment calls for an examination of the reasons why Smt. Ranjani's case has not been dealt with in accordance with the instructions applicable to similarly placed employees.

2. Provisional pension reportedly released in short spells of three months:

1. A particularly disturbing aspect of the matter is the allegation that provisional pension is being released only in short spells of three months, while arrears remain unpaid, without any specific government order being cited for such an arrangement.
2. The Circle Secretary has described this practice as causing serious mental and financial hardship to the retired employee, through no fault of her own. Pension is her essential source of livelihood. Requiring a retired employee to repeatedly pursue the authorities for the continuation of provisional pension, while the verification process remains incomplete, defeats the very purpose of providing financial security after retirement.
3. We therefore request that the circumstances in which provisional pension was stopped and subsequently processed in short spells be examined urgently. The applicable rules and prescribed procedures must be followed, and admissible provisional pension should be paid regularly without avoidable interruption.

3. Responsibility for verification rests with the competent administrative authorities:

1. The Circle Secretary has emphasized that verification of SC/ST/OBC community certificates should be undertaken by the competent authorities at the prescribed stage of service. The representation argues that, where verification was not completed at the appropriate time, the responsibility for the administrative lapse should not be transferred to the employee at the fag end of her service.
2. The Association has further stated that Smt. Ranjani has attended the inquiry before the State Level Scrutiny Committee (SLSC) whenever called upon to do so. If this position is confirmed from the records, her cooperation should be duly recognized.
3. The PGM, BSNL, Trichy, should coordinate directly with the SLSC and other competent authorities to obtain the necessary verification report and complete the prescribed process. The retired employee should not be made to bear the consequences of delays attributable to the administrative machinery.

4. We respectfully submit that the verification process can and should proceed in accordance with law. However, the pending inquiry should not, by itself, be treated as sufficient justification for indefinite interruption of admissible provisional pension, without examining the applicable government instructions and the circumstances of this individual case.

4. High Court proceedings and their relevance to the present case:

1. The representation dated 24.09.2026 also refers to the proceedings before the Madurai Bench of the Hon'ble Madras High Court. According to the Circle Secretary, the High Court set aside the order of the SLSC and directed a fresh inquiry in accordance with the guidelines laid down by the Hon'ble Supreme Court.
2. The Circle Secretary has further stated that BSNL did not file an appeal against the High Court's order and that the judicial proceedings referred to in the representation had come to an end, leaving the fresh inquiry to be conducted in accordance with the Court's directions.
3. These circumstances require due consideration by the Corporate Office. We request that the operative directions of the High Court be examined and that the competent authorities take appropriate action in accordance with the Court's order, the prescribed verification procedure and the applicable pension rules. The pendency of a fresh verification process should not be used as a reason for avoidable delay without examining the specific legal and administrative position.

5. DoP&PW instructions specifically address this problem:

1. We respectfully draw your attention to the Department of Pension & Pensioners' Welfare Office Memorandum No. 38/09(02)/2020-P&PW(A) (6721), dated 30.11.2021, concerning non-payment or delay in payment of retirement benefits due to pending caste-certificate verification.
2. The said memorandum provides important instructions for dealing with retirement benefits in cases where caste-status verification remains pending. It makes clear that retirement benefits should not be withheld or delayed merely on account of pending verification, subject to the applicable provisions governing departmental or judicial proceedings and the prescribed rules concerning provisional pension.
3. The Circle Secretary has pointed out that these instructions were communicated to the field units through the Department of Telecommunications and BSNL Corporate Office. The representation specifically refers to:

- DoP&PW Office Memorandum dated 30.11.2021;
- Department of Telecommunications endorsement dated 30.12.2021;
- BSNL Corporate Office letter No. 60-2/2020-SCT(Pt), dated 25.04.2022; and
- BSNL Corporate Office communication dated 28.04.2022.

4. The Circle Secretary has also referred to the Association's earlier letter dated 26.02.2023 and its subsequent representation dated 29.04.2026 to the PGM, Trichy, seeking implementation of the applicable instructions.
5. In view of these repeated communications, it is a matter of serious concern that the employee's case continues to remain unresolved. We request that the

Corporate Office ascertain whether the above instructions have been properly implemented by the concerned field authorities and issue clear directions wherever corrective action is required.

6. An appeal for fair treatment and administrative accountability:

1. Sir, the issue is not a request to bypass the verification process or to grant any benefit contrary to the rules. It is a request to ensure that the prescribed procedure is completed promptly and that a retired employee is not subjected to prolonged financial hardship because of delays in administrative action.
2. If verification was not completed at the appropriate stage, the reasons for that failure must be examined. The concerned Liaison Officers and Appointing Authorities should be required to explain the delay wherever warranted. The retired employee, who is stated to have cooperated with the inquiry, should not be made to suffer indefinitely for administrative omissions beyond her control.
3. We are particularly concerned that the DoP&PW instructions, having been circulated through the official channels, do not appear to have resulted in a timely resolution of this individual case. Your intervention is therefore necessary to ensure uniform implementation of the instructions and to prevent further avoidable hardship.

7. Our specific requests for your personal intervention:

In view of the foregoing facts and the representations already submitted, Bharat Pensioners' Samaj respectfully requests you to:

1. **Direct immediate resumption and regular payment of admissible provisional pension** to Smt. L. Ranjani, pending completion of verification and a final decision, in accordance with the applicable rules and government instructions.
2. Direct the PGM, BSNL, Trichy, to coordinate directly with the SLSC and the other competent authorities, obtain the necessary verification report and complete the prescribed process expeditiously.
3. Ensure that the case is examined in the light of the DoP&PW Office Memorandum dated 30.11.2021, the DoT endorsement dated 30.12.2021, the BSNL Corporate Office communications dated 25.04.2022 and 28.04.2022, and the relevant order of the Madurai Bench of the Hon'ble Madras High Court.
4. Call for an explanation regarding the reported stoppage of provisional pension, its release in three-month spells and the non-payment of arrears, and ensure that the matter is resolved in accordance with the prescribed rules and procedures.
5. Direct the settlement of all admissible retirement benefits at the earliest, including arrears lawfully payable, after due examination of the employee's entitlement and the applicable instructions.
6. Examine the reasons for the prolonged delay and fix responsibility for any administrative lapse established upon inquiry.

7. Call for an action-taken report from the CGM, BSNL, Tamil Nadu Circle, and the PGM, BSNL, Trichy, within a stipulated period, and ensure that a reasoned decision is communicated to the employee and this Samaj.

8. Concluding appeal:

1. Sir, a retired employee should not be left to face continuing financial insecurity while administrative authorities pursue a verification process that ought to be completed in accordance with the prescribed procedure. The continued uncertainty surrounding Smt. Ranjani's pensionary benefits calls for a humane, fair and time-bound decision.
2. We are confident that your personal intervention will ensure that the relevant facts, judicial directions and government instructions are examined objectively, and that appropriate relief is provided without further delay.
3. We therefore earnestly request you to treat this matter as **MOST URGENT** and issue suitable directions to the concerned authorities for immediate relief and early settlement of the case.

We look forward to your sympathetic consideration and a favourable action-oriented response.

With respectful regards,
Yours Sincerely,



(D. D. Mistry)
Secretary, BSNL/PSU
Bharat Pensioners' Samaj (BPS)

Enclosures to retain after the signature block

1. BDPA (India), Tamil Nadu Circle letter dated 24.09.2026 addressed to the CGM, BSNL, Tamil Nadu Circle, Chennai.
2. Trichy administration communication dated 22.09.2026.
3. DoP&PW Office Memorandum dated 30.11.2021.
4. DoT endorsement dated 30.12.2021.
5. BSNL Corporate Office letter dated 25.04.2022 and communication dated 28.04.2022.
6. BDPA (India), Tamil Nadu Circle letter dated 26.02.2023.
7. Association letter dated 29.04.2026 addressed to the PGM, BSNL, Trichy.

Copy for information and necessary follow-up:

1. The Chief General Manager, BSNL, Tamil Nadu Circle, Chennai.
2. The Principal General Manager, BSNL, Trichy.
3. Shri Avinash Rajput, Secretary General, BPS, New Delhi
4. Shri D. Chandrasekharan, CS BDPA (INDIA) TN Circle, Vellore