ESTABLISHED IN : 1955

BHARAT PENSIONERS' SAMAJ

(All India Federation of Pensioners' Associations)
(Registered No. 2023 of 1962-63)
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A SYMBOL OF PENSIONERS' UNITY
MEMBER SCOVA

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An Apex Body Federation of Pensioners' Associations

No.: BPS/BDPA-I/BSNL/MRS/2026 **Dated: 17th November, 2026**

To

Shri A. Robert Jerard Ravi, ITS
Chairman & Managing Director
Bharat Sanchar Nigam Limited
Bharat Sanchar Bhawan
H.C. Mathur Lane, Janpath
New Delhi – 110001

Subject: WITHDRAWAL OF ₹1,000/- MONTHLY OUTDOOR MEDICAL ALLOWANCE WITHOUT VOUCHERS – STRONG REITERATION OF PROTEST AND DEMAND FOR IMMEDIATE RESTORATION OF THE FACILITY – REQUEST FOR REVIEW AT THE HIGHEST LEVEL.

References:

1. BSNL Corporate Office Order No. BSNLCO-A/11(11)/4/2025-ESTAB dated 28.09.2026.
2. BPS representation No. BPS/BDPA-I/BSNL/MRS/2026 dated 29.09.2026.
3. Joint representation of the Committee of BSNL/MTNL Pensioners Associations dated 30.09.2026.

Respected Sir,

1. Bharat Pensioners' Samaj (BPS), an apex federation representing pensioners' associations across the country, once again draws your urgent attention to the abrupt discontinuation of the fixed monthly payment of ₹1,000/- without submission of medical vouchers to retired BSNL employees and their eligible dependent family members, with effect from 01.10.2026.
2. At the outset, we wish to recall that BPS had submitted a detailed representation on 29.09.2026, immediately after issuance of the above-referred Office Order, explaining in detail the humanitarian, administrative and practical difficulties that would arise from this decision.
3. Subsequently, the Committee of BSNL/MTNL Pensioners Associations, representing several pensioners' organizations, also addressed a joint protest letter on 30.09.2026, expressing strong opposition to the decision and announcing a programme of protest.

Unfortunately, the decision has already been brought into effect, leaving thousands of elderly pensioners and family pensioners to face the consequences.

1. A decision that requires reconsideration, not merely implementation:

1. We find it difficult to appreciate why a modest fixed medical assistance of ₹1,000/- per month, which had been available for several years, was considered necessary to be withdrawn so abruptly.
2. This arrangement was introduced to simplify medical assistance for retired employees. It provided a small but assured amount towards recurring outdoor medical expenditure without requiring pensioners to preserve bills, prepare claims and pursue reimbursement.
3. Its importance is not measured merely by its monetary value. Its real value lies in accessibility, simplicity and dignity for elderly beneficiaries.
4. *The earlier voucher-based arrangement had created considerable difficulties for retired employees in preparing and forwarding their outdoor medical claims. BSNL offices also frequently raised queries on individual claims, resulting in repeated correspondence, delays and growing dissatisfaction among pensioners. The process was equally burdensome for the concerned BSNL offices, which had to scrutinize individual claims and attend to repeated clarifications*.

2. Where is the justification for withdrawing this facility?

1. The Office Order refers to the approval of the BSNL Board vide Resolution No. BSNL/SECTT/BOARD C.R. No.17 of 2026-27 dated 21.09.2026.
2. However, the Office Order does not disclose the reasons, financial assessment or administrative justification that led to this decision.

We therefore request BSNL Management to make available:

(a) A copy of the relevant Board Resolution;

(b) The financial implications and assessment considered before taking this decision;

(c) The administrative justification for withdrawing the facility; and

(d) Details of the alternative arrangements, if any, proposed for the affected pensioners.

A decision affecting the medical welfare of thousands of retired employees deserves transparency and proper explanation.

3. CGHS cannot be treated as a compulsory substitute:

1. The availability of CGHS cannot automatically justify withdrawal of an existing BSNL medical facility.
2. Many pensioners retired several years ago and have continued under the prevailing BSNL medical arrangement. Migration to CGHS may involve substantial initial financial contributions, which may not be affordable for pensioners dependent upon a fixed monthly pension.

3. BPS has already suggested a practical arrangement whereby BSNL may directly remit the applicable CGHS contribution to the concerned authority against the pensioner's valid option and authorization.

We reiterate that a genuine alternative must be made accessible before an existing facility is withdrawn.

4. The burden of administrative convenience should not fall upon pensioners:

1. It is particularly unfortunate that elderly pensioners, widows, widowers and family pensioners, many of whom are living alone or in remote areas, will now have to depend upon the voucher-based reimbursement procedure.
2. The difficulties of obtaining bills, preserving documents, submitting claims and following up with concerned offices cannot be underestimated.
3. The existing experience of delays in medical bill reimbursement makes this change even more distressing.
4. A welfare arrangement should progressively reduce the difficulties of senior citizens, not increase them.

5. Absence of prior consultation is a serious concern:

1. The recognized pensioners' associations were not consulted before the decision was taken.
2. Circulation of the order to associations after the Board's decision cannot be regarded as meaningful consultation.
3. We strongly feel that any policy change affecting the established medical welfare arrangements of retired employees should be preceded by consultation with their representative organizations.

6. BPS's firm demands:

In view of the above, BPS once again urges the CMD and the BSNL Board to:

1. **Immediately restore the fixed monthly medical allowance of ₹1,000/- without vouchers**, with effect from 01.10.2026, including payment of arrears for the intervening period.
2. Alternatively, keep the discontinuation order in abeyance until a mutually acceptable and practical alternative is evolved in consultation with recognized pensioners' associations.
3. Furnish the copy of the relevant Board Resolution and the financial and administrative justification for withdrawal of the facility.
4. Evolve a workable mechanism for pensioners willing to migrate to CGHS but unable to arrange the initial contribution, including direct payment by BSNL against their valid authorization.
5. Ensure that the voucher-based reimbursement arrangement does not result in additional procedural hardship or unreasonable delays.
6. Arrange an early meeting with a delegation of the Committee of BSNL/MTNL Pensioners Associations to discuss the matter and arrive at an acceptable solution.

7. An appeal to the conscience of BSNL Management:

Sir,

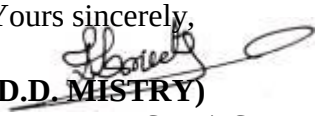
1. The pensioners who are affected by this decision are not asking for an extravagant benefit. They are seeking the continuation of a modest medical assistance which had become an established and convenient arrangement during their retired life.
2. They have served the Department of Telecommunications and BSNL during their productive years. At the present stage of life, when medical needs increase and physical mobility decreases, they naturally look towards their former organization for reasonable consideration and support.
3. **A saving of ₹1,000/- per pensioner per month, if any, must be weighed against the hardship imposed upon elderly citizens. Administrative economy should not become a source of hardship for those who have already completed their service to the nation.**

We sincerely hope that BSNL Management will rise to this occasion and demonstrate that the welfare of its retired employees continues to receive the consideration it deserves.

BPS expects an early, reasoned and positive response from your office and requests that the matter be placed before the BSNL Board for immediate reconsideration.

With regards,

Yours sincerely,



(D.D. MISTRY)
Secretary, BSNL/PSU
BHARAT PENSIONERS' SAMAJ

Copy for information and necessary intervention:

1. Hon'ble Minister of Communications, Government of India, New Delhi.
2. Secretary, Department of Telecommunications, Ministry of Communications, New Delhi.
3. All Members of the Board of Directors, BSNL, New Delhi.
4. Chairman, Committee of BSNL/MTNL Pensioners Associations, New Delhi.
5. All affiliated and associated pensioners' organizations.
6. The Member Services, DoT, New Delhi.
7. The Director HR, BSNL Corporate Office, New Delhi;
8. Secretary, DOPPW, New Delhi.
9. Shri Avinash Rajput, Secretary General, BPS New Delhi;