

O/o AGM (CDN), BSNL CO,  
Room No-29, IR Hall,  
Eastern Court, Janpath,  
New Delhi-110 001



**BSNL**  
*Connecting Bharat*  
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BSNLCO-COMN/12(11)/1/2025

Dated: 16.06.2025

To,

CGMs

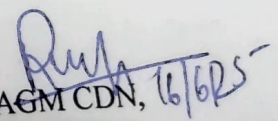
Telecom Circles, BSNL

Subject: Special Campaign 2.0 for timely and qualitative redressal of grievances of family pensioners and super senior pensioners during the period July 1-31, 2025.- reg

Please find enclosed herewith a copy of DOPPW letter F-No- 14/08/2025-P&PW(CPEN)-10838 dated 10.06.2025 which is self-explanatory on the above mentioned issue and also explaining the guidelines of the Special Campaign 2.0. The prime objective of the campaign is to provide qualitative redressal of the grievances. Hence, grievances should be closed on Portal only after their conclusive redressal. The relevant order/document including letter/e mail is also to be uploaded along with the Action Taken Report (ATR) at the time of redressal.

2. You are requested to take appropriate action timely for early disposal of these pendencies during the implementation phase of the campaign Period i.e. from 01.07.2025 to 31.07.2025. The list of cases pertaining to BSNL is enclosed.

This issues with the approval of competent authority.

  
AGM CDN, 16/6/25  
BSNL CO

Enclosures: as above.

**F-No- 14/08/2025-P&PW(CPEN)-10838**  
**Government of India**  
**Ministry of Personnel, Public Grievances & Pensions**  
**Department of Pension and Pensioners' Welfare**

3<sup>rd</sup> Floor, Loknayak Bhawan, Khan  
Market, New Delhi,  
10<sup>th</sup> June, 2025

**OFFICE MEMORANDUM**

**Subject: Special Campaign 2.0 for timely and qualitative redressal of Grievances of Family Pensioners and Super Senior Pensioners during the period July 1-31, 2025 - reg.**

The Government of India is committed towards the empowerment of women and welfare of Senior Citizens by effective redressal of Central Government pensioners' grievances.

2. In this connection, it has been decided to launch a Special Campaign 2.0, during the period July 1-31, 2025, for the timely and qualitative redressal of Grievances of Family Pensioners and Super Senior Pensioners in a mission mode approach. The Campaign will be conducted across all Central Ministries/Departments and their attached/subordinate offices.

3. The guidelines for the successful execution of the Special Campaign are outlined as under:

- I. DoPPW has prepared the list of Family Pensioners' grievances and Super Senior Pensioners' grievances, pending on CPENGRAMS Portal as on 09.06.2025 and the same is being shared with the concerned Ministries/Departments/Organizations for redressal under the campaign (Annexure-1).
- II. The Ministries/Departments/Organizations shall nominate Nodal PG officers well versed with the Pension rules/procedures for qualitative and expeditious redressal of the grievances, shared with them.
- III. DoPPW will coordinate the implementation of the campaign and provide necessary assistance on rules position and procedures as deemed necessary for support to Ministries/Departments. For further information, Ministries/Departments may contact Dr. Pramod Kumar, Director, DoPPW, (Telephone no.-011-24654734 and E-mail: pramod.kumar79@gov.in).
- IV. The prime objective of the campaign is to provide qualitative redressal of the grievances. Hence, grievances should be closed on CPENGRAMS Portal only after their conclusive redressal. The relevant order/document including PPO/letter/e-mail is also to be uploaded along with the Action Taken Report (ATR) at the time of redressal.



V. Success stories/Best practices may be widely disseminated by the concerned Ministry/Department/Organization through PIB/Tweet with a copy endorsed to this Department. The hashtag of the campaign is **#SpecialCampaignFamilyPension2.0**.

4. A total number of 2,210 grievances of Family Pensioners and Super Senior Pensioners pending with various Ministries/Departments/Organizations, as on 09.06.2025, are being taken up for redressal during the Special Campaign 2.0.

5. All the Ministries/Departments/Organizations are requested to direct the concerned officers including attached/subordinate/field offices under their jurisdiction to adhere to the above guidelines (Para 3) for successful implementation of the Special Campaign 2.0.

Enc: As stated above.



**(V.Srinivas)**

Secretary to the Government of India

To

Secretaries of the Ministries/ Departments  
Chairperson/DG of the Organizations.  
**(As per list enclosed)**