



Pensioners Outreach Programme in Ganderbal, Kashmir and process for opening Sub-office at Srinagar for BSNL Pensioners initiated

Posted On: 13 MAR 2026 3:38PM by PIB Delhi

A new initiative titled Pensioners Outreach Programme (POP) was launched in Ganderbal, Kashmir, aimed at strengthening engagement with and addressing the concerns of BSNL pensioners in the region.

Shri Ashish Joshi, Principal Controller of Communication Accounts (Pr. CCA), North Zone, along with Sh. Raj Karan Verma, CCA J&K, Sh. Amanullah Tak Jt. CCA J&K visited the homes of Bharat Sanchar Nigam Limited (BSNL) pensioners in Ganderbal to enquire about their welfare and understand the issues faced by them.

As part of efforts to improve the ease of living for BSNL pensioners in Kashmir, a meeting was also held on 12.03.2026 with the Chief General Manager, J&K Circle of BSNL to identify suitable space for establishing a sub-office of the CCA in Srinagar. The required space has been identified and the sub-office is expected to commence operations soon after the necessary approvals are obtained.

In the interim, the Pr. CCA, North Zone, in consultation with the CCA J&K and the CGM J&K BSNL, has decided that an officer from the CCA office, Jammu will visit Srinagar on a weekly basis. The officer will meet pensioners at a designated location provided by BSNL to address their grievances and provide necessary assistance until the Srinagar sub-office becomes operational.





The Pr. CCA, North Zone appreciated the proactive efforts of the CCA J&K, Jt. CCA J&K, Kush Kumar, CGM J&K and Arvind Pandey, PGM Kashmir of BSNL in facilitating this initiative. He expressed confidence that the establishment of the proposed sub-office in Srinagar will significantly help in resolving the issues of BSNL pensioners in the Kashmir region.

The initiatives are being undertaken in pursuance of the “*Seva Sankalp*” Resolution, adopted by the Union Cabinet on February 24, 2026, at “*Seva Teerth*” (the new PMO), which seeks to promote a citizen-centric work culture based on service, transparency and accountability. The Resolution aims to shift the ethos of governance from entitlement to dedication, embodying the spirit of “*Nagrik Devo Bhava*” (Citizen is God). The initiatives are inspired by the principle of **Spirit of Service**, which calls for decisions to be guided by service to 1.4 billion citizens, with a focus on simplifying life for the last person in the country.

ARJ

(Release ID: 2239567) Visitor Counter : 315

Read this release in: Urdu , हिन्दी

