



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014

[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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No. AIBSNLREA/CHQ/2024/12

Dated 16th February 2024

To

Ms. Anuradha Joshi Durgapal,
Controller General of Communication Accounts,
New Delhi

Sub: Enormous delay in issue of IDA-CDA mapping certificate for the purpose of deciding monthly contribution for availing CGHS facility by BSNL absorbed pensioners – request for automating the process

Madam,

We would like you to recall our informal meeting with you on 26.09.2023, wherein there were discussions on the suggestions submitted by us in connection with the difficulties faced by BSNL pensioners on their migration to SAMPANN. One of the suggestions was 'automating the works like issue of CDA-IDA mapping certificates for switching over to CGHS.'

2. We still receive grievances from our members that there is unduly long delay in issue of IDA-CDA mapping certificates, resulting in delay in switch-over to CGHS. Those who had surrendered their BSNL MRS card before applying for the mapping certificate are in a soup and they keep praying that nothing untoward happens before they get the CGHS card. Many applications have been reportedly lost or misplaced among the piling number of requests. CCAs handling large number of BSNL absorbed pensioners are finding it difficult to issue the certificate timely and without delay.

3. As the SAMPANN has data of the IDA pay scale, the basic pay at the time of retirement and the grade in which a pensioner has retired, there should not be any difficulty to insert a

programme to match these with the corresponding CDA pay scale and creation of the mapping certificate, which can be downloaded by the pensioner from the SAMPANN portal, of course after due authentication through OTP. This will be a simple and easy task for the IT team entrusted with SAMPANN Version 2.0.

4. We would therefore request you to kindly look in to the matter and request your IT team to develop some methodology to implement such automated creation of the certificate and availability for download, with immediate attention. Once it is implemented, not only the pensioners but also the dealing officials in CCA offices will heave a sigh of relief.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '16/2/24' written below it.

(R.R. Balasubramanian)
General Secretary