



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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No. AIBSNLREA/CHQ/2023/100

Dated: 18th December 2023

To

Ms Anuradha Joshi Durgapal,
Controller General of Communication Accounts,
New Delhi-110001.

Sub: Issue of Pensioner ID card to BSNL pensioners in revised format – suggestion to simplify the process

Ref: DoP&PW OM No.41/21/2000-P&PW(D) dated 19th February 2018

Madam,

This is in continuation of our earlier letter No.AIBSNLREA/CHQ/2023/47 dated 19th May 2023 on the above subject. We hereby reiterate the entire contents of the letter, since they went unconsidered then.

2. Ever since DoP&PW issued instructions in the year 2015 and later in 2018 on the subject, this Association had been requesting DoT to issue ID card in the DoP&PW approved format to all pensioners including BSNL absorbed pensioners. Several CCAs started issuing notifications since June 2022 regarding organising 'ID card Camp' for issue of Pensioner ID card to CDA/IDA pensioners, claiming it to be yet another step towards providing quality services to the senior citizens. But more than one year after that, very few ID cards have been issued in a few Circles, that too with many complaints of glaring mistakes. Some CCAs are reported to have not yet initiated the process at all.

3 It is understood that the matter is being delayed due to shortage of staff and infrastructure in CCAs offices and the process of printing, laminating and despatching the Pensioner ID cards to the concerned pensioners.

4. With almost all of the pensioners having been migrated to SAMPANN, there should not be any difficulty in digitally processing the application for Pensioner ID card, as all the details required to be furnished as per the revised format issued by DoP&PW, are already available in the system. Uploading the recent photographs of the pensioners will only be the remaining task. The cost of printing, laminating and despatching can be saved by following

the mechanism successfully implemented by CGHS wherein the beneficiaries are able to download the CGHS card, get it printed and laminated on their own. Of course, before uploading the final version of the ID card, the Pensioner may be given access to the draft ID card so that the pensioner can check for any mistakes in the card and request correction. **Anyhow, a few pensioners who may find it difficult to access, download and get it printed, may be allowed an option to collect the printed and laminated cards from the concerned CCA office.**

5. We request that serious consideration may be given to the above suggestion which will save cost, labour and delay in issue of Pensioner ID card in the DoP&PW approved format to all the BSNL absorbed pensioners.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R R Balasubramanian', with the date '18/12/23' written below it.

(R R Balasubramanian)
General Secretary