



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/2025/26

Dated 17th March 2025

To
Shri Manish Sinha,
Controller General of Communication Accounts,
Department of Telecommunications,
New Delhi

Sub: Avoidable delay in issue of Pensioner ID card to BSNL pensioners in revised format

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

Sir,

This is in continuation of our earlier letters on the above subject. Ever since DoP&PW issued instructions in the year 2015 and later in 2018 on the subject, this Association has 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 nearly three years after that, very few ID cards have been issued in a few Circles.

2. It is obvious that the matter is being delayed due to shortage of staff and infrastructure in CCAs offices and the arduous process of printing, laminating and despatching the Pensioner ID cards to the concerned pensioners. **It has also been brought to our notice that even the printed cards remain unissued with the CCAs as the pensioners are required to collect them in person from CCA offices and due to the reluctance on the part of the CCAs to despatch them through Speed Post.** Maybe some pensioners residing in the headquarters of the CCAs do collect them in person but expecting everyone to visit the CCA office for the purpose will be unreasonable and unjustified given their advanced age.

3. Keeping in view the above impediments, **we have been repeatedly requesting that a facility be introduced in SAMPANN allowing the pensioners download the soft copy of the ID card, get it printed and laminated by themselves, similar to the practice being successfully followed by CGHS.**


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 this mechanism. 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. In response to our earlier letters on the subject, we were informed that “in case of pensioners whose case was processed on SAMPANN, there is a facility to generate the identity card of pensioners through SAMPANN”. But these pensioners tell us that there is no such provision in SAMPANN.

6. We request that serious consideration may be given to the above 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. **The cards already printed and laminated may be despatched through Speed Post as some cost has been already incurred for printing and laminating and despatching cost should not be seen as prohibitive.**

With kind regards,

Yours sincerely,



17/3/25

(R.R. Balasubramanian)

General Secretary

Copy to:

01. Shri V Srinivas,
Secretary (Pension), DOP&PW,
New Delhi.

02. Dr. Neeraj Mittal,
Secretary, DoT, New Delhi