



# 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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### President

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### Financial Secretary

Awadesh Sharma  
(M) 9968630008

No.AIBSNLREA/CHQ/2026/1

Date: 05.01.2026

To

Ms.Vandana Gupta,  
Controller General of Communication Accounts,  
New Delhi.

**Sub: Undue delay in issuing Pensioner ID Cards – Incomprehensible reluctance on the part of DoT in accepting our suggestion for providing downloadable card.**

Ref: Our letter No. AIBSNLREA/CHQ/2025/26 dated 17.03.2025

Madam,

We have been repeatedly taking up the matter through several letters, with the latest one cited above, wherein we had requested that a provision be made in the SAMPANN portal enabling pensioners to download their Pensioner Identity Cards so that they may print and laminate the same at their convenience. We were compelled to put up the suggestion due to the undue delay in issuing physical ID cards as per the format stipulated by DoP&PW.

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 pensioners concerned. It is also a fact 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. More than three years have passed since CCAs across the country issued notifications for issuing Pensioner ID Cards and collected the required data and photographs from BSNL pensioners. Despite this, only a small percentage of ID cards have been issued in all circles. It is agonizing to learn that some CCAs are of the opinion that issuing ID Cards is

*not mandatory*, which is contrary to the very purpose of the notifications issued earlier and has caused confusion and hardship for pensioners.

4. In the absence of physical issuance by CCAs, the only practical and uniform solution is to enable pensioners to download their ID Cards directly from SAMPANN. This is already being successfully implemented in CGHS, where beneficiaries can download their e-cards instantly. A similar facility in SAMPANN would ensure timely availability of ID Cards to all pensioners, eliminate dependence on local CCA offices and reduce administrative burden on CCA offices.

5. The Department of Telecommunications' hesitation to adopt this straightforward solution for issuing pensioner ID cards is difficult to understand. Given that the CGHS has already implemented a similar system for its beneficiaries with notable success, it is disappointing that the same approach is not being extended to SAMPANN pensioners.

6. We therefore once again earnestly request that an appropriate provision be incorporated in SAMPANN at the earliest to allow pensioners to download their Pensioner ID Cards in a printable format.

With kind regards,

Yours sincerely,

Handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian' with the date '5/1/26' written below it.

(R.R. Balasubramanian)

General Secretary

Encl: As stated

Copy to: 1. Shri Amit Agrawal,  
Secretary, DoT

2. Shri Dhruvajyoti Sengupta,  
Joint Secretary (Pension), DoP&PW