



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

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No. AIBSNLREA/CHQ/2023/92

Dated: 22nd November 2023

To

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

Sub: Request to ensure automatic updation of Life Certificate in SAMPANN on successful submission through Jeevan Pramaan

Madam,

We are thankful for the timely issue of order vide your office letter No. 13-50/2020-21/BA&IT\10007 to 10036 dated 21.11.2023, extending the validity of Life Certificate expiring in October 2023 by one month, thereby avoiding a major crisis of stoppage of pension to those who have successfully submitted Life Certificate through Jeevan Pramaan but their names continue to appear in the list of pensioners who are yet to submit their Life Certificate due to non-updation of their Life Certificate in SAMPANN. Hundreds of pensioners are facing this situation, at least under CCA Tamilnadu to our knowledge.

2. Lack of auto-updation of Life Certificate in SAMPANN after submission through Jeevan Pramaan, has been the major difficulty reported by SAMPANN pensioners across the country. The need to download the Life Certificate from SAMPANN and send it to the CCA concerned through email, post or delivery in person is defeating the entire purpose of digitalization of the procedure for submission of Life Certificate. The pensioner is left wondering if and when the updation in SAMPANN will take place and if he will draw his pension in time. Often, the pensioner is required to submit a copy of Aadhaar again and more details according to the intuition of the official handling the issue. With no response from the CCA office to the emails

and over phone, the pensioner feels helpless and agitated. We feel this situation is entirely avoidable, as we learn that there are already guidelines existing for automatic updation without manual intervention.

3. We are aware of your empathy towards the issues of pensioners and your resoluteness in suggesting ways and means to your team to foresee and avoid difficulties for the pensioners. We therefore request you to kindly have an urgent look into this matter and cause a permanent solution in order that the pensioners lead a peaceful life in the later years of their lives.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)
General Secretary