



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/2026/53

Dated: 21st September 2026

To

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

Subject: Request for acceptance of digitally submitted Life Certificates obtained through Indian Embassies, for BSNL Pensioners residing abroad

Madam,

We hereby bring to your kind notice the practical difficulties faced by BSNL pensioners residing abroad in submitting their Life Certificates for continuation of pension. At present, pensioners residing outside India or even temporarily visiting other countries, are required to obtain their Life Certificate duly attested by the Indian Embassy or Consulate there and send the original physical copy to the concerned CCA. This procedure causes considerable hardship to senior pensioners abroad, who face delays and uncertainties in international postal or courier delivery, and remain anxious about the possibility of loss or damage of the physical document in transit.

2. In view of these genuine difficulties, it is respectfully submitted that an additional, secure digital mode of submission may kindly be considered for pensioners residing abroad. Acceptance of scanned copies of Life Certificates attested by Indian Embassies, when transmitted through secure and verifiable channels, will greatly ease the burden on pensioners without compromising procedural integrity. Such digital submission can be enabled either through an OTP authenticated upload facility within the SAMPANN portal, or through direct transmission from the official email ID of the Embassy to the concerned CCA, or through digitally signed PDF documents issued by the Embassy, which are already legally valid under the IT Act, 2000. These methods will ensure authenticity, prevent tampering, and provide a complete audit trail.

3. We fully understand that pension documentation requires safeguards relating to identity verification, prevention of digital alteration, secure transmission, and compliance with CCS (Pension) Rules and audit requirements. The suggested mechanisms will adequately address these concerns and are in line with the Government's Digital India initiatives.

4. In view of the above, we request you to kindly examine the feasibility of permitting digitally submitted Life Certificates for BSNL pensioners residing abroad and issue suitable guidelines or amendments to existing procedures. This measure will significantly reduce hardship for senior pensioners living overseas and ensure uninterrupted drawl of pension while maintaining the required standards of security and verification. We would be grateful if our request is considered sympathetically and a practical solution is explored, rather than rejecting the suggestion outright as non-feasible.

With kind regards,

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'R.R. Balasubramanian', with the date '21/9/26' written below it.

(R.R. Balasubramanian)
General Secretary

Copy to: Smt. Nivedita Shukla Verma,
Secretary (Pension), DoP&PW