



## ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

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Dated: 3<sup>rd</sup> July 2023

To

Shri Dilip Padhye,  
Controller General of Communication Accounts,  
New Delhi-110001.

**Sub: Difficulties faced by pensioners migrated to SAMPANN due to wrong input of personal data, particularly mobile number**

Sir,

We are constrained to draw your kind attention to the numerous difficulties faced by pensioners on migration to SAMPANN, with wrong entries of personal data, most importantly wrong or NIL mobile number.

2. Ever since migration of pre- January 2019 pensioners to SAMPANN commenced last year, there have been quite a lot of complaints from the pensioners that their personal data entered in SAMPANN are wrong, with incorrect date of birth, mis-spelt names, blanks in spouse's name, mobile number, incorrect bank account number, IFSC and so on. Requests for corrections still remain unattended, except in a few cases. It is said that the corrections are to be done centrally and the CCA offices have no role. This has resulted in delayed payment of pension, non-payment of pension due to wrong bank details, delay in ordering family pension and restoration of commutation of pension after 15 years.

3. The case of the pensioners whose mobile numbers are left blank, is more pathetic, as they are not even aware that they have been migrated to SAMPANN, as no SMS is received and they cannot log in to check the data and register a complaint. It takes a lot of time and effort on the part of the pensioners and their associations to pursue each case for getting the mobile numbers added. Although it was claimed to be a part of teething trouble, it cannot go on for ever.

4. We request your urgent attention to the issue so that not only the pensioners are relieved of the unwarranted mental stress but also the CCA infra-structure does not crumble due to overload.

With kind regards,

Yours sincerely,



(R R Balasubramanian)

General Secretary

Copy to:

01. Shri V Srinivas,  
Secretary (Pension), DOP&PW,  
New Delhi.
02. Shri K Rajaraman,  
Secretary, DoT, New Delhi