



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

### Central Headquarters

Flat No.6, Second Floor, Subiksha Apartment,  
10/41, Sowrashtranagar 7<sup>th</sup> Cross Street, Choolaimedu, Chennai – 600094  
Email: [gensecaibsnlrea@yahoo.com](mailto:gensecaibsnlrea@yahoo.com)

#### President

V. Chinnappiah  
(M) 9444003300

#### General Secretary

R.R.Balasubramanian  
(M) 9486100613

#### Financial Secretary

Awadesh Sharma  
(M) 9968630008

Website: <https://www.aibsnlrea.org>

No. AIBSNLREA/CHQ/2023/60

Dated: 16<sup>th</sup> August 2023

To

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

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

**Ref: Our letter No.AIBSNLREA/CHQ/2023/54 dated 3<sup>rd</sup> July 2023**

Sir,

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

2. We had brought to your kind attention, through our letter cited under reference above, that 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, PAN, IFSC and so on. Requests for corrections still remain unattended, except in a very few cases. This is causing 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. We had further pointed out that 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. Problems in logging in even with correct mobile numbers, are also being reported. 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. It is seen that no time limit has been prescribed for attending to such complaints, made through email/post/online in SAMPANN, by the concerned CCAs. As the sufferings of the pensioners are adding up every day, it is high time that a report is called from all the CCAs regarding number of complaints received on incorrect data, complaints resolved and complaints pending. Specific time limit may also be prescribed for resolving the complaints and the progress be monitored.

5. We request your urgent attention to the issue as the number of complaints is reported to be huge, even while quite a number of pensioners who are not tech-savvy are grieving in silence.

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