



ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

Central Headquarters

Flat No.6, Second Floor, Subiksha Apartment,
10/41, Sowrashtranagar 7th Cross Street, Choolaimedu, Chennai – 600094
Email: gensecaibsnlrea@yahoo.com

President

V. Chinnappiah
(M) 9444003300

General Secretary

R.R.Balasubramanian
(M) 9486100613

Financial Secretary

Awadesh Sharma
(M) 9968630008

No. AIBSNLREA/CHQ/2023/72

Dated: 25th September 2023

To

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

Madam,

We have been bringing to the notice of your predecessors, time and again, the difficulties faced by the pre-January 2019 pensioners on migration of their pension to SAMPANN, requesting remedial action.

2. Ever since the migration of pension of these 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. 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 therefore they cannot log in to check the data and register a complaint.

3. Some pensioners with correct mobile number entered in SAMPANN too face difficulty in logging in to the portal with some automated messages asking them to try again. The change in the validity of Life Certificate on migration to SAMPANN is also creating issues with many of the pensioners unaware of the change failing to submit the Life Certificate within the new timeline, resulting in non-drawal of pension. Life becomes a nightmare for these pensioners, as they have to run here and there for getting a Life Certificate, which they had not planned and prepared for, submit the certificate to the CCA and then wait for the release

of their pension. Though Digital Life Certificate can be submitted through email, some still insist submitting it in person to the CCA office, completely defeating the purpose of introduction of DLC through Jeevan Pramaan. We cannot expect that every pensioner or his representative will be willing to travel long distances to submit the Life Certificate. A comprehensive list of difficulties faced by the pensioners is enclosed as **Annexure-I**

4. Most importantly, the pensioners are left wondering as to when their request to resolve some grievance, submitted either through email or by post or through SAMPANN portal, will be considered or whether their request has been noticed at all. A simple acknowledgement of receipt of the grievance by any means will go a long way in instilling a feeling of confidence in the pensioner and ensuring peace of mind. After the successful and massive exercise of digitalising the pension disbursement, there should be no difficulty in executing this simple requirement.


We therefore suggest the following:

1. Acknowledging the receipt of grievance through whichever mode it has been submitted.
2. Prescribing a time limit for resolving the grievances by the CCAs.
3. Periodical monitoring by the CGCA of the number of grievances received, resolved and pending with each CCA.
4. Reducing the workload of the CCAs by automating the works like issue of CDA-IDA mapping certificates for migration to CGHS and simplifying the procedure for authorising and drawal of FMA under CGHS.
5. Fixing a deadline for resolving all the grievances received regarding incorrect/missing entries of personal data under SAMPANN.

5. We shall be thankful if the above suggestions are considered and implemented at the earliest, as this will end all agony of the pensioners and will also ease the pressure on the reportedly understaffed CCA offices.

With kind regards,

Yours sincerely,


25/9/23

(R.R. Balasubramanian)
General Secretary

Encl: Annexure-I

**DIFFICULTIES FACED AFTER MIGRATION TO SAMPANN
AS REPORTED BY PENSIONERS**

1. Incorrect or absence of Date of birth and Mobile number. This is very common in respect of family pensioners.
2. Inability to login even with correct mobile number and date of birth.
3. Inability to login into second pension account in respect of those drawing two pensions (their own pension and family pension) as the mobile number and DoB used for logging in are same.
4. In respect of family pensioners, the details of deceased pensioner are not correct in many cases.
5. Even though death certificates had been submitted in respect of a few deceased pensioners, their names continue to appear in the list of 'Life certificate not submitted'.
6. Undue delay in reauthorising family pension even after submitting the application and also delay in drawing arrears of family pension arrears after reauthorisation.
7. After migration it is being reported that in few cases there is difference in the amount of pension drawn thro' SAMPANN and the amount drawn by the bank/post office mainly due to the difference in the commutation amount.
8. Date of birth of the spouse shown against the Date of Birth of the pensioner and vice versa.
9. Incorrect/Absence of Date of retirement/Date of death of the pensioners in a few cases.
10. Bank/Post office SB account details are not shown in many cases.
11. Pensioners are facing difficulties while giving the Digital life certificate as the old PPO is appearing even after feeding the new PPO Number, in many Common Service Centres.
12. Delay in paying arrears of pension stopped due to non-submission of life certificate and after restoration of pension following submission of life certificate.
13. Asking the pensioner to submit Digital Life Certificate in person at CCA office even after sending it through email.
14. No response in the published Telephone numbers of CCA office even after repeated attempts. No response or acknowledgement to grievances submitted through email by the pensioners. No action taken on grievances lodged through SAMPANN.
15. Details in Pension slip are inadequate. Under due/drawn column, Basic pension, Dearness Relief in amount (Not percentage), FMA, Others (arrears if any), Gross pension may be shown. Similarly, under deduction column commutation amount, IT, over payment if any may be shown. Finally, the net amount payable may be shown.