



**Government of India**  
**Ministry of Communications**  
**Department of Telecommunications**  
**Office of Controller General of Communication Accounts**  
**NICF Campus, Ghitorni, New Delhi – 110047**

No. 13-81/2020-21/BA&IT/2877-2905

Dated 03.12.2024

To,

Shri R.R. Balasubramanian,  
General Secretary, AIBSNLRE Association  
Flat no.-6, Second Floor, Subiksha Apartment,  
10/41, Sowrashtranagar 7<sup>th</sup> Cross Street, Choolaimedu,  
Chennai-600094

**Subject: Avoidable delay in issue of Pensioner ID card to BSNL pensioners in revised format-reg.**

With respect to your appeal DOTEL/E/A/24/0008182 on PG Portal dated 13.11.2024 on the subject cited above vide, the following points are as under:

1. In pursuance of DoP&PW letters, this office vide their letters have already issued/circulated instructions to all CCA Offices from time to time for issuing Id cards to pensioners. Accordingly, all CCAs offices are also actively engaged in the process of issuing IDs cards.
2. Secondly, SAMPANN already has a module for issuance of Identify card for pensioners whose PPO has been issued in SAMPANN.
3. Further, for migrated pensioners the data purification exercise in the form of KYP (know your Pensioner) camps is under progress.
4. Your valuable suggestions in r/o enabling access of downloading identity card, will be taken into consideration for upcoming improvements in SAMPANN 2.0.

This is issued with approval of the Competent Authority.

Accounts Officer (BA&IT)

Copy to:

All Pr CCAs/CCA/Jt CCA for taking pro active step in issuance of Pensioners ID card.