

Details for registration number : DOPPW/E/2025/0089848

Name Of Complainant R R Balasubramanian GS AIBSNLREA

Date of Receipt 06/12/2025

Received By Pensions and Pensioners Welfare
Ministry/Department

Grievance Description

This grievance pertains to non-implementation of Department of Pension Pensioners Welfare, OM vide F.No. 1(3)2022-PPW(H) dated 20.02.2024 and F.No. 1(2)/2023-PPW(H) dated 13.01.2025, which has mandated PDAs to send SMS alerts after submission of DLC by the pensioners through Jeevan Pramaan. A detailed representation is enclosed.

Current Status Case closed

Date of Action 19/12/2025

Remarks

Please find below remarks received from CGCA.

It is submitted that under the enhanced system of SAMPANN 2.0, a comprehensive alert mechanism has been introduced to ensure timely and targeted dissemination of information to stakeholders. Various alerting tools such as dashboards, system notifications, SMS alerts, emails, and pop-up messages have been implemented. Under this enhanced system, SMS alerts are already being sent to pensioners, including BSNL absorbed pensioners, upon acceptance of their Digital Life Certificate (DLC).

However, with regard to sending SMS alerts in cases of rejection or non-updation of DLC after stoppage of pension, it is submitted that this functionality is currently under process. At present, SAMPANN sends SMS alerts automatically to the mobile number registered in its database. In contrast, the Jeevan Pramaan portal allows pensioners to submit their DLC using any mobile number at the time of submission, which may differ from the mobile number registered in SAMPANN.

Accordingly, in SAMPANN 2.0, necessary enhancements and system-level improvements are being carried out to enable SMS alerts to be sent to the same mobile number that was used for submitting the DLC on the Jeevan Pramaan portal. This will help ensure accurate and effective communication with pensioners. The said enhancement is presently under development. Hence the case is disposed of.

Officer Concerns To

Officer Name	Sh. B M Patel (Director MOC PG)
Organisation name	Department of Telecommunications
Contact Address	Room No.605, 6th Floor Mahanagar Doorsanchar Bhawan Near Zakir Hussain College Old Minto Road New Delhi
Email Address	dirpg.hq-dot@gov.in
Contact Number	01123222412
