

Fwd: Request for acceptance of digitally submitted Life Certificates obtained through Indian Embassies, for BSNL Pensioners residing abroad

From: Cpengrams Cpengrams (cpengrams-dppw@nic.in)

To: dirpg.hq-dot@gov.in; sobo3-dfs@nic.in

Cc: gensecaibsnlrea@yahoo.com

Date: Thursday, September 24, 2026 at 10:29 AM GMT+5:30

Madam/Sir,

The trail mail dated is being forwarded here with the request to look into the matter and redress the same as per extant rules within the stipulated period of 21 days. The action taken/status of the case may be intimated to this Department and also to the concerned Pensioner.

Regards

DoPPW

===== Forwarded message =====

From: Dhrubajyoti Sengupta <as-doppw@gov.in>

To: "Cpengrams Cpengrams" <care.dppw@nic.in>

Date: Mon, 21 Sep 2026 18:55:49 +0530

Subject: Fwd: Request for acceptance of digitally submitted Life Certificates obtained through Indian Embassies, for BSNL Pensioners residing abroad

===== Forwarded message =====

===== Forwarded message =====

From: Ms. Nivedita Shukla Verma <secy-arp@nic.in>

To: "Dhrubajyoti Sengupta" <js-doppw@gov.in>

Date: Mon, 21 Sep 2026 15:54:09 +0530

Subject: Fwd: Request for acceptance of digitally submitted Life Certificates obtained through Indian Embassies, for BSNL Pensioners residing abroad

===== Forwarded message =====

सादर / With regards,

सचिव कार्यालय (डीएआरपीजी एवं डीपीपीडब्ल्यू)

O/o Secretary (DARPG & DPPW)

प्रशासनिक सुधार एवं लोक शिकायत विभाग तथा

Department of Administrative Reforms & Public Grievances and

पेंशन एवं पेंशनभोगी कल्याण विभाग,

Department of Pension & Pensioners' Welfare

कार्मिक, लोक शिकायत तथा पेंशन मंत्रालय,

Ministry of Personnel, Public Grievances & Pensions

कक्ष संख्या 512, पांचवीं मंजिल, सरदार पटेल भवन, संसद मार्ग, नई दिल्ली-110001

Room No.512, 5th Floor, Sardar Patel Bhawan, Sansad Marg, New Delhi-110 001

दूरभाष : 011-23742133, ईमेल : secy-arp@nic.in

Tel : 011-23742133, Email: secy-arp@nic.in

===== Forwarded message =====

From: General Secretary AIBSNLREA <gensecaibsnlrea@yahoo.com>

To: "CGCA" <cgca-dot@gov.in>

Cc: "Shri V. Srinivas" <secy-arp@nic.in>

Date: Mon, 21 Sep 2026 09:50:59 +0530

Subject: Request for acceptance of digitally submitted Life Certificates obtained through Indian Embassies, for BSNL Pensioners residing abroad

===== Forwarded message =====

Madam,

We hereby bring to your kind notice the practical difficulties faced by BSNL pensioners residing abroad in submitting their Life Certificates for continuation of pension. At present, pensioners residing outside India or even temporarily visiting other countries, are required to obtain their Life Certificate duly attested by the Indian Embassy or Consulate there and send the original physical copy to the concerned CCA. This procedure causes considerable hardship to senior pensioners abroad, who face delays and uncertainties in international postal or courier delivery, and remain anxious about the possibility of loss or damage of the physical document in transit.

2. In view of these genuine difficulties, it is respectfully submitted that an additional, secure digital mode of submission may kindly be considered for pensioners residing abroad. Acceptance of scanned copies of Life Certificates attested by Indian Embassies, when transmitted through

secure and verifiable channels, will greatly ease the burden on pensioners without compromising procedural integrity. Such digital submission can be enabled either through an OTP authenticated upload facility within the SAMPANN portal, or through direct transmission from the official email ID of the Embassy to the concerned CCA, or through digitally signed PDF documents issued by the Embassy, which are already legally valid under the IT Act, 2000. These methods will ensure authenticity, prevent tampering, and provide a complete audit trail.

3. We fully understand that pension documentation requires safeguards relating to identity verification, prevention of digital alteration, secure transmission, and compliance with CCS (Pension) Rules and audit requirements. The suggested mechanisms will adequately address these concerns and are in line with the Government's Digital India initiatives.

4. In view of the above, we request you to kindly examine the feasibility of permitting digitally submitted Life Certificates for BSNL pensioners residing abroad and issue suitable guidelines or amendments to existing procedures. This measure will significantly reduce hardship for senior pensioners living overseas and ensure uninterrupted drawl of pension while maintaining the required standards of security and verification. We would be grateful if our request is considered sympathetically and a practical solution is explored, rather than rejecting the suggestion outright as non-feasible.

With kind regards,

-R R Balasubramanian, GS AIBSNLREA



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