

Grievance no. DOPPW/E/2025/0089848 registered on the CPGRAMS portal regarding sending of SMS alerts by PDAs after submission of DLC by the pensioners

From: Prabhat Dikshit (ddg.smc-dot@gov.in)

To: gensecaibsnlrea@yahoo.com

Cc: ddgpg-dot@nic.in; dirpg.hq-dot@nic.in; adet-dotpg@gov.in

Date: Wednesday, December 24, 2025 at 01:21 PM GMT+5:30

Dear Shri R R Balasubramanian,

Please refer to grievance no. DOPPW/E/2025/0089848 registered on the CPGRAMS portal regarding sending of SMS alerts by PDAs after submission of DLC by the pensioners.

The grievance has been closed on the portal, with the following remarks from the O/o CGCA, DoT: "...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.....". In view of this reply, it is expected that the facility of sending SMS alerts in case of rejection or non-updation of DLC will be shortly implemented by O/o CGCA. Please feel free to contact me in case there is anything more to share in this matter.

Please note that the Department of Telecommunications (DoT), Govt. of India, remains committed to resolving all your concerns. It is requested to acknowledge the receipt of this email.

सादर / Regards

प्रभात दीक्षित / Prabhat Dikshit

उप महानिदेशक (एस एम सी) / Dy. Director General (SMC)

दूरसंचार विभाग, भारत सरकार / Dept. of Telecommunications, Govt. of India

Tel no. 011-23210384

