



# ALL INDIA BSNL PENSIONERS' WELFARE ASSOCIATION

CHQ [ Regd. No. T 1833/09 ]

Member-SCOVA Identified & Registered under 'Pensioners Portal

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To

The Controller General of Communication Accounts  
Department of Telecommunications  
New Delhi

Subject: Continuing deficiencies in implementation of SAMPANN – Delays in issue of e-PPOs, Pensioner Identity Cards.

Madam,

We invite kind reference to our earlier representation dated 28-10-2025 seeking expeditious issue of e-PPOs under SAMPANN. We had pointed out that during migration of pensioners' data from Banks and Post Offices to the SAMPANN platform, verification was largely confined to essential fields required for pension payment, while discrepancies persisted in several other fields such as date of birth, spouse particulars and family pension details. These deficiencies continue to cause operational difficulties and hardship to pensioners and family pensioners.

At the time of introduction of SAMPANN, the then Member (Finance), DoT, Ms. Anuradha Mitra, had assured pensioners' associations that the system would enhance efficiency in pension administration, expedite settlement of pensionary claims and minimize the need for physical intervention by pensioners. We were also informed that a similar system had been operating successfully in the Defence sector and that telecom pensioners would derive significant benefits from its implementation.

However, the experience of telecom pensioners over the years has not fully matched those expectations.

Despite submission of KYP forms and all requisite documents by pensioners, the issue of e-PPOs and Pensioner Identity Cards remains pending in a large number of cases.

We continue to receive complaints regarding the grievance redressal mechanism under SAMPANN. In many cases, grievances are marked as 'disposed of' without any visible resolution or communication to the pensioner. Such practices erode confidence in the system and undermine the credibility of the online grievance redressal process.

Since SAMPANN has been in operation for nearly a decade, these issues can no longer be regarded as teething troubles associated with the introduction of a new system. A mature digital platform should be capable of ensuring seamless pension administration, prompt grievance redressal and uniform standards of service across all CCA offices.

SAMPANN should deliver seamless pension administration through timely payment of Pension and Family Pension, settlement of arrears, prompt issue of e-PPOs and Identity Cards, and effective grievance redressal, without requiring pensioners to repeatedly pursue routine services.

We therefore request that:

1. A time-bound programme be launched for issue of e-PPOs to all telecom pensioners and family pensioners.
2. Pending Pensioner Identity Cards be issued expeditiously and uniform timelines prescribed for all CCAs.
3. A comprehensive review of pending KYP cases and data discrepancies be undertaken so that migrated records are fully corrected and standardized.
4. The grievance redressal mechanism in SAMPANN be strengthened to ensure that grievances are closed only after actual resolution and communication of the action taken to the pensioner.
5. Early intervention by your office is essential to resolve the long-pending issues faced by telecom pensioners and family pensioners and to restore confidence in the SAMPANN system.

With regards,

Yours sincerely,



(V. VARA PRASAD)

General Secretary