



ALL INDIA BSNL PENSIONERS' WELFARE ASSOCIATION

CHQ [Regd. No. T 1833/09]

Identified & Registered under 'Pensioners Portal'

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28-10--2025

To

The Controller General of Communication Accounts
New Delhi – 110002

Respected Madam ,

Subject: Urgent Need for issue of e-PPOs under SAMPANN

After migration of telecom pensioners' data from Banks and Post Offices to the SAMPANN system for direct payment by CCAs across India, several operational issues have emerged.

During data migration, only essential fields required for drawal of pension were verified, while many secondary fields such as date of birth of the family pensioner or spouse details contained mismatches. These inconsistencies, though minor, are now creating serious problems, especially in processing Family Pensions.

Even though Digital Life Certificates (DLCs) are being submitted by family pensioners within the due dates, they are not being automatically updated in SAMPANN due to such data idscerepancies in the historical records. As a result:

- Pensions are not being drawn automatically despite timely DLC submission.
- CCA offices are required to manually verify and correct data before resuming payments in all cases of where data mismatches.
- Interaction with family pensioners for verification and manual processing is taking considerable time, leading to delays of several months in restarting family pensions.
- Once restarted, arrears have to be manually calculated and disbursed, further burdening the staff and delaying payments.

These delays are causing severe financial hardship to thousands of family pensioners across India.

It is therefore requested that:

- 1. Issue of e-PPOs to all pensioners be expedited to standardize and correct the data.**
- 2. Software enhancements be made in SAMPANN to automatically compute and release arrears for the intervening period between stoppage and resumption of pension.**
- 3. The DoT may issue necessary guidelines to all CCAs (including AP CCA) to ensure that minor data mismatches do not stop regular pension drawal, and to provide a streamlined mechanism for quick resolution.**

Immediate action in this regard will greatly relieve the difficulties faced by lakhs of family pensioners and ensure smooth implementation of SAMPANN nationwide.

**With regards,
Yours sincerely,**



**(V. VARA PRASAD)
General Secretary**