



# ALL INDIA BSNL PENSIONERS' Welfare Association

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To

The Controller General of Communication Accounts  
Department of Telecommunications  
New Delhi, India

**Subject: Request for Rectification of Pension Data Discrepancies and Streamlining DLC  
Process for Sampann Pensioners**

Respected Sir,

We seek your kind attention to the pressing issue concerning data discrepancies within the Sampann pensioner system which has led to interruptions in pension disbursement to many pensioners. We therefore request your urgent intervention to streamline the Digital Life Certificate (DLC) process, particularly for family pensioners facing difficulties due to errors in their details.

1. As you may be aware, many pensioners are experiencing interruptions in their pension disbursements due to mismatches between their Date of Birth (DOB) and name details as recorded in their PPOs and Aadhaar. This issue is particularly prevalent among family pensioners, where DOB was historically recorded based on the husband's information instead of verified documents.
2. When Aadhaar cards were initially issued, numerous errors occurred during data entry by staff or due to incorrect information provided by family members on behalf of spouses. Compounding the problem, most family pensioners lack Birth Certificates or educational certificates to substantiate their claims for DOB corrections.
3. Given the absence of a formal mechanism to amend DOB details in PPOs, we strongly urge to devise a suitable correction process in Sampann Data for family pensioners. This step would address the problems faced by pensioners and ensure uninterrupted pension disbursements.
4. **DOB and Name Mismatches:** Instances where DLCs are submitted yet pension payments are halted due to mismatched information should be urgently addressed. Pension payments should not be stopped if the DLC has been duly submitted, whether through Jeevan Pramaan or physical submission.
5. **Data Purification in Sampann:** Data for pensioners, including family pensioners, was migrated from Banks and Postal Offices (POs) into the Sampann system without comprehensive verification, as time constraints did not allow for full data purification. As a result, incomplete or incorrect details have caused unnecessary complications in pension processing.

6. **e-PPO Generation and Sampann Certificates:** We request that e-PPOs be generated for all migrated cases to rectify discrepancies, and Sampann Certificates be issued. This would enable pensioners to download PPOs with accurate and complete information.
7. **Priority Handling by CCA:** The CCA should prioritize cases with DOB, name, or KYC mismatches, conducting physical interactions with family pensioners if needed. This proactive approach will help complete KYC updates and prevent future issues.

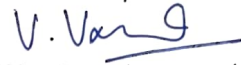
We request the CGCA to issue necessary instructions to field units to address these issues:

- Implement a procedure for correcting the discrepancies in DOB and names (surname etc) in PPOs for pensioners.
- Ensure pension disbursements are not interrupted if the DLC is received.
- Expedite the generation of e-PPOs and issue Sampann Certificates for accurate record-keeping and ease of access for pensioners.

By addressing these discrepancies and establishing a clear, streamlined DLC process, the Sampann system can better serve the interests of pensioners and ensure the continuity of pension disbursements without undue interruptions.

Thanking You Sir,

Yours Sincerely



V Vara Prasad  
General Secretary