

An initiative under Department of Telecommunications(DoT), and developed by the Controller General of Communication Accounts(CGCA), the Comprehensive Pension Management System or **SAMPANN** is an integrated Pension application for telecom pensioners. This will provide an integrated approach with online facilities to its pensioners to make pension management more convenient.

1. What are the contact points available to the Pensioner?

**Reply:** The following contact points will be available to the pensioners in case he/she faces any trouble or has any grievance. -

- All India Toll-Free Helpline no. - 1800-113-5800  
*(Timings – 9:30 AM to 6:00 PM except on weekends & gazetted holidays)*
- Centralized helpdesk dedicated Mail Id – [sampann.cpms-dot@gov.in](mailto:sampann.cpms-dot@gov.in)
- Sampann Mobile app
- Online grievance redressal facility through the pensioners' account in dotpension.gov.in.
- CCA offices or Pensioners' Lounge Facility at all the Pr. CCAs/CCAs offices.
- Pensioners' Service Centre in BSNL units where available.
- CSCs/banks for Life certification only

2. How can a pensioner submit the Life Certificate/Digital Life Certificate?

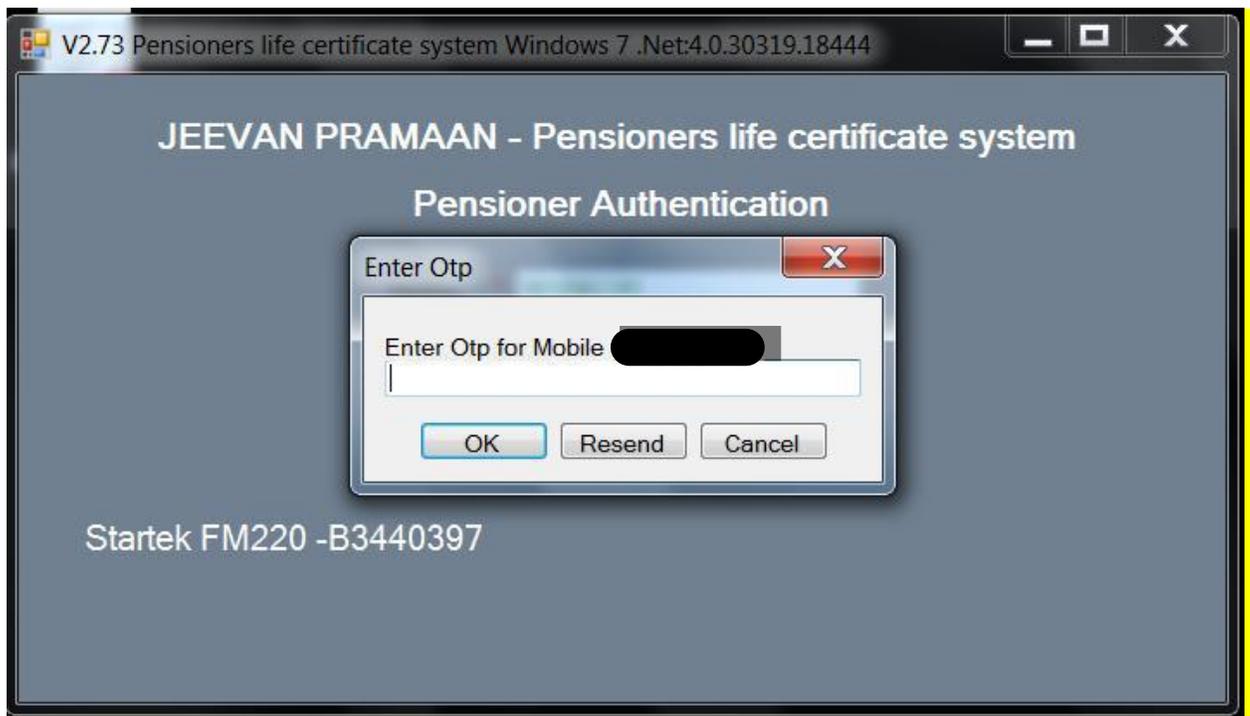
**Reply:** Pensioners can continue to submit Digital Life Certificates at the Banks/ Post Offices who have Jeevan Pramaan Facility. In addition, the Pensioners Service Centre at SSAs, Pensioners' Lounge at CCA Offices, banks and CSCs will facilitate online submission of Digital Life Certificate for the pensioner.

For submission of DLC, the pensioner requires to be physically present to facilitate Biometric verification, and provide the PPO/Mobile number/Aadhaar Number at the CCAs/ Pensioners Service Centre/ Banks /HPOs/ CSCs/ Aadhaar centers for filling online in the following format.

Step 1



Step 2



### Step 3

V2.6 JEEVAN PRAMAAN - Pensioners life certificate system

\* Name of Pensioner

\* PPO Number

\* Type of Pension

\* Sanctioning Authority

\* Disbursing Agency

\* Agency

\* Account Number(Pension)

Email

Is Re Employed?  Yes  No

Is Re Married?  Yes  No

\*  I have no objection in displaying details related to my pension account on the website

Scan Finger

### **\*\*\*Important details for pensioners while filling in information for online DLC:**

#### **For pensioners who are receiving pension via CPPCs:**

Sanction authority is **TELECOM**

Disbursing Agency is **Bank** and

Agency is the **Bank name**.

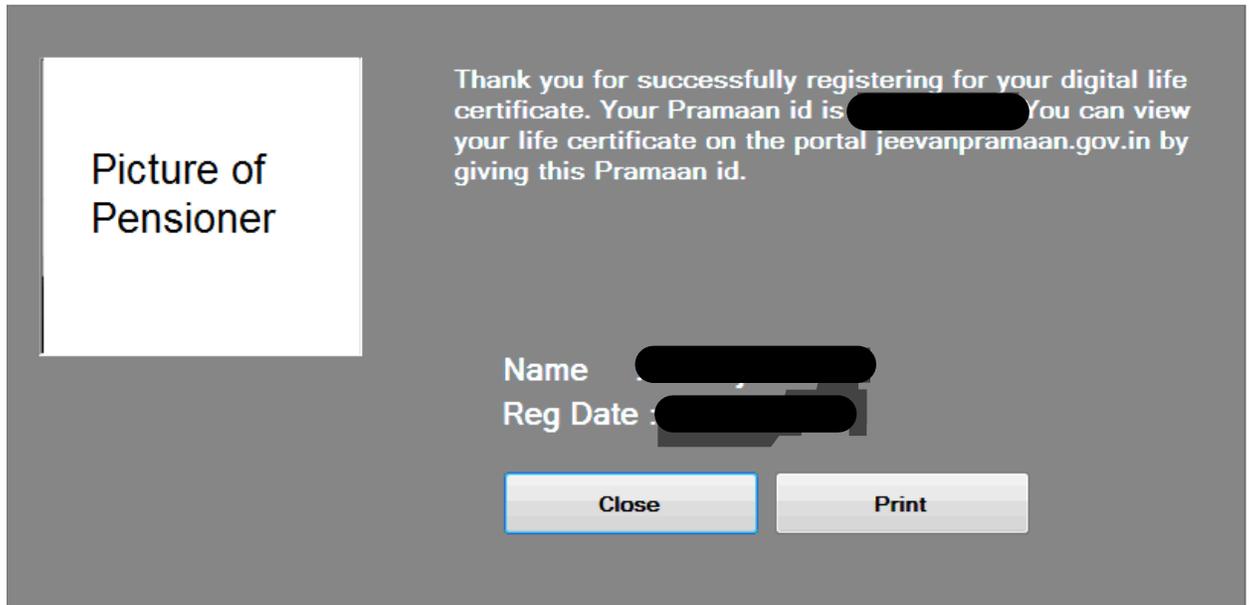
#### **When pension is directly disbursed by CCA office:**

sanction authority will be **TELECOM**,

Disbursing Agency will be **Department of Telecommunication**,

Agency is the **CCA ABC. (Name of CCA which has issued the PPO)**

#### Step 4



Modes for submission of Life certificates:

**Digitally-** The Digital Life Certificate will travel online and is not required to be physically submitted.

**Manually-** Alternatively, Life Certificates issued by any of the agencies mentioned in Rule 343 of Central Treasury Rules (CTR) Para 15.2(I), can be dispatched to the CCA offices via Speed post/registered post etc. wherein, personal appearance of the pensioner is exempted.

Life certificate can also be issued by Banks, digitally or manually

#### 3. How will Pensioner get the Pension Slip and Gratuity?

**Reply:** Pensioners will continue to receive the Pension Slip on their **registered mobile number and e-mail ID** indicating basic pension, commuted pension, IDA, Income Tax deduction and pension credited in the registered Bank Account. The Pension Slip with password protection will be provided to the pensioners in on his/her registered email id. Moreover, the pensioner can also view the monthly statements for pension and gratuity slip in his account/dashboard in the CPMS website at [dotpension.gov.in](http://dotpension.gov.in).

**However, if the pensioner still faces any issue, the pensioner can contact the All India Toll free helpline and Local Toll free helplines at each CCA Offices.**

4. How will pensioner receive Form 16?

**Reply:** The Form 16 will be sent to the pensioner's address by Post and can also be downloaded from the pensioner's account in the dotpension.gov.in website at the end of FY

5. In the case of Family Pension and in the event of death of the Family Pensioner/Pensioner which office should be the dependant approach?

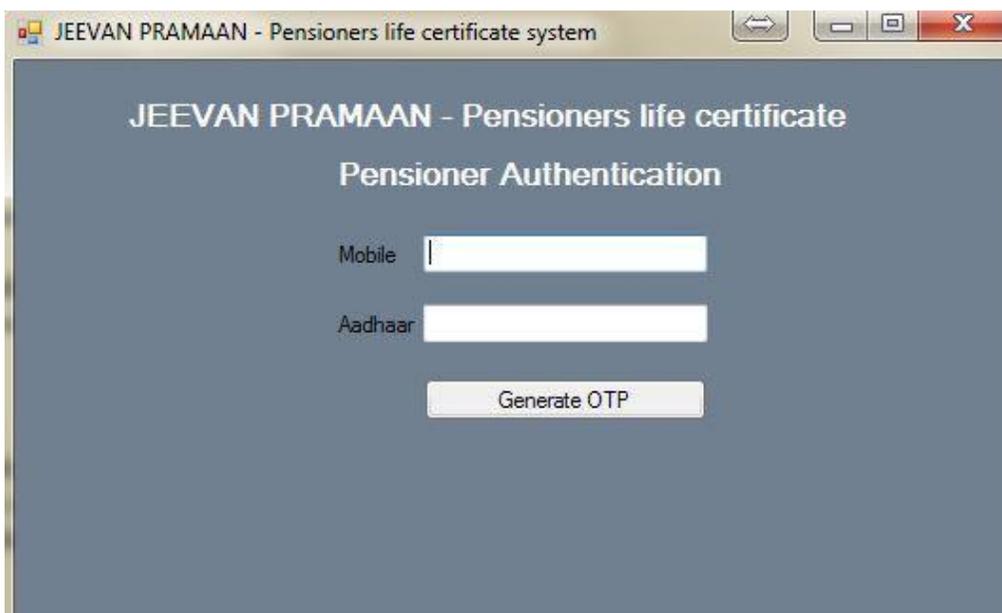
**Reply:**

In the event of the death of the Pensioner/Family pensioner, if the name of claimant is mentioned in the PPO or any revised Pension authority issued by the CCA office, then the claimant need not present himself/herself to the O/o Pr. CCAs/CCAs.

The claimant requires to send the following to the concerned Pr. CCAs/CCA

1. Death certificate of pensioner
2. Account details /Bank undertaking and mandate form duly filled- if there is change in account details
3. Proof of life certificate- for this either he may present himself or herself before a CCA office or send a Life certificate by Post or generate a digital Life certificate as mentioned in FAQ S No 2 above. Steps followed in DLC generation are reiterated below.

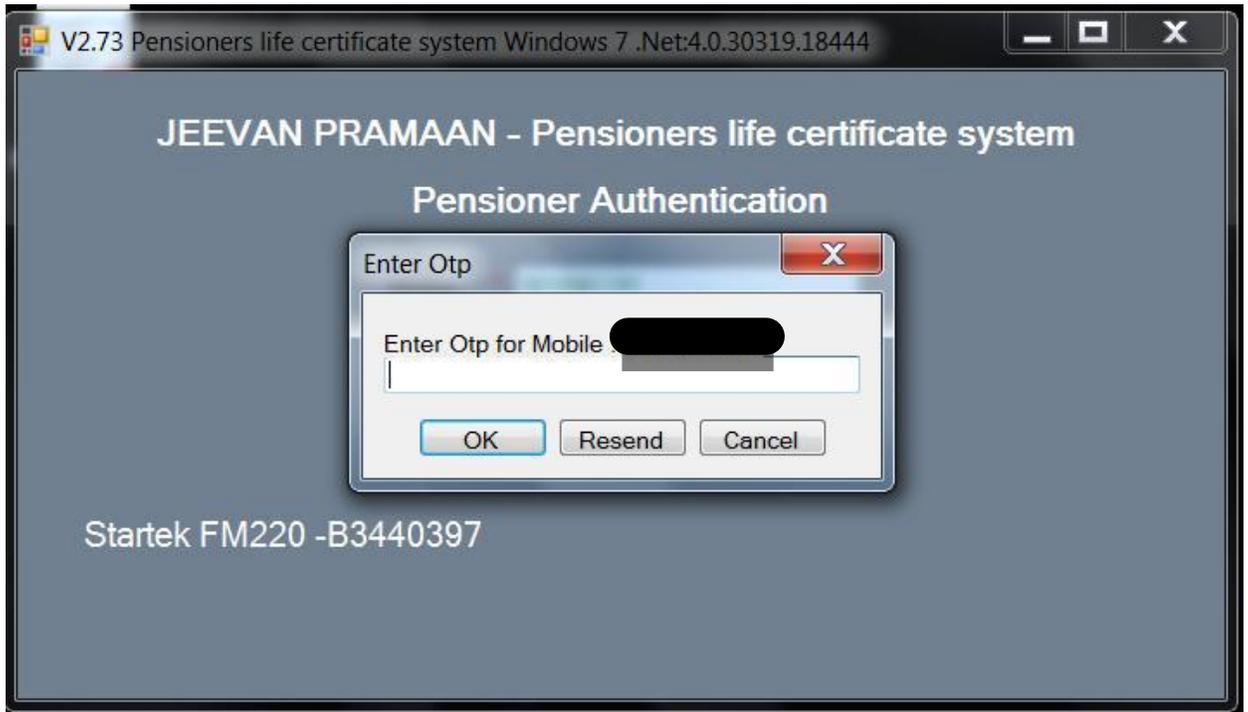
STEP 1



The screenshot shows a web browser window titled "JEEVAN PRAMAAN - Pensioners life certificate system". The main content area has a dark blue background with white text. At the top, it says "JEEVAN PRAMAAN - Pensioners life certificate" and "Pensioner Authentication". Below this, there are two input fields: "Mobile" and "Aadhaar". A "Generate OTP" button is positioned below the input fields.

Here, the claimant shall fill his/her Mobile number and Aadhaar Number.

## STEP 2



Step 3:

**Name of pensioner: Name of claimant**

**PPO Number: same as earlier PPO number**

**Type of Pension: Family Pension**

Other details and steps shall remain the same.

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\* Name of Pensioner

\* PPO Number

\* Type of Pension

\* Sanctioning Authority

\* Disbursing Agency

\* Agency

\* Account Number(Pension)

Email

Is Re Employed?  Yes  No

Is Re Married?  Yes  No

\*  I have no objection in displaying details related to my pension account on the website

Scan Finger

In the event of the death of the Pensioner/Family pensioner, if the name of claimant is not mentioned in PPO or any revised authority issued by the CCA office, then claimant may submit the Following to the office from which the pensioner retired:

1. Duly filled form 14
2. Bank Undertaking and Mandate form
3. Photograph and specimen signature/finger print
4. Death Certificate of pensioner

**However, if the pensioner still faces any issue, the pensioner can contact All India toll free helpline and Local Toll free helplines at each CCA Offices.**

6. Does pensioner have to be identified for the first time at the time of taking pension?

**Reply:** No, there will be no need for the identification of the pensioner for the first time at the time of taking pension.

7. What if the pensioner has made any error at the time of filling up his Form?

**Reply:** The pensioner has to intimate the same to helpdesk or their Head of the office at the earliest about such error occurred and forms shall be returned for the rectification of such error and resubmission by the pensioner.

8. What will be requirements of uploading the scanned photographs and signature in the CPMS?

**Reply:** The following Do's and Don'ts must be fulfilled by the pensioner in order to upload the scanned photographs and pictures on the CPMS portal which is: -

Dos	DON'Ts
<p>Paste/upload joint colour photograph (or separate photographs) in the box meant for affixing/ uploading the photograph and signature with following dimensions:</p> <p>Single photograph: 4.5 cm height x 3.5 cm width</p> <p>Digital photograph: File size should be less than 70kb in JPG/JPEG</p> <p>Joint photograph: 4.5 cm height x 7 cm width</p> <p>Digital photograph: File size should be less than 70kb in JPG/JPEG</p> <p>Signature: Should be in blue/black ink and clearly visible and size will be 2 cm height x 6 cm width.</p> <p>Digital Signature : File size should be less than 70kb in JPG/JPEG</p>	<p>Do not paste or upload black and white photograph.</p> <p>Dimensions of photographs should not be smaller than the box provided in the application form.</p> <p>Photograph should not be in the form of a selfie.</p> <p>Do not upload attested photographs</p>
<p>The background of the photograph should be a plain light colour background.</p> <p>The photo should capture full face, front view, with eyes open.</p>	<p>Photograph with dark background or in uniform, or with eyes hidden under coloured or dark glasses will not be accepted.</p>

The head should be in the centre of the frame.	Photograph is <b>NOT to</b> be signed.
Photograph should fit within the given box.	Photograph in computer print will not be accepted.
There should not be any distracting shadows on the face or on the background.	Eyes must not be covered by hair. Glares on eyeglasses should be avoided with a slight upward or downward tilt of the head.

9. What if the pensioner loses the copy of the PPO?

**Reply:** The Pensioner can download the same from his/her Dashboard in the CPMS portal.

10. What if the pensioner forgets his/her password?

**Reply:** The Pensioner can any time reset his/her password whenever he has forgotten the same by clicking on the reset password utility and then the pensioner will get an SMS on his/her registered mobile no. along with the OTP which he/she has to furnish in order to reset the same. After doing the said process the pensioner can reset his/her password.

11. What are the alternatives in case the Helpline is not responding?

**Reply:** In case the Helpline is not responding then the pensioner can raise a grievance by logging in the CPMS Portal with his User ID or he/she can reach the authorities by mailing the grievances to [sampann.cpms-dot@nic.in](mailto:sampann.cpms-dot@nic.in) or He/She can call the local Helpline Nos for the early resolution of his/her issues.

12. What will be the Grievance Redressal Mechanism in CPMS?

**Reply:** The pensioner can lodge the complaint/grievance from his/her dashboard in the CPMS portal by clicking on the tab "Grievance Management". After selecting the grievance type and submitting the details of grievance, the grievance will be sent digitally to the concerned official. A Ticket number/Complaint number will be generated and the pensioner will get an SMS/Email confirmation of the grievance raised by him. The pensioner can simultaneously track the grievance and get the updated status from his/her dashboard.

**However, if the pensioner still faces any issue, the pensioner can contact All India Toll free helpline and Local Toll free helplines at each CCA Offices.**

13. When will monthly pension gets processed?

**Reply:** The pensioner will get an alert via SMS/Email facility reflecting the updated status of his/her pension case and he/she can also track the pension case on his/her dashboard/account on dotpension.gov.in the CPMS portal.

14. If the pensioner has changed his/her Bank account details, how can he update the same?

**Reply:** The pensioner can submit/send by post, the updated Bank Account details in Bank undertaking form and Mandate form duly signed to the O/o Pr. CCAs/CCAs. The account details will be updated in the next month.

15. I am an existing pensioner taking pension via CPPCs, how will I get my pension in the new system?

**Reply:** The existing pensioners will be migrated to the new system in the new financial year followed by announcements and proper intimations, the pensioner will continue receiving pension in the same account in which pension was credited earlier. The new system will provide additional benefits of online services for monitoring DLC, Tax functions, grievances, information etc. for greater transparency for the pensioner which can be accessed from anywhere at a click.

16. Is furnishing of Aadhaar is mandatory at the time of creating the profile of the pensioner?

**Reply:** No, it is not mandatory to furnish the Aadhaar at the time of creating the profile of the pensioner.

17. What will be the official timings of Helpdesk?

**Reply:** The helpdesk is open during the official working hours as per the work timings of the DoT(HQ) and O/o Pr. CCAs/CCAs.

However, if the issue still persist or gets unresolved the matter may be escalated to the Nodal officers by emailing at [sampann.cpms-dot@nic.in](mailto:sampann.cpms-dot@nic.in) or lodging the grievance on the CPMS portal.

18. Can a pensioner personally visit the O/o Pr. CCAs/CCAs for the resolution of his/her grievances?

**Reply:** The pensioner can visit the O/o Pr. CCAs/CCAs for the resolution of his/her grievances or in order to clarify the queries related to its pension during the office hours.

19. How will the pensioner get the PPO in the new system?

**Reply:** A digitally signed PPO shall be sent to the Pensioners account/dashboard in the CPMS Portal. However, a Printed copy shall also be sent via post to the pensioner's address by PDA section.

20. Does the Bank undertaking needs to be submitted by the family members of the pensioner in case of the Family Pension Case?

**Reply:** Yes, the members eligible for the Family Pension need to submit the Bank undertaking which will be duly signed and stamped by the authorized/Nodal official of the Bank. However, a Blank format of Bank Undertaking can be downloaded from the Downloads on <https://dotpension.gov.in>.

21. What are the facilities available on the App?

**Reply:**

Using the APP, a pensioner can:

- Track pension
- View ePPO
- Lodge and track of grievances
- View monthly Statement
- Stay Updated