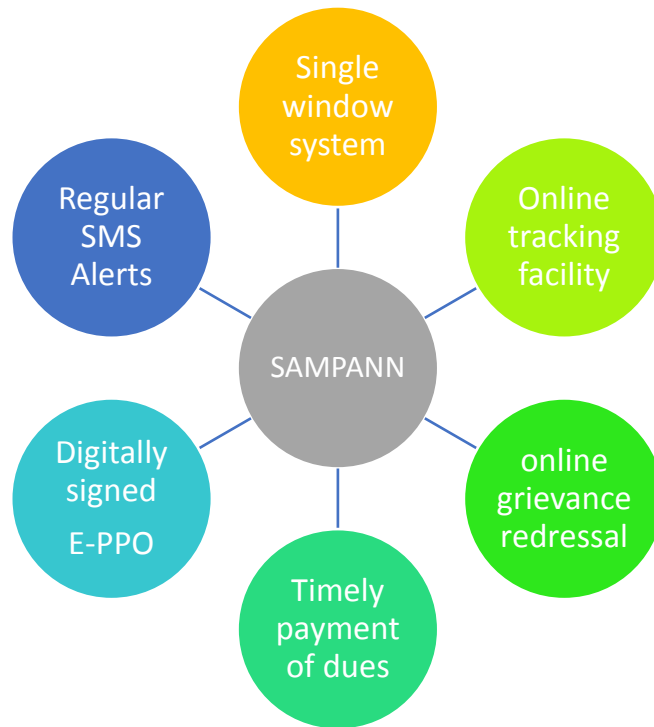


- **SAMPANN** is an initiative undertaken by the Controller General of Communication Accounts (CGCA), Department of Telecommunications.
- **SAMPANN** or “System for Accounting and Management of Pension” is the brand name for **Comprehensive Pension Management System(CPMS)**
- SAMPANN aims to establish a seamless pension processing system which would bring the processing, sanctioning, authorization and payment under a common platform.




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### New Retirees of BSNL

- **Interim Process till onboarding of BSNL:** The current practice of manual filling of physical forms by retiree and submitting to BSNL offices will continue which, the HoO (BSNL) will forward to the CCA along with the form 7 and other papers for processing through Sampann. This will eventually be replaced with online filling of forms by the retirees once the HoO (BSNL) initiates online processing and forwarding of cases to CCA offices.
- **Digital Profile:** All physical forms received will be updated digitally in Sampann , to create digital records and extend online facilities and SMS alerts for the pensioners.
- **Timely Updates and tracking:** Pensioners will get updates regarding the progress of the case via Mail and SMS once the pension case is captured on Sampann.
- **Digital ePPO:** Once the pension is sanctioned, the digitally signed PPO and Authority for Payment of Death-cum-retirement Gratuity will be generated and made available in the Dashboard of the Pensioner for printing if required.

- **Handing over of PPO:** A hard copy of the PPO shall be sent by Post to the pensioner. This will replace the earlier Embossed seal PPO. The payment will be disbursed to the mandated Bank account.
- **There will be no requirement to come to the CCA in person to collect the PPO, unlike the earlier system where pensioners were expected to visit the Bank to collect the PPO and receive the first pension in person.**
- **Regular and Timely Payment:** The calculation of monthly pension, Arrears, TDS etc. will be processed by the CCA offices. To be informed about the latest status, Pensioners can check their monthly statement in their account at [dotpension.gov.in](http://dotpension.gov.in) or the Sampann website.
- **Income Tax:** Pensioners are to submit the savings declaration through Post to the CCA offices. The concerned CCA will dispatch the Form 16 by post to the pensioner's declared address.
- **Grievance Redressal:** In case a pensioner has any query, grievance etc. the same can be registered and tracked by the pensioner via CPMS website/mobile app. Alternately the Pensioner can always call the national Helpline or mail his grievances/query to [sampann.cpms-dot@nic.in](mailto:sampann.cpms-dot@nic.in).

#### **DOT/BSNL Pensioners whose pension is processed by the CPPCs/banks and HPO/Post offices**

- **There will be no changes for the Telecom Pensioners drawing pension from Banks/Post offices and they will continue in the current system till orders for migration is issued.**
- **Proper intimation and assistance:** The existing pensioners will be migrated to the new system in the new financial year followed by announcements and proper intimations.
- **Digital Profile:** Once migration is done in coordination with the banks, their profile will be created on CPMS.
- **Least disruption:** Even after migration, the payment will continue to be made in the same Bank account as was done in earlier system.
- **Regular and timely payment:** The calculation of monthly pension, Arrears, TDS will be processed by the concerned CCA office. Pensioners can check the monthly ledger on the Dashboard as well.
- **Income Tax:** Pensioners are to submit the saving declarations by sending it by Post to the CCA offices. Form 16 shall be provided to the pensioner by CCA office by post as well.
- **Grievance Redressal:** In case a pensioner has any query, grievance etc. the same can be registered and tracked by the pensioner via CPMS website or mobile app. Alternately the Pensioner can always call the national Helpline or mail his grievances/query to [sampann.cpms-dot@nic.in](mailto:sampann.cpms-dot@nic.in).

## **SAMPANN APP**

Sampann App- A dedicated app for Telecom pensioners – has been developed and made available on Google Play store.

### **Using the APP, a pensioner can:**

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

We are hopeful that you will find the above information useful. We look forward to serving you even better.

[Link of app/image of app/ google play store image](#)

**Some common FAQs for the Pensioners- FAQ Pensioners.PDF**