



# ALL INDIA BHARAT SANCHAR NIGAM LIMITED RETIRED EXECUTIVES' ASSOCIATION

## Central Headquarters

Registered under Societies Registration Act XXI of 1860 vide Govt. of NCT Delhi No. S/RS/SW/1161/2014  
[Registered under Pensioners Portal vide DoP&PW letter No. 4(4)/2021-P&PW(H)7311 dated 04.01.2024]

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No.AIBSNLREA/CHQ/2026/36

Dated: 1<sup>st</sup> June 2026

To  
Shri Amit Agrawal,  
Secretary,  
Department of Telecommunications,  
Sanchar Bhavan,  
New Delhi.

**Sub: Request for enabling downloadable Pensioner Identity Card facility in SAMPANN – reg.**

Sir,

During the past few years, we have addressed several letters to the CGCA, DoT, requesting to provide the Pensioner Identity Card to BSNL absorbed pensioners in a downloadable format, on the lines of the system followed by CGHS. The CGHS model has proved to be simple, efficient and convenient for beneficiaries, who are able to download, print and laminate their cards without depending on the delivery of physical cards. We have been urging for early issuance of Pensioner ID cards to BSNL absorbed pensioners as well, especially since the DoP&PW-approved identity card format was approved for issue as early as 2018.

2. Despite several notifications issued by various CCAs since June 2022 about organising “ID Card Camps”, the actual issue of ID cards has been extremely slow. Only a very small fraction of cards has been issued in a few Circles during the past four years. In many Circles, the process has not effectively commenced. It is evident that the delay is mainly due to shortage of staff, inadequate infrastructure and the manual process of printing, laminating and dispatching the cards from CCA offices.

3. With all BSNL absorbed pensioners now migrated to SAMPANN, all the details required for generating the ID card in the approved format are already available in the system. The only additional requirement is uploading the latest photograph and signature, which have also been collected through KYP forms multiple times. A downloadable ID card will eliminate the burden on CCA offices, avoid long delays and reduce errors by allowing pensioners to verify the draft card

before finalization. This is a practical and cost-effective solution that has already been successfully implemented in CGHS.

4. In response to our letter dated 17.10.2024, we were informed vide CGCA letter No. 13-81/2020-21/BA&IT/2877-2905 dated 03.12.2024 (copy enclosed) that our suggestion for enabling the facility to download the Pensioner Identity Card directly from SAMPANN would be taken into consideration for incorporation in SAMPANN 2.0. Since then, we have been waiting with hope for the implementation of this assurance. However, even after considerable time, there is no indication of progress. This reluctance to adopt a simple and proven mechanism is causing avoidable hardship to thousands of BSNL absorbed pensioners who have been waiting for years for a basic identity document.

5. In view of the above, we request that the facility to download the Pensioner Identity Card from SAMPANN be approved and implemented without further delay, and that CGCA, DoT may be instructed to prioritise this feature in SAMPANN, as already assured in December 2024.

With kind regards,

Yours sincerely,



(R.R. Balasubramanian)  
General Secretary

Encl: As stated

Copy to: 1. Smt. Nivedita Shukla Verma,  
Secretary (Pension), DoP&PW  
2. Ms. Vandana Gupta,  
CGCA, DoT