

भारत सरकार/ GOVERNMENT OF INDIA  
संचार मंत्रालय/ MINISTRY OF COMMUNICATIONS  
दूरसंचार विभाग/ DEPARTMENT OF TELECOMMUNICATIONS  
20- अशोका रोड, संचार भवन/20, ASHOKA ROAD, SANCHAR BHAWAN  
नई दिल्ली-110001/ NEW DELHI-110001

No.47-13/TA-II/PDA/2016/4213 to 4245

Date 31/12/2018

Office Memorandum

**Subject: Post launch activities for SAMPANN-reg.**

In order to mitigate the problems faced by Telecom Pensioners, the Department has developed a seamless pension processing system through the Comprehensive Pension Management System (CPMS) or SAMPANN (System for Accounting and Management of Pensions) which has been dedicated to the nation by Hon'ble Prime Minister on 29<sup>th</sup> December 2018. SAMPANN integrates the processing, sanctioning, authorization and payment units under a common platform and facilitate direct credit of pension to the accounts of pensioners.

The circle wise roll out Plan of SAMPANN across Pr.CCAs/CCAs is as under:

S No	Circles	Rollout effective from
1.	UP East (pilot circle)	1.1.19
2.	UP(West), Gujarat, Kerala, Rajasthan, Bihar and Madhya Pradesh	1.1.19
3.	Andhra Pradesh, Tamil Nadu, West Bengal, J&K and Delhi	1.2.19
4.	Punjab, Haryana, Uttarakhand, Himachal Pradesh, Karnataka, Maharashtra, Chhattisgarh, Assam, Odisha, NE-I, Kolkata, Jharkhand and A&N Islands	1.3.19
5.	Telangana and NE II	1.5.19

From the Date of Effect of rollout, all the cases shall be processed via SAMPANN and payment made from CCA offices directly. However, in Exceptional situations, the Physical PPO via Compact may be generated and PPO shall be sent to CPPC/DAP.

A monthly report of Exceptional cases-as above- mentioning PPO number and type of retirement shall be submitted to O/o Jt CGCA (BA & IT) by 5<sup>th</sup> of the following month.

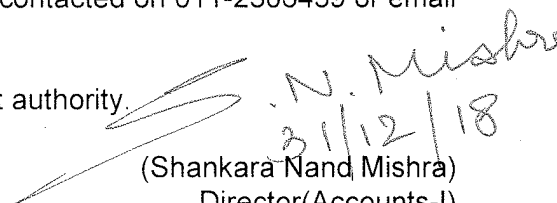
The following guidelines/instructions shall be strictly followed for processing the case in CPMS from the rollout date:-

1. The HoO (Head of Office) user creation pertaining to BSNL field units and other DoT field units shall **not** be taken up by any O/o Pr. CCAs / CCAs till further notice.
2. All the cases shall be processed via side channel. The cases in BSNL and DoT field units other than CCAs shall be processed by BSNL and received from BSNL by CCAs as done earlier till further orders. Before their migration on the new model, the HoO's shall be provided adequate hand on training on UAT server.
3. On processing the cases based on pension papers received from BSNL, the digital profile shall be created by processing through the side channel and digitally signed ePPO shall be generated.
4. The digitally signed ePPO along with authorizations of Pensionary benefits shall be dispatched by post to the pensioner indicating the date of payment of commutation as reflected in the arrears calculation.
5. Each CCA shall hold awareness session in various locations and CCA offices/sub offices on quarterly basis to reach out to the pensioner benefitted by SAMPANN and make him aware about SAMPANN and its utilities.
6. User Manual shall be strictly followed.

It is to emphasize that implementation of SAMPANN is being done keeping the best interest of the pensioners as the focus. While rolling out, All Pr. CCAs/CCAs shall take adequate measures to ensure that the pensioners who are brought into the new system are not inconvenienced in any manner and they are reached out by awareness sessions/Emails/SMS giving them knowledge about the system.

In case of any assistance/clarification a centralised Helpdesk facility for CCA office personnel is provided by DoT(HQ) which can be contacted on 011-2306439 or email at [support.cpms-dot@nic.in](mailto:support.cpms-dot@nic.in).

This issues with the approval of competent authority.

  
31/12/18  
(Shankara Nand Mishra)  
Director(Accounts-I)  
Tel:011-23036511

Copy to: -

1. All Pr.CCAs /CCAs for necessary action
2. PPS to Member(F) for kind information
3. PS to CGCA for kind information
4. CMD BSNL for Kind information
5. Director (HR), BSNL C.O for kind information and wide dissemination to BSNL units.
6. PPS to Advisor (F) for kind information
7. DDG(E&T) for Kind information.
8. DoT Website
9. Office copy