



P - SEVAK

PENSIONERS' SELF-HELP BOOK



**PRINCIPAL CONTROLLER OF COMMUNICATION ACCOUNTS
TAMIL NADU CIRCLE**

प्रधान नियंत्रक संचार लेखा, तमिलनाडु



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MSC -F6.4-15
ISSUE 3 SEP 2022

फॉर्म III (स्कीम-III) के पैरा 3 के उप-पैरा (5) को देखें)
Form III (Refer Sub-Para (5) of Para 3 of Scheme III)

भारतीय मानक ब्यूरो BUREAU OF INDIAN STANDARDS

गुणता प्रबंधन पद्धति प्रमाणन अनुज्ञापि
LICENCE FOR THE QUALITY MANAGEMENT SYSTEMS CERTIFICATION

लाइसेंस सं.क्यूएम/एन - 6006408.5
Licence No. QM/L- 6006408.5

1. भारतीय मानक ब्यूरो अधिनियम 2016 (2016 का 11) द्वारा प्रदत्त शक्ति के आधार पर, ब्यूरो इसके द्वारा अनुदान/पुनःप्रमाणित करता है

By virtue of the power conferred on it by the Bureau of Indian Standards Act 2016 (11 of 2016), the Bureau hereby grants/recertifies to

प्रधान संचार त्रियंकर का कार्यालय
लेखा, डीओटी, तमिलनाडु सर्कल,
164/238, आर.के. मट रोड

आर.के. नगर टेलीफोन एक्सचेंज (7वीं मंजिल)
मंडावेली - 600028, तमिलनाडु, भारत

Office of the principal Controller of Communication
Accounts, DOT, Tamilnadu Circle,
164/238, R.K. Mutt road
R.K. Nagar Telephone Exchange (7th Floor)
Mandaveli - 600028, Tamilnadu, India

को (जिन्हें इसके बाद लाइसेंसधारी कहा गया है) इसके साथ लगी अनुसूची में विशेष रूप से वर्णित उत्पादों और/या सेवाओं या प्रक्रमों को (जिन्हें इसके बाद लाइसेंसधारी कहा गया है) इसके साथ लगी अनुसूची में विशेष रूप से वर्णित उत्पादों और/या सेवाओं या प्रक्रमों के संबंध में ब्यूरो के गुणता प्रबंध पद्धति प्रमाणन के लाइसेंसधारीयों के रजिस्टर(री) में उरी संख्या से सूचीबद्ध होने का अधिकार और लाइसेंस प्रदान/पुनः प्रमाणित करता है, जो इस लाइसेंस की है। इस प्रकार के उत्पाद और/या सेवाएं या प्रक्रम लाइसेंसधारी द्वारा IS/ISO 9001:2015 के अनुरूप गुणता प्रबंध पद्धति के अनुसार केवल उपर बताए गए पते (पते) पर निर्मित/प्रदा/प्रचलित किए जाएंगे।

(hereinafter called the Licensee) the right and licence to be listed in the Bureau's register(s) of Licensees of Quality Management Systems Certification in respect of the products and/or services or processes particularly described in the schedule hereto, bearing the same number as this licence. Such products and/or services or processes shall be manufactured/provided/carried out by the Licensee at only the address(es) given above, and under the Quality Management Systems in accordance with IS/ISO 9001:2015.

2. यह लाइसेंस इस लाइसेंस का विनियमन करने वाले उपरोक्त अधिनियम और उसके अधीन बनाए गए नियमों और विनियमों के संबंध में प्रवर्तन के अंतर्गत स्वीकृत/पुनः प्रमाणित किया गया और लाइसेंसधारी एतद द्वारा ब्यूरो को उपरोक्त नियमों और विनियमों का विधिवत पालन करने का वचन देता है।

The licence is granted/recertified subject to the relevant provisions of the above Act and the rules and regulations made thereunder governing the licences referred to above, and the Licensee hereby covenants with the Bureau duly to observe with the said Rules and Regulations.

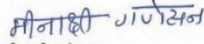
3. यह लाइसेंस 01 सितम्बर 2025 से 31 अगस्त 2028 तक वैध रहेगा और विनियमों के अनुसार इसे नवीनीकृत किया जा सकता है।

This licence shall be valid from 01 September 2025 to 31 August 2028 and may be renewed as prescribed in the Regulations.

नवंबर 2025 के 04 तारीख को हस्ताक्षरित एवं मुहरांकित

Signed, Sealed and Dated on 04th day of November 2025

वैज्ञानिक -जी एवं उप महानिदेशक दक्षिण
Scientist-I-G & Deputy Director General (South)
भारतीय मानक ब्यूरो
उपभोक्ता मामलों, खाद्य एवं सार्वजनिक वितरण मंत्रालय
भारत सरकार / Government of India
BUREAU OF INDIAN STANDARDS
Ministry of Consumer Affairs, Food & Public Distribution
तारमनी, चेन्नै / Taramani, Chennai - 600 113.


(मीनाक्षी गणेशन)
वैज्ञानिक जी और उप महानिदेशक (दक्षिणी क्षेत्र)
भारतीय मानक ब्यूरो
(MEENAKSHI GANESAN)

Deputy Director General (Southern Region)
for BUREAU OF INDIAN STANDARDS

Last Certification Expiry: 31 Aug 2025 - Certification Audit date : 12-13 Aug 2025 - Certificate due date : 31 Aug 2028



FOREWORD



I am pleased to note that the Office of the Principal Controller of Communication Accounts, Tamil Nadu circle has undertaken significant and commendable measures to enhance the quality and efficiency of services provided to pensioners and telecom operators.

The Department of Telecommunications has also taken a noteworthy step through the implementation of SAMPANN, enabling the direct disbursement of pensions to beneficiaries via banking channels. This initiative represents a major advancement in transparency, efficiency, and service delivery. The P-SEVAK booklet is expected to serve as a comprehensive and reliable reference, facilitating wider dissemination of information and improved stakeholder engagement.

I am confident that the Pr. CCA Tamil Nadu team will continue to set high benchmarks in service delivery. The creation of a modern, well-equipped, and environmentally conscious workspace is a forward-looking initiative that enhances both public interaction and staff motivation.

I extend my best wishes to the entire team and their families for continued success in their future endeavors and for sustaining excellence in service delivery.

A handwritten signature in black ink, reading "Vandana Gupta". The signature is written in a cursive style and is positioned above the printed name.

Smt. Vandana Gupta, CGCA,
New Delhi.



ISO 9001:2015



The Office of the Principal Controller of Communication Accounts, Tamil Nadu Circle, remains steadfast in its commitment to delivering efficient, transparent, and responsive services to pensioners, who form an integral part of our extended administrative family.

Ensuring their welfare and ease of access to services continues to be a priority, guiding our ongoing efforts toward service excellence.

The P-Sevak Handbook has been thoughtfully compiled as a comprehensive and practical guide to pension-related matters. It is designed to provide pensioners and stakeholders with clear, concise, and accessible information, enabling them to navigate various procedures and services with confidence and ease. This initiative reflects our continuous endeavour to simplify processes, enhance accessibility, and strengthen the overall service delivery framework.

While every effort has been made to present accurate and up-to-date information, this handbook is intended solely as a ready reference.

It is hoped that this handbook will serve as a valuable resource and a reliable companion for pensioners and all concerned stakeholders.

**Smt. Shikha Mathur Kumar, Addl. CGCA & Pr. CCA,
O/o Pr. CCA, Tamil Nadu Circle**

प्रधान नियंत्रक संचार लेखा, तमिलनाडु
PRINCIPAL CONTROLLER OF COMMUNICATION ACCOUNTS. TAMIL NADU

VISION

To leverage and lead on its strategic positioning as a unique institutional assurance of DoT in its policy assurances.

MISSION

To excel in its role as a professional interface between DoT and its various stakeholders at the ground level.



The Office of the Principal Controller of Communication Accounts, Tamil Nadu Circle, is steadfast in its commitment to ensuring the delivery of efficient, transparent, and responsive services to pensioners. The welfare of pensioners remains a matter of paramount importance, and continuous efforts are undertaken to further strengthen and streamline service delivery mechanisms.

The Pension Sevak Handbook has been meticulously prepared as a comprehensive and practical reference on pension-related matters. It is intended to provide lucid and structured guidance on relevant procedures, services, and entitlements, thereby facilitating ease of understanding and access to essential information. This initiative underscores the Office's sustained endeavour to enhance administrative efficiency and extend informed support to pensioners.

It is, however, clarified that this handbook is designed solely as a ready reckoner and does not, in any manner, supersede or override the extant rules, regulations, orders, or instructions governing pensionary and retirement benefits, as issued and amended from time to time.

It is expected that this publication will serve as a valuable resource for pensioners and all stakeholders concerned.

Smt. Indu Madhavi, CCA
O/o Pr. CCA, Tamil Nadu Circle

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"SAMPANN: Prosperity through Service"

"SAMPANN is not just a portal; it is a bridge that eliminates intermediaries. Every rupee intended for a retiree now travels the shortest distance—directly from the government to their bank account—without a single stop in between."

Hon'ble Prime Minister Shri. Narendra Modi

"संपन्न: सेवा से समृद्धि"

"संपन्न सिर्फ एक पोर्टल नहीं है; यह एक ऐसा पुल है जो बिचौलियों को खत्म करता है। सेवानिवृत्त व्यक्ति के लिए आवंटित प्रत्येक रुपया सरकार से सीधे उनके बैंक खाते तक बीच में एक भी पड़ाव डाले बिना अब सबसे कम दूरी तय करता है"

माननीय प्रधान मंत्री श्री. नरेंद्र मोदी

I. ABOUT PRINCIPAL CCA OFFICE



The **Office of the Principal Controller of Communication Accounts, Tamil Nadu Circle** was set up on 01.10.2000 functions under the **Department of Telecommunications**, Government of India, is responsible for authorization of retirement benefits on CDA and IDA pay scales and revision of pension and family pension of DoT-absorbed employees of **Bharat Sanchar Nigam Limited**, monitoring telecom revenue such as license fee and spectrum usage charges, and redressal of pension grievances through Pension Adalats. The office also implements an **ISO 9001:2015 Quality Management System (QMS)** to ensure standardized procedures, transparency, timely service delivery, and continuous improvement in pension authorization, accounting, and grievance-handling processes across **Tamil Nadu and Puducherry**.

In order to mitigate the problems faced by the pensioners, the Department has introduced a seamless pension processing system CPMS. This is a web portal for pension processing, direct disbursement, accounting and auditing of pension and pensionary benefits to pensioners of Department of Telecommunication.

Currently, the Pr.CCA Office TN services 53,066 Pensioners.

CDA Pensioners			IDA Pensioners			Total
Drawing Pension through			Drawing Pension through			
Bank	PO	Total	Bank	PO	Total	
7775	3059	10834	8231	34001	42232	53066

The Pr.CCA Office TN has successfully processed 53,000+ pension cases as Pension Disbursing Authority. Out of 8700+ VRS cases, Deferred Gratuity has been paid for all pensioners. 13900+ Family Pensioners are receiving Family pension regularly from our office.

After migration of Pension accounts to SAMPANN, Pr.CCA office will be the sole point of contact for payment, conversion, revision, submission of LC, change of bank/account, TDS under income tax and issue of Form 16 and all other Pensioner related works for all migrated pensioners. Pr.CCA Office TN will be the Pension Disbursing Authority for all pensioners retired from Tamilnadu circle, irrespective of the place of drawing Pension. Transfer of pension between States, CPPC's would be smooth for pensioners, without any delay.

II. DIGITAL LIFE CERTIFICATE (DLC)

The DLC is a critical document without which pensions cannot be processed. Pensioners may please go through the following carefully to understand their role and responsibilities in this regard.

WHO NEEDS TO SUBMIT?

Every pensioner and family pensioner is required to submit a Life Certificate, which is valid for a period of one year

WHEN TO SUBMIT?

Once in 12 months or less, during any month of the year, before 10 days of expiry of previous Life Certificate to get pension un-interrupted.

If any pensioner fails to submit within 12 months from the date of last verification, the pension payment shall automatically be suspended. Upon submission of life certificate at a later date, his pension would resume and arrears due to stoppage will be paid.

HOW TO SUBMIT?

Pensioner can either submit DLC online, or visit one of the centers of her/his choice to facilitate Biometric verification.

Physical centres to submit Digital Life Certificates (DLCs) are at the Banks and Post Offices with Jeevan Pramaan Facility, **Pension Relation Manager counter** and Kiosks provided at Pensioners' Lounge at CCA Office.

These centers facilitate both manual and 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 (15 digit SAMPANN PPO Number) / Mobile number / Aadhar Number at the CCAs / Banks / POs/ Aadhar centers for filling online in the following format:

STEP 1

*Generate
OTP*

STEP 2

*Enter
OTP*

STEP 3

*Provide
details &
Biometric*

STEP 1

JEEVAN PRAMAAN - Pensioners life certificate

Pensioner Authentication

Mobile

Aadhaar

STEP 2

JEEVAN PRAMAAN - Pensioners life certificate system


Pensioner Authentication

Enter Otp

Enter Otp for Mobile

Startek FM220 -B3440397

STEP 3



- 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

WHERE TO SUBMIT?

All DLCs must be submitted to CCA office for SAMPANN pensioners.

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/mail etc. wherein, personal appearance of the pensioner is exempted.

IMPORTANT NOTE FOR PENSIONERS

When pension is directly disbursed by CCA OFFICE:

Name of Pensioner : XXXXX
PPO Number : XXXXXXXXXXXXXXXXX
(15 Digit SAMPANN PPO Number)
Type of Pension : Superannuation / Family Pension
Sanctioning Authority : Telecom
Disbursing Agency : Department of Telecommunication/
SAMPANN
Agency : Pr. CCA Tamil Nadu Circle
Account Number (Pen) : XXXXXXXX
e-mail : < Optional >

III. INCOME TAX RELATED MATTERS

ISSUE OF FORM 16

Pr. CCA Office TN deducts tax at source for pensioners as due and issues Form 16 to the pensioner. It is the responsibility of the pensioner/family pensioner to verify and file their tax returns annually.

Who gets Form 16?

All eligible pensioners & family pensioners

When?

At the end of each Financial Year

How?

Form 16 (for SAMPANN pensioners) can be downloaded from "<https://www.cgca.gov.in/ccatn/form16Download>" on submitting their PAN Number.

INCOME TAX DECLARATION

Income Tax calculation is done by Pr.CCA Office TN for SAMPANN pensioners, for which the pensioner needs to submit relevant information as under:

Who needs to submit information?

All eligible pensioners and Family Pensioners

When to submit?

Pensioners can submit their Proposed Investment Declaration in the beginning of every FY clearly, mentioning the PAN number, PPO number, Amount to be invested and Scheme number. Last date to submit the proposed declaration is 9th October of financial year. No proposed declaration will be accepted after this date.

Later in the year, once the actual investment is completed, the proof may be mailed to this office before 10th October of financial year. If no actual declaration is submitted by 10th October, any proposed declaration shall stand nullified. However, pensioners can submit actual declarations after 10th October. The last date for submission of actual declaration is 15th February of financial year

How to submit?

SAMPANN pensioners can email to aopda.tn-dot@gov.in

The format for submitting the declaration is available in the link

<https://dotpension.gov.in/Home/RetireeCornerCir>

(Guidelines for submission of Income Tax Declarations by SAMPANN beneficiaries)

The pensioner should also update the Pr. CCA Office TN on option of Tax Regime - New or Old. The option should be sent to aopda.tn-dot@gov.in. By default the tax would be calculated under New Tax Regime for FY 2024-25.

IV. LOGIN CREATION FOR MIGRATED / FAMILY PENSIONERS

1. Go to <https://dotpension.gov.in> and click on the Login option.



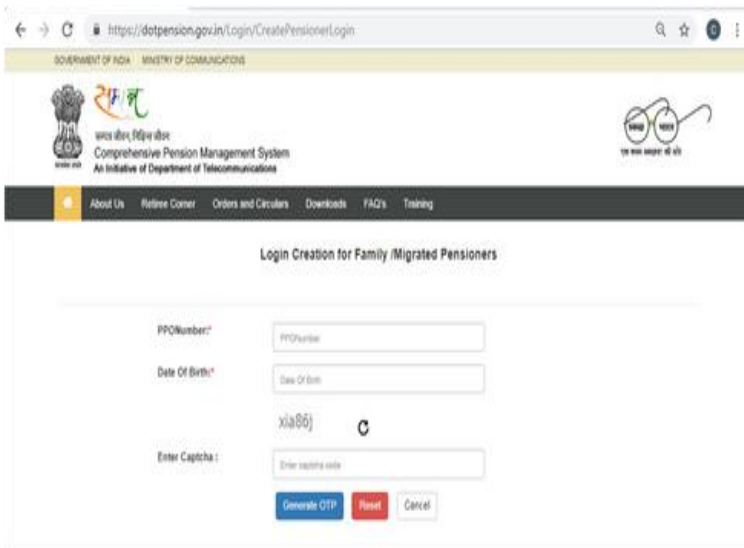
2. Click on "Create Login Family/Migrated Pensioners" link



3. Web Page to create Login for Family /Migrated Pensioner will appear.

- a. The migrated pensioners must enter the PPO Number and Date of Birth of the Pensioner, as per records.
- b. The family pensioners must enter the PPO Number and the Date of Birth of Family Pensioner, as per records.

Enter the Captcha and click on “Generate OTP” option.



The screenshot shows a web browser window with the URL <https://dotpension.gov.in/Login/CreatePensionerLogin>. The page header includes the Government of India logo, the Ministry of Communications logo, and the text "Comprehensive Pension Management System An Initiative of Department of Telecommunications". A navigation menu contains links for "About Us", "Online Corner", "Orders and Circulars", "Downloads", "FAQ's", and "Training". The main content area is titled "Login Creation for Family /Migrated Pensioners" and contains a form with the following fields:

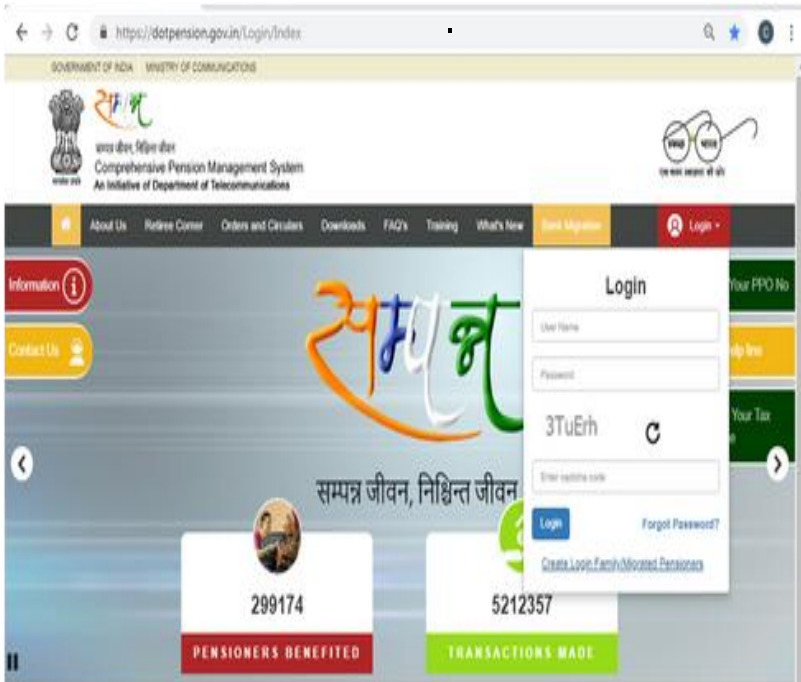
- PPO Number***: A text input field with the placeholder "PPO Number".
- Date Of Birth***: A date input field with the placeholder "Date Of Birth".
- Enter Captcha :**: A captcha image showing "xla86j" and a refresh button.
- Enter security code**: A text input field.

At the bottom of the form are three buttons: "Generate OTP" (blue), "Reset" (red), and "Cancel" (grey).

An OTP will be sent to the Registered Mobile Number.

In case the OTP is not received or it is needed to update the registered Mobile Number, please reach out to the office of the CCA with PPO Number and Date of Birth for the same.

4. After receipt of the OTP go back to the Login option and enter PPO as User Name and OTP as password to login to the SAMPANN portal.

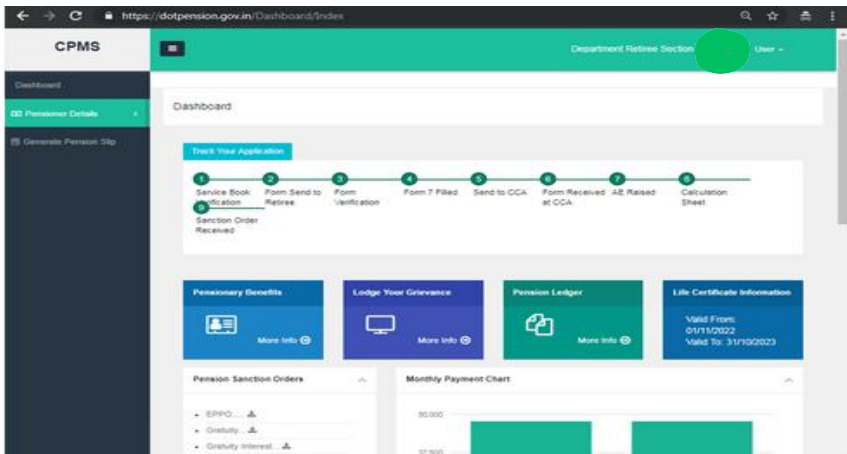


On first login, the pensioner should change the password when prompted.

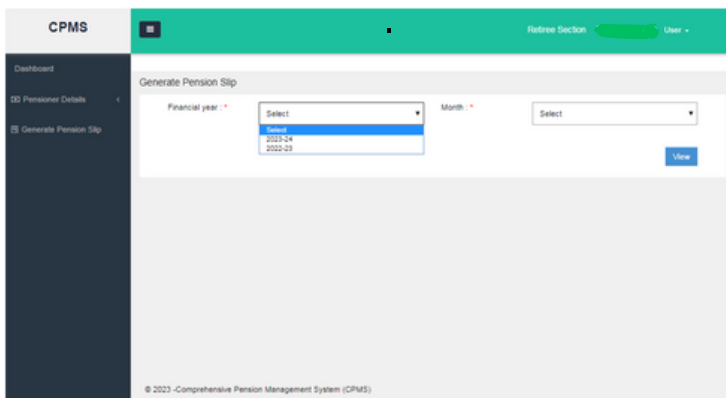
This is only a one-time registration process. Subsequent logins can be done directly under the "Login" option.

V. GENERATION OF PENSION SLIP

1. Login to CPMS using user id and password; and click on “Generate Pension Slip” option on the left side of the screen, below “Pensioner Details” option.



2. On the “Generate Pension Slip” Page, select the desired Financial Year and Month for pension slip generation from the drop down menu and click on “View”.



VI. UPDATING PROFILE INFORMATION

Pensioners are required to keep all information updated to ensure smooth processing of cases. The common areas that may require updates are illustrated below, with the steps to be followed to ensure systematic maintenance of important data related to each pensioner.

ACCOUNT UPDATION

Every pensioner/family pensioner has an option to change his/her pension disbursement account to any Nationalised Bank or Post office and any other Banks as and when approved by the Department of Telecommunication

Who needs to submit?

Every pensioner and family pensioner who requires a change in the pension disbursement account.

When to submit?

As and when a change is required by the pensioner.

How to submit?

SAMPANN PENSIONERS: Pensioners can lodge a request at CPMS grievance (in their respective logins) uploading the supporting documents as stated above.

Other mode of submission:

Pensioners may also forward Account Number with following details

- ❖ Name of the pensioner
- ❖ Date of Retirement/Death
- ❖ Pensioner Code
- ❖ Name of the bank and branch
- ❖ IFSC Code
- ❖ New Bank Account Number
- ❖ Contact Details: Latest Address, Active Email Address and Active Mobile Number
- ❖ Enclosures: ECS Mandate form, Copy of first page of PPO booklet

ECS Mandate form can be downloaded from

<https://dotpension.gov.in/Home/DownloadManual>

(Bank Undertaking)

Where to submit?

Pensioners may submit an application to the PCCA Office pension section- PRM counter or through pension section email id / by post.

For updation, please ensure all the information mentioned above is submitted with proper supporting documents.

ADDRESS UPDATION

Who needs to submit?

Every pensioner and family pensioner whose address change is to be updated in the pension records.

When to submit?

As and when a change in residence happens.

How to submit?

SAMPANN PENSIONERS:

- ❖ Pensioner can log in with their respective IDs
- ❖ Click to profile picture->Select edit profile
- ❖ Grievance related to updating of address can be registered from grievance page
- ❖ Upload proof of address. (Aadhaar card/any Govt IDs) and Click submit button

Other mode of submission:

Pensioners may also forward the request letter along with address proof for change of address. (Aadhaar card) through pension section mail id / PRM counter directly.

Corrigendum will be issued to pensioner in SAMPANN portal.

Where to submit?

O/o Pr.CCA Office TN, Chennai through Speed post / email or directly through PRM counter.

VII. PENSION REVISION

WHO NEEDS TO SUBMIT?

All pay fixation/LPD/ pay revisions including NEPP need to be determined and approved by BSNL. Hence all such cases have to be sent by the concerned unit of BSNL to O/O CCA for pension revision.

DOCUMENTS REQUIRED

- ❖ Revised calculation sheet Pay regulation sheet
- ❖ Copy of NEPP/EPP order
- ❖ Sanction for difference in gratuity and commutation
- ❖ Revised LPC
- ❖ Updated service book

AFTER REVISION

- ❖ Revised PPO / corrigendum PPO will be issued
- ❖ Arrears, if any, will be calculated and disbursed
- ❖ Pensioner will be notified through SAMPANN portal

Office of CCA can process the case only after the above said documents are forwarded by BSNL.

VIII. COMMUTATION OF PENSION

WHO NEEDS TO SUBMIT?

Commutation of pension is optional, hence any eligible pensioner desiring commutation should submit an application.

HOW TO SUBMIT?

- ❖ A Government servant, if he so desires, shall submit a separate application in Form 1-A for commutation of superannuation pension.
- ❖ In case of voluntary retirement, the Government servant shall not apply for commutation of a part of his pension before the expiry of the period of notice of three months.
- ❖ The Government servant shall not be entitled to the benefit of commutation of a percentage of pension until he himself subsequently applies for such commutation.
- ❖ Commutation of pension after one year or for commutation of pension in case of compulsory retirement pension/invalid pension/compassionate allowance will be applied in Form-2.

In case of voluntary retirement, application to be submitted only after the expiry of the period of notice of three months

IX. FAMILY PENSION & NEXT CLAIMANT CASES

CONVERSION TO FAMILY PENSION

Who needs to submit?

Eligible family members

When to submit?

On demise of pensioner

How to submit?

Submit an application along with Form-12 to the concerned CCA office for conversion to Family Pension along with the following enclosures:

- ❖ Two specimen signatures of claimant and guardian in case claimant is minor
- ❖ Two copies of passport size photographs of the claimant and guardian in case claimant is minor
- ❖ Undertaking for refunding any excess payment made by the pension disbursing authority
- ❖ Descriptive Roll of the guardian / nominee
- ❖ Copy of PPO of pensioner
- ❖ Proof of permanent address of guardian/nominee
- ❖ Copy of death certificate of the deceased pensioner/previous family pensioner

Where to submit?

O/o Pr.CCA Office TN, Chennai through Speed post / email or directly through PRM counter.

Please ensure all the information mentioned above is submitted with proper supporting documents

NEXT CLAIMANT CASES**Who needs to submit?**

Eligible family members

When to submit?

On demise of family pensioner

How to submit?

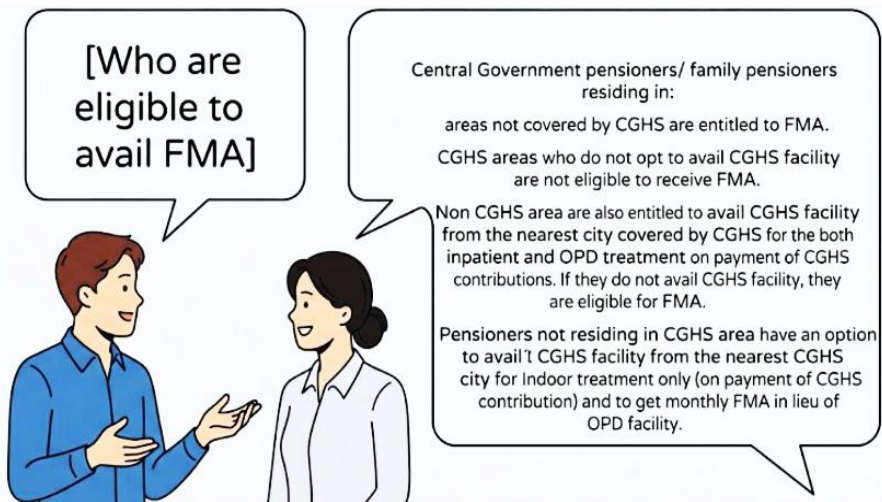
The following documents may be submitted through the last BSNL unit where the pensioner served for processing of next claimant cases:

- Form-10(Claimant/Guardian)
 - Two copies of passport size photograph
 - Two copies of specimen signatures
 - Two copies of Descriptive Roll
- Duly attested
by the Head of
the office*
- Form-21/ Sanction order
 - Income Certificate, Unemployment certificate and unmarried certificate from Revenue Authorities
 - Non-Receipt of Any Pension Certificate (Self Declaration)
 - Disability Certificate *if applicable (as per Rule 54)
 - Death Certificate
 - Both Halves of PPO
 - ECS Mandate/Cancelled cheque
 - A copy of last IT return filed by claimant Surviving Family members certificate self-declaration that there is no other family member eligible to claim family pension.

Please ensure all the information mentioned above is submitted with proper supporting documents.

X. FIXED MEDICAL ALLOWANCE (FMA)

Fixed Medical Allowance is an allowance of Rs.1000/- per month granted to Pensioners/ Family Pensioners residing in areas not covered under CGHS.



Those pensioners who are residing in non-CGHS area and who would like to avail CGHS facility only for in- patient treatment or those who do not wish to avail CGHS facility.

When to submit?

After retirement & when they need the allowance.

How to submit?

- ❖ Application should be forwarded with signature & date.
- ❖ Enclosures such as option form with correct option must be included.
- ❖ Undertaking duly signed by pensioner with date.
- ❖ MRS surrender certificate
- ❖ Name of HO in case of PO
- ❖ Address should match the address given in PPO

Where to submit?

To the concerned unit or to the Pr.CCA Office TN directly.

FMA applications are being received without all required documents/ incomplete documents etc. which delays processing. In view of the huge number of cases being received, Pensioners are advised to ensure proper submission; once processed, FMA will be cleared with arrears as due.

XI. GRIEVANCE REDRESSAL SYSTEM

Who needs to submit?

Pensioner/Family Pensioner

When to submit?

If any grievance is to be addressed

How to submit?

- ❖ 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.

Pensioners can reach Pr. CCA Office, TN

Toll- free number : 1800-425-8081

Pension section : 044- 28253222 / 28264566 / 28254575

PDA section : 044- 28264568 / 28264566

On all working days from 9.30 AM to 6.00 PM (except on weekends and closed holidays)

P-SEVAK _____ 25 _____



Where to submit?

1. The representation/grievances may be addressed to AO(Pension), O/O PCCA, Tamil nadu Circle, No. 60, Ethiraj Salai, Chennai 600 008.
2. The grievances /representations of the pensioners may also send through CCA office Pension section mail or presented directly in the Pension section -PRM counter of CCA Office.
3. The grievances relating to payments such as non drawal of pension/ arrears/ updation of Life certificate etc may be addressed to aopda.tn-dot@gov.in.

Grievances can also be lodged through CPMS portal/CPGRAMS Portal/e-mail (using pensioners login)

Action for redressal will be initiated immediately and completed as soon as possible

LINKS:

1. Pension section Email Id: prm.ccatn@nic.in
2. Centralised PG GRAMS: www.pgportal.gov.in
3. CPMS portal: <https://dotpension.gov.in/Login/Index>



XII. KNOW YOUR PENSIONER FORM

The Know Your Pensioner (KYP) Form is an essential document introduced to ensure the accuracy and completeness of pensioners' records in the SAMPANN (System for Accounting and Management of Pension) portal. It plays a crucial role in facilitating seamless pension administration, particularly in cases involving non-pay corrections and generation of electronic Pension Payment Orders (ePPOs) for migrated pensioners.

1. Non-Pay Correction Updation

The KYP form enables pensioners to update personal and non-financial details such as:

- ❖ Name and address
- ❖ Date of birth
- ❖ Aadhaar number
- ❖ PAN details
- ❖ Mobile number and email ID
- ❖ Bank account information
- ❖ Family and nominee particulars

Submission of the duly filled KYP form along with supporting documents ensures that the pension database remains accurate, thereby preventing delays in pension disbursement and facilitating efficient grievance redressal.

2. ePPO Generation for Migrated Cases

In several instances, pensioners were originally drawing their pension through banks before being migrated to the SAMPANN system. For such migrated cases, the generation of an electronic Pension Payment Order (ePPO) is essential for digitization and long-term record maintenance.

The KYP form serves as a verified source of pensioner information, enabling the Office of the Pr. CCA to:

- ❖ Authenticate pensioner details.
- ❖ Digitize legacy pension records.
- ❖ Generate and issue the ePPO.
- ❖ Ensure seamless pension disbursement through the SAMPANN portal.

3. Submission Process

Pensioners or family pensioners are required to:

1. Fill out the KYP form with accurate and complete information.
2. Attach self-attested copies of relevant supporting documents.
3. Submit the form to the concerned CCA/Pr. CCA office.

4. Benefits of the KYP Initiative

- Ensures accuracy of pensioner data.
- Facilitates quick non-pay corrections.
- Enables generation of ePPOs for migrated cases.
- Supports complete digitization of pension records.
- Enhances transparency and efficiency in pension administration.
- Simplifies grievance redressal and future correspondence.

5. ePPO generation

The Pensioner can login to the sampann portal with user ID and password and check the ePPO in their dashboard.



**GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS
DEPARTMENT OF TELECOMMUNICATIONS**

Photo

KNOW YOUR PENSIONER (KYP) FORM

Category of Pensioner (tick the correct option)	<input type="checkbox"/> Pensioner Family <input type="checkbox"/> Pensioner <input type="checkbox"/> Pensioner's Coker/ New PPO No. (if available) <input type="checkbox"/> Directly through Bank <input type="checkbox"/> Directly through Post office				
Pension Disbursing Authority	<input type="checkbox"/> Directly through CCA office <input type="checkbox"/> Directly through Bank <input type="checkbox"/> Directly through Post office				
S. No.	Description	A	B	C	D
1	Name				
2	PPO No.				
3	Pensioner's Coker/ New PPO No. (if available)				
4	Date of Birth				
5	Date of Retirement				
6	Post Held on Retirement				
7	Group of the post held on retirement (TICK THE BOX)				
8	Mobile No.				
9	Aadhar No. (Self-attested copy to be enclosed)				
10	PAN No. (Self-attested copy to be enclosed)				
11	Email ID				
12	Family Details:				
	Sl. No	NAME	RELATION	DOB	Contact No
	(i)				
	(ii)				
	(iii)				
	(iv)				
	(v)				

FAMILY PENSIONER'S DETAILS
(To be filled by Family Pensioner if Pensioner expired)

1	Pensioner Name
2	Family Pensioner Name
3	Relation to Pensioner
4	PPO No.
5	Date of Birth of Family Pensioner
7	Date of Death of Pensioner (Self-attested copy of certificate to be enclosed)
8	Mobile No.
9	Aadhar No. (Self-attested copy to be enclosed)
10	PAN No. (Self-attested copy to be enclosed)
11	Email ID
BANK/POST OFFICE DETAILS	
1.	Name of Bank & IFSC office
2.	Address of Bank/Post office
3.	A/C No. of Bank / Post office
CORRESPONDENCE DETAILS	
1.	Permanent Address with Pin code
2.	Correspondence Address with Pin code

CONSENT LETTER

FOR O/o CONTROLLER OF COMMUNICATION ACCOUNTS, DEPT. OF TELECOMMUNICATIONS
I hereby give permission to O/o Controller of Communication Accounts, Department of Telecommunications, Govt. of India for use of my above information for pension payment.

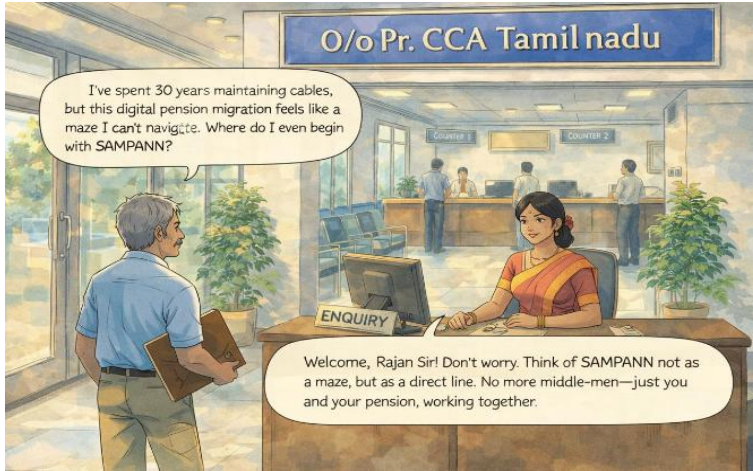
NOTE: The information provided above will not override the Form-3 details present in the Service Book.

Place: _____
Date: _____
Signature of the Pensioner/Family Pensioner _____

Toll Free: +91 <http://cgca.gov.in>



XIII. FREQUENTLY ASKED QUESTIONS



Q. What are the contact points available to our pensioner?

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

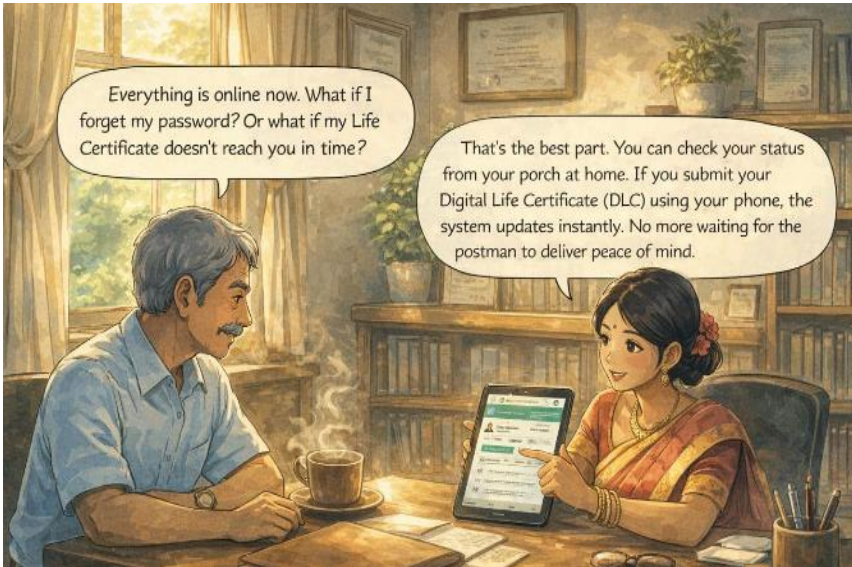
- ❖ All India Toll-Free Helpline no. - 1800-113-5800 (Timings – 9:30 AM to 6:00 PM except on weekends & gazetted holidays)
- ❖ Centralized helpdesk dedicated Mail ID sampann.cpms-dot@gov.in
- ❖ Sampann Mobile app
- ❖ Online grievance redressal facility through the pensioners' account in dotpension.gov.in.
- ❖ 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

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

A. The Pensioner can download the same from his/her Dashboard in the CPMS portal using his/her login id.

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

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



Q. What if pensioner forgets his/her password?

A. 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.

Q. What if Helpline is not accessible?

A. In case the Helpline is not accessible, then the pensioner can

- Raise a grievance by logging in the CPMS Portal with his User ID or
- She/he can reach mail their grievances to sampann.cpms-dot@nic.in or
- She/he can call the local Helpline Nos for the early resolution of his/her issues.

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

A. 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 or He/She can call the local Helpline Nos for the early resolution of his/her issues.

Q. What is the Fixed Medical Allowance for pensioners?

A. Fixed Medical Allowance - FMA @ Rs. 1000/- per month w.e.f. 01.07.2017 is granted to the pensioner residing in areas not covered by CGHS.

Q. From which date a pensioner is eligible for FMA?

A. From the date on which he or she applies for FMA subject of surrender of MRS Card/residing in Non CGHS area.

Q. Can a pensioner change his or her option for FMA on a later date?

A. Yes. He or she can. But only once in life time when he or she changes the residence from a Non CGHS area to a CGHS covered area. The change of address should be intimated to the concerned Pension sanctioning authority.

Q. Who are eligible to avail FMA?

A. Central Government pensioners/ family pensioners residing in: areas not covered by CGHS are entitled to FMA.

CGHS areas who do not opt to avail CGHS facility are not eligible to receive FMA.

Non CGHS area are also entitled to avail CGHS facility from the nearest city covered by CGHS for the both inpatient and OPD treatment on payment of CGHS contributions. If they do not avail CGHS facility, they are eligible for FMA.

Pensioners not residing in CGHS area have an option to avail CGHS facility from the nearest CGHS city for Indoor treatment only (on payment of CGHS contribution) and to get monthly FMA in lieu of OPD facility.

Q. In the case of those Pensioners who are in receipt of two pensions viz., service pension and family pension OR military pension and another civil pension to which category of pension, medical allowance shall be allocated?

If any pensioner or family pensioner receives two pensions, FMA is admissible from only one of the two organizations.

As regards, pensioner who gets both military pension and civil pension, if the pensioner avails of the medical facilities provided by one of the civil or military organisations, he is not entitled to Fixed Medical Allowance and if he does not avail medical facilities from any of the organizations, he is entitled to Fixed Medical Allowance for only one of the two organizations.

PENSIONERS' FEEDBACK

How would you describe your experience with our service in PRM counter/Pension Section

1. Great
2. Good
3. Fair
4. Satisfactory
5. Poor

Suggestions if any:
Good. No Suggestions. Very kind service. As a BSNL Retiree I am fully satisfied. Thanks.

How would you rate our service in PRM counter/Pension Section

☆☆☆☆☆

K. Ramachandran
Signature of the pensioner

How would you describe your experience with our service in PRM counter/Pension Section

1. Great
2. Good
3. Fair
4. Satisfactory
5. Poor

Suggestions if any: *Very happy about the Co-operation given Centre staff. Thank You!*

How would you rate our service in PRM counter/Pension Section

☆☆☆☆☆

Subramanian
Signature of the pensioner

How would you describe your experience with our service in PRM counter/Pension Section

1. Great
2. Good
3. Fair
4. Satisfactory
5. Poor

Suggestions if any: *PRM is Very Courteous and highly helpful to the pensioner need.*

How would you rate our service in PRM counter/Pension Section

☆☆☆☆☆

[Signature]
Signature of the pensioner

How would you describe your experience with our service in PRM counter/Pension Section

1. Great
2. Good
3. Fair
4. Satisfactory
5. Poor

Suggestions if any: *Satisfied with the service*

How would you rate our service in PRM counter/Pension Section

☆☆☆☆☆

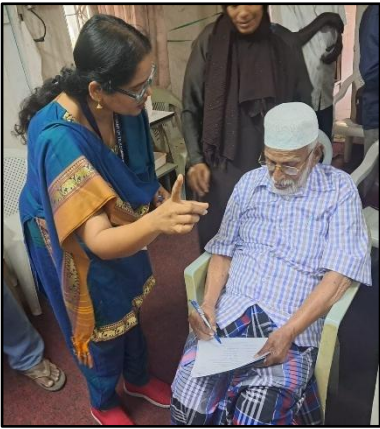
Murali 12/12/2016
Signature of the pensioner



SERVICE GLIMPSE – "Secure Pension, Dignified Life"



SERVICE GLIMPSE – "Safe Banking, Safe Pension"



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Ms. Bhuvaneswari R, AAO

Ms. Munema Vijaya, AAO

Mr. J. Charles, AAO

Mr. M. Andrew Ratana Singh, SA

Mr. Parasuram A S, LDC

CCA Office never asks for OTP. Don't share your OTP or personal details to anybody.



Department of
Telecommunications

IMPORTANT NOTICE FOR TELECOM PENSIONERS

BEWARE OF CYBER FRAUD
Stay Alert • Stay Safe



No Telecom Official Will Ever Ask For:



- ✓ Bank Account Details
- ✓ OTP (One-Time Password)
- ✓ ATM/Debit/Credit Card Details

- ✓ ATM/Debit/Credit Card Details
- ✓ Passwords or PINs
- ✓ Personal Information via Calls/SMS/WhatsApp



Common Fraud Tricks:



- ✓ Fake calls/messages about **pension updates**
- ✓ Requests for **KYC verification**
- ✓ Offers of **extra pension benefits**
- ✓ Links asking you to **"update"** your details



What You Should Do:

- ✓ **DO NOT** share any personal or banking information
- ✓ **DO NOT** click on unknown links
- ✓ **VERIFY** information only through **official telecom offices**
- ✓ Stay cautious of unknown callers



REPORT IMMEDIATELY:



Police Cyber
Crime Cell



Your Concerned
Telecom Office



Stay Informed, Stay Protected

Also educate your family members about these scams.

We remain committed to serving our pensioners with utmost care and diligence.....

In case of any issue regarding filling up the Pension papers / due for retirement for DOT employees, assistance will be provided by

Pension Mitra

Shri Charles J, AAO

Land line: 044-28257101

Mobile: 77018 85585

Email id: dyccapen.ccatn@nic.in

Ph. No. 044-28267101, 044-28253222

Whatsapp No: 94457 90900

Pensioners' Helpline: 1800-425-8081

(Toll Free)



**O/o the PRINCIPAL CONTROLLER OF COMMUNICATION ACCOUNTS
TAMIL NADU CIRCLE,
No.60, Ethiraj Salai, Tamil Nadu Telecom Complex,
Egmore, Chennai – 600 008**