



Government of India

Department of Telecommunications

Office of the Controller of Communication Accounts

Kerala, Thiruvananthapuram-695 033

Frequently Asked Questions

SAMPANN

www.dotpension.gov.in

Note: Please note this FAQ is prepared based on CCS Pension rules 1972 and other Guidelines for processing of pension cases in SAMPANN existing as on 1/07/2020. This is to be used only as a guideline with respect to use of SAMPANN software by Pensioners in Kerala circle. In case of change in Pension rules or Guidelines this FAQ will need to be amended

1. How to login to SAMPANN?

Retirees can get connected by logging on to www.dotpension.gov.in or by using SAMPANN mobile application (which can be downloaded from Google Play store). Retiring employees will receive Password on their mobile number.

User ID	-	PAN Number
Password	-	Received in Mobile. May be changed on first logon

2. What if I forgot my password ?

Password can be reset by forgot password option available at homepage.

3. How to update Mobile number, Email id or address?

Mobile number, eMail and address can be updated in edit profile option available in profile in SAMPANN login. For more details refer to Chapter 14 of SAMPANN user manual available at <https://dotpension.gov.in/Home/DownloadManual>

4. If my old mobile number is no longer accessible, how to update mobile number, email id without OTP?

Please send email with Name, PPO number, New mobile number to aaoccapvatvm.ker@nic.in with copy to jtccatrivandrum@nic.in. The matter will be taken up with SAMPANN Helpdesk for updation of mobile number

5. What are documents available in SAMPANN login?

ePPO, Gratuity sanction, Pension ledger, Revision orders, Corrigendum etc are available in sampan login. Pensioner can download these at any point of time.

6. How to see PPO revision orders?

PPO revision order is available in "Revision orders" in SAMPANN login.

7. How to view commutation restoration date?

Commutation restoration date is available in the dashboard of pensioner in under payment date tab

8. When will deferred commutation and deferred gratuity be paid to BSNL VRS 2019 retirees?

The retirees who had attained more than 55 years of age on the effective date of voluntary retirement will be eligible for commutation of pension and gratuity only when such retiree(s) attains the age of 60 years (superannuation age on the date of offer of VRS). For retirees aged 55 years or less, on the effective date of voluntary retirement, the commutation of pension and gratuity shall be permitted with effect from 01-02-2025.

The retired employee will be required to make an application for commutation of pension to the head of office from which he/she has retired. Concerned SSA of BSNL will verify and forward the Case to O/o CCA Kerala to process commutation. Option for Commutation can be submitted without medical fitness certificate up to one year from date of becoming eligible for commutation. Beyond one year, medical fitness certificate is mandatory.

Deferred gratuity is payable automatically on due date, no application is required.

9. If any corrigendum or addendum to PPO has been issued how to view that in SAMPANN?

Any addendum/Corrigendum issued to PPO can be viewed in pensioner dashboard under 'Shared Documents' tab

10. In case of death of the pensioner, whom should the family approach for Family pension ?

In case of death of the pensioner and the name of the family pensioner is already shown in the EPPO, application for conversion of case to family pension along with death certificate of the pensioner, Life certificate (or Digital Life Certificate) of family pensioner and bank undertaking (Annexure-1 available in dotpension.gov.in) duly countersigned by the bank manager may be sent to AO(PDA), O/o CCA Kerala Circle, 5th Floor Doorsanchar Bhavan, PMG Junction, Trivandrum-695033. Family pensioner need not visit CCA office for commencing disbursement of family pension.

In case eligible family pensioner name is not shown in EPPO, then application for family pension may be submitted to the head of office from where the pensioner retired, to forward to O/o CCA Kerala .

11. If the pensioner wants details of pension paid during a financial year or Pension Payment Slip, whom should he/she approach?

The pensioner's dashboard has a link to Pension Ledger. It can be accessed online, and previous pension paid amounts can be seen. Print out can be taken by the pensioner if desired.

12. Why does my first month pension paid not show in Pensioner ledger and instead shows in Arrears tab (except for BSNL VRS 2019 retirees) ?

First pension paid through SAMPANN is always paid through arrear bill module for retirees other than those who retired under BSNL VRS 2019. Hence the same will reflect in arrears tab and not in regular pensioner ledger .

13. I am a BSNL VRS 2019 retiree, my provisional pension details do not show in SAMPANN Ledger

Provisional pension was paid to BSNL VRS 2019 retirees until issue of EPPO . This was paid outside SAMPANN and hence these details will not be shown in the ledger available in SAMPANN

14. Where should a pensioner submit details of investment for claiming relief under Income Tax Act?

The investment details need to be sent to the AO(PDA), O/o CCA Kerala Circle, 5th Floor Doorsanchar Bhavan, PMG Junction, Trivandrum-695033. On the pensioner's dashboard, pensioners may log in and feed their details in "Investment declaration" and upload supporting documents. Pensioners can also download the "Investment declaration" proforma available on www.dotpension.gov.in and fill it up and then send the duly filled form along with enclosures to AO (PDA), O/o CCA Kerala Circle, 5th Floor Doorsanchar Bhavan, PMG Junction, Trivandrum-695033. Further details on the same are provided in Annexure I of this FAQ

15. If the pensioner has a query or requires clarification on the amount of pension paid, what should he/she do?

Pensioner can directly contact the Toll free number 1800-113-5800(during working hours) of O/o CCA Kerala. Pensioner can also email any issues to aaoccapvatvm.ker@nic.in with copy to jtccatrivandrum@nic.in. Online grievance module is also available in SAMPANN login which can be used by the pensioner.

16. Who will provide Form 16 ?

Form 16 Generated from TRACES portal will be provided to those pensioners for whom TDS has been deducted in previous financial year within the due dates specified by the Income tax Department .For FY 19-20 the extended due date is 31/7/2020.

17. How do I verify TDS deducted is shown against my PAN ?

Details of TDS, if any, deducted can be seen from the pensioner ledger. The details are also filed to income tax department in the form of quarterly returns once every quarter (Due date July 31 for 1st Quarter of FY and so on for other quarters). Pensioner can check the details of TDS deducted against his/her PAN for a particular quarter after 15 days from the due date of filing quarterly returns from “Form 26AS” available in www.incometaxindiaefiling.gov.in. For example for 1st Quarter of FY 2020-21 the details will be available by 15/08/2020.

18. What is the role of O/o CCA if I choose to migrate to CGHS from BSNL MRS?

Pensioner has to surrender his BSNL MRS card to his SSA and on acceptance of the same by BSNL he/she has to apply to O/o CCA along with copy of acceptance of BSNL MRS Card surrender. On receipt of the same a certificate for mapping of IDA scales to CDA scales based on the data in PPO orders will be provided to pensioner. He can submit the certificate to CGHS for further processing along with other documents required by CGHS

19. What is the due date for submission of Life Certificate?

Life certificate shall be submitted within 15th of next month after completion of 12 months of retirement/submission of last LC (i.e before 15.02.2021 in case of a pensioner retired on 31.01.2020) and subsequently every 12 months or less as per convenience of Pensioner.SMS alert is being sent 45 days in advance to all pensioners whose life certificate is expiring on particular date

20. From whom can I get physical life certificate authorized and to whom should I send it?

Life certificate in prescribed form shall be submitted by Pensioner in CCA office by hand/Post as per existing procedure. A pensioner who produces a life certificate signed by any person specified rule 343 of central treasury rules (CTR) is exempted from personal appearance. Attested LC may be sent to AO(PDA), O/o CCA Kerala Circle, 5th Floor Doorsanchar Bhavan, PMG Junction, Trivandrum-695033

The authorities permitted as per Central Treasury rules are as below

- (i) A person exercising the powers of a Magistrate under the Criminal Procedure code;
- (ii) A Registrar or Sub-Registrar appointed under Indian Registration Act;

- (iii) A Gazetted Government servant;
- (iv) A Police Officer not below the rank of Sub-Inspector in –charge of a Police Station
- (v) A Postmaster, a departmental Sub-Postmaster or an Inspector of Post Offices;
- (vi) A Class I officer of the Reserve Bank of India, an officer (including Grade II officer)of the State Bank of India or of its subsidiary;
- (vii) A pensioned Officer who, before retirement, exercised the powers of a magistrate;
- (viii) A justice of Peace;
- (ix) A Block Development Officer Munsif, Tehsildar or Naib Tehsildar;
- (x) A Head of Village Panchayat, Gram Panchayat, Gaon Panchayat or an Executive Committee of a Village;
- (xi) A Members of Parliament, of State legislatures or of legislature of Union Territory Governments /Administrations
- (xii) Treasury Officer

21. How do I submit a Digital life Certificate?

Those pensioners who have linked their Mobile number with Aadhaar can furnish Digital Life certificate. It can be generated from anywhere including home if Windows/Android based device with internet connection and STQC certified Bio metric device connected to it is available. Digital life certificate can also be generated at Jeevan pramaan Post Offices/Akshaya Centres / Common Service Centres(CSC)/Pensioners Service Centre at SSAs(if available) / CCA Offices where which have Jeevan Pramaan Facility.

For submission of DLC, the pensioner requires to be physically present to generate Biometric verification, and provide the PPO/Mobile number/Aadhaar Number. Pensioners should ensure that the following details are correctly selected in the Jeevanpramaan application by the operator while submitting Digital Life certificate.

Sanctioning Authority –Telecom
Disbursing Agency-Department of Telecommunication
Agency – CCA Kerala

**GUIDELINES TO SAMPANN PENSIONERS ON INCOME TAX DEDUCTION FROM
PENSION**

Proposed declaration:

- Pensioners(**except Family pensioners**) drawing pension via SAMPANN may submit the Proposed Declaration forms of investment and other information either online or by sending physical forms
- For submitting online, pensioners can log into SAMPANN and go to the ‘Investment Declaration’ tab to submit the proposed declaration. No physical copy needs to be sent to the CCA office. Also, pensioners may upload proofs of investment.
- In case pensioners want to submit a physical copy, they must fill up the form – Proposed declaration for Investments and Savings - available at <https://dotpension.gov.in/Home/DownloadManual> and send by post the physical/hard copy to AO (PDA), O/o CCA Kerala, 5th Floor, Door Sanchar Bhawan, PMG Junction, Thiruvananthapuram – 695033
- Submitting proofs on investment alongside Proposed Declaration form is **not mandatory**.
- The first declaration of proposed investments must be made before 15th April of the financial year.
- **New Pensioners (who are not a pensioner as on 1st April of any FY) may submit their Proposed Declaration within one month of receipt of ePPO or before 9th October whichever is earlier. Retirees from 30th September onwards may directly submit Actual declaration after 10th October**
- Pensioners can submit proposed declarations even after 15th April, but the effect of such declaration shall be incorporated only on and after the date of such declaration
- The last date to submit proposed declarations is 9th October of the financial year. No proposed declarations will be accepted after this date and only actual declarations will be accepted.
- If a pensioner submits an actual declaration at any point, no proposed declaration can be submitted after that. However, a pensioner can submit another actual declaration after that.

Actual Declaration

- Pensioners(**except Family pensioners**) drawing pension via SAMPANN may submit the Actual Declaration forms of investment and other information either online or by sending physical forms
- For submitting online, pensioners can log into SAMPANN and go to the ‘Investment Declaration’ tab to submit the actual declaration. No physical copy needs to be sent to the CCA office. Also, pensioners must upload proof of investment.
- In case pensioners want to submit a physical copy, they must fill up the form – Actual declaration for Investments and Savings - available at <https://dotpension.gov.in/Home/DownloadManual> and send by post the physical/hard copy to AO (PDA), O/o CCA Kerala, 5th Floor, Door Sanchar Bhawan, PMG Junction, Thiruvananthapuram – 695033
- Submitting proofs of investment alongside Actual Declaration form is **mandatory**
- Pensioners must submit the actual declaration by **10th October** of the financial year to support any proposed declaration submitted by them earlier. If no actual declaration is submitted by the 10th October, any proposed declaration submitted shall stand nullified.
- However, pensioners can still submit actual declarations after 10th October. The last date for submission of actual declaration is **10th January** of the financial year.
- **It may be noted that effect of any declaration shall be incorporated only on or after the date of such declaration and pensioners are advised to submit their declarations well in advance.**