BSNL & DOT PENSIONERS ASSOCIATION (INDIA)
CENTRAL HEAD QUARTER, AHMEDABAD - 380 001.
(Registered under Indian Trade Union Act 1926. Regn No.G-6456)
(Affiliated to Bharat Pensioners Samaj, New Delhi)
410-A/411-A, Swaminarayan Avenue, Near A.E.C. Over Bridge, 132 ft. Ring Road, Naranpura, Ahmedabad - 380013.
Thomas John K
All India President
Dinesh D. Mistry
General Secretary

No: BDPA(INDIA)/CGHS/IDA-CDA-MAPING/2026 Dated 18th November, 2026

To,
Ms. Vandana Gupta
Controller General of Communication Accounts
Department of Telecommunications
New Delhi – 110047

Subject: Request for enabling pensioners to download digitally authenticated IDA–CDA Mapping Certificates directly from their SAMPANN accounts.

Respected Madam,

1. At the outset, BDPA (INDIA) appreciates the steps taken by your office towards digitisation of pension-related services, particularly the introduction of the IDA–CDA Mapping Certificate facility in the SAMPANN portal for pensioners requiring the certificate for CGHS purposes.

2. We understand that the facility for generating the certificate digitally, duly authenticated with the Digital Signature Certificate (DSC) of the concerned Accounts Officer (Pension), has already been developed and made operational.

3. This is indeed a welcome development. However, we wish to draw your kind attention to one practical aspect which, if addressed, would make this facility substantially more useful and accessible to pensioners.

4. At present, pensioners may still have to approach the concerned CCA office, either personally or through correspondence, to obtain the certificate. For a large number of retired employees, particularly elderly pensioners and those residing at places far away from their respective CCA offices, this procedure involves avoidable inconvenience, expenditure and uncertainty in obtaining an essential document.

***We therefore propose that, once the certificate is generated and digitally authenticated by the competent Accounts Officer, it may automatically be uploaded to the respective pensioner's individual SAMPANN account*.** The pensioner should then be able to access and download the authenticated certificate simply by logging into the portal through the prescribed secure authentication procedure.

Such an arrangement would not require any relaxation in the existing verification or authentication process. The certificate would continue to carry the digital authentication of the authorized Accounts Officer, while its subsequent delivery to the pensioner would take place electronically through SAMPANN.

We firmly believe that this small but important operational improvement would:

1. Eliminate the necessity of personal visits and repeated correspondence with CCA offices.
2. Ensure timely availability of the certificate to pensioners for CGHS-related requirements.
3. Provide considerable relief to senior citizens and pensioners residing in distant locations.
4. Reduce the administrative work involved in printing, handling and dispatching individual certificates.
5. Give pensioners the benefit of the digital infrastructure already established under SAMPANN.

The objective of digital governance is not merely to digitize the preparation of documents but also to ensure that the intended beneficiaries can access them conveniently without unnecessary procedural hurdles.

We, therefore, request your kind intervention to consider this facility as the next logical step in the implementation of the IDA–CDA Mapping Certificate system and arrange to make digitally signed certificates downloadable from the respective pensioners' SAMPANN accounts at the earliest.

We shall be grateful for your favourable consideration of this genuine concern of BSNL and DoT pensioners.

With regards,

Yours sincerely,

(Dinesh D. Mistry)
General Secretary

Copy for information and necessary support to:
The Secretary (Pension), Department of Pension & Pensioners' Welfare, New Delhi.