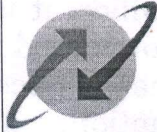


Corporate Office  
Pension Section, 5<sup>th</sup> floor  
Bharat Sanchar Bhawan  
H.C. Mathur Lane,  
New Delhi-110001



भारत संचार निगम लिमिटेड  
(भारत सरकार का उपक्रम)  
BHARAT SANCHAR NIGAM LIMITED  
(A Govt. of India Enterprise)

No.48-16/2019-Pen (B)

Dated: 11-12-2019

To

**All Heads of Circles/Telecom Districts/ Regions/Projects/  
Telecom Stores/Telecom Factories & Other Administrative Offices  
Bharat Sanchar Nigam Limited**

Sub: Instructions regarding submission/processing of Pension Papers through SAMPANN Portal – regarding.

Sir,

I am directed to refer to BSNL Corporate Office letter no. 1-15/2019-PAT(BSNL) dated 04/11/2019, vide which BSNL Voluntary Retirement Scheme-2019 has been notified. In this regard, the Administrative Ministry i.e. DOT has directed to process all the Pension Papers of VRS Optees through SAMPANN Portal, in coordination with the concerned CCAs.

2. As per the said Manual, SAMPANN is based on a hierarchy of users and BSNL users will be a part of this hierarchy. At the top level is the DOT User as Administrator, then CCA Office User at level II and then comes BSNL Users. As per the Manual, there are two BSNL Users: HoO i.e. Head of Office User and then DH i.e. Dealing Hand User. In addition, there are Retiree Users. User IDs in SAMPANN system from BSNL perspective are to be created in the following manner:-

- For every SSA, Circle and Corporate Office, one User will be created called 'HoO' i.e. Head of Office. For these purpose, the SSAs/Circles/Corporate Office are required to nominate one Officer each and communicate details (Name, Designation, PERNR, Mobile No and email ID of the Officer nominated as HoO for SAMPANN) of such officers to the respective CCAs. CCAs will provide login credentials to the nominated officers. DH users will be created by HoO users in the system as per requirement. There is no limit in the number of DH users and no prior approval of CCA would be required for creation of DH users. Details of DH users are also not required to be provided to CCAs at this stage.

3. In this regard it is requested that for the purpose of role of HoO, Officers of the rank of AGM or above, preferably those presently dealing with pension settlement cases, may be nominated by SSAs/Circles as well as in Corporate Office and necessary instructions may be issued to the circles for communicating details of the nominated officers to the respective CCAs under intimation to this office as well as ERP team.

4. For the purpose of DH it is proposed that AM/JAO/JTO may be decided as the minimum level for nomination and the same may be communicated to DoT SAMPANN team as well as to Circles and ERP team.

