



Government of India
Ministry of Communications
Department of Telecommunications
Office of Controller General of Communication Accounts
NICF Campus, Ghitorni, New Delhi – 110047.

No. 13-5/2020-21/BA&IT/

Dated 22.07.2022

To,
All Pr. CCAs/CCAs

Subject: Bank Migration: Post Migration Activities

Migration of pensioners from CPPCs to SAMPANN is currently underway and being taken up in a phased manner. In the month of July, 2022, 4443 pensioners drawing pension from Bank of Baroda are being migrated and their pension has been stopped by the bank.

To ensure a smooth transition of pensioners drawing pension from CPPCs to SAMPANN, the following steps need to be taken:

1. **Welcoming Pensioners:** Immediately after migration, migrated pensioners must be welcomed to SAMPANN either via SMS/Call/Letter. The communication must contain the **SAMPANN PPO No. and mobile number** (first 5 digits masked). Sample of the SMS and letter are enclosed for reference (**Enclosure I**).
2. **Login Creation:**
 - a. The first step pensioners need to take is creation of login credentials. Pensioners must be assisted in creation of Login Credentials. The process of creation of login credentials for migrated pensioners is enclosed (**Enclosure II**). The video available on SAMPANN's Youtube channel (<https://www.youtube.com/watch?v=hU9899C-5F1>) in this regard may also be circulated to all migrated pensioners/Pensioner's Associations.
 - b. It must be noted that SAMPANN PPO No. and Mobile Number are mandatory requirements for creation of login credentials. Therefore, pensioners whose mobile number is incorrect/not available may be requested to provide them at the earliest for updation in SAMPANN.
3. **Submission of LC/DLC:**
 - a. Since pensioners would now get their pension from CCA Offices, Life Certificate would now need to be submitted to the respective CCA office.
 - b. **Physical LC:** The physical LC would need to be submitted to the CCA Office. The address of the office may be shared with the pensioners.
 - c. **Digital LC:** Pensioners need to be assisted with the process of submission of LC on Jeevan Pramaan. The manual (**Enclosure III**) and video (<https://www.youtube.com/watch?v=1LeIglboS-M>) in this regard may be shared with pensioners /Pensioners Associations.

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4. **Savings and Investment Declaration:** After migration, pensioners would need to submit their Savings and Investment declaration to CCA Offices. The process of submitting online may be explained to the pensioners.
5. **Transfer of Pension Case:** A pensioner may want to transfer the case from one circle to another after migration. Such pensioners may be assisted. The video detailing the process (<https://www.youtube.com/watch?v=cH2ZmMB51C0>) of transfer by pensioners may be shared with all pensioners /Pensioners Associations.

CCA Offices may take up outreach initiatives in the form of online or offline camps, reaching out to Pensioners Associations etc. for the benefit of pensioners and inform about the same to this office.

This issues with approval of Competent authority

(Taranjeet Singh)
Dy. CGCA(BA&IT)

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1. PS to Member(F)
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3. PS to Advisor(F)
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