

FAQ – BSNL VRS 2019 via SAMPANN

- 1) While trying to login on SAMPANN, I repeatedly get a message saying the user session is already active. What should I do?

To avoid this, ensure the following:

- Another session of the same user is not running simultaneously. One user can log into SAMPANN only once at a time. So, please logout of the other session to login.
- No other person is using your credentials when you are trying to login
- As a best practice, logout of the session every time you have completed your work. Please don't close the browser window directly.

User session policy has been implemented in SAMPANN where an idle session last 10 minutes. Here, if no activity is performed by the user for 10 minutes, the session will logout on its own. If you close the window by mistake, then you will have to wait for 10 minutes for the session to end after which you can login again.

However, in the interest of time for VRS, a workaround can be used. Here, if you get a message saying user session is already active, in the address bar of the browser type <https://dotpension.gov.in/Error/Error> and then click on 'Click here to login again.' This should help you login again.

- 2) For BSNL VRS, under an SSA, we see a retiree who belongs to some other SSA. What should we do?

This could happen due to the following:

- The retiree may have been mapped incorrectly to the said SSA
- The retiree may have got transferred and the details were not updated in ERP

For this, a transfer request must be sent by the concerned CCA to the CPMS Helpdesk(support.cpms-dot@gov.in). The request must contain the following details of the retiree: Name, HRMS ID, Mobile Number, current SSA and the SSA that the retiree has to be transferred to. **Such cases should not be processed beyond profile.**

CCAs should ensure they get a formal communication for the transfer from the respective BSNL unit.

- 3) For BSNL VRS, under an SSA, data of a direct recruit of BSNL who is not eligible for VRS 2019 is visible. What should we do?

This could happen due to wrong data being provided by BSNL ERP system.

For this, a delete request must be sent by the concerned CCA to the CPMS Helpdesk. (support.cpms-dot@gov.in). The request must contain the following details of the retiree:

Name, HRMS ID, Mobile Number and the SSA. **Such cases should not be processed beyond profile.**

CCAs should ensure they get a formal communication for deletion from the respective BSNL unit.

- 4) For BSNL VRS, for the data uploaded of the retiree, we see that certain details are incorrect such as Name, Date of Joining, Date of Retirement etc. What should we do?

The incorrect details of retirees can be edited by the CCA user of SAMPANN. Each CCA user can edit certain details on the system itself. For this the CCA user has to login and then click on Edit Utility. CCA user can then search for the retiree using the HRMS ID or Mobile Number of the retiree. Post this, the details can be edited.

Please note that at the moment only the following details can be edited and up till the stages listed below:

SL. No.	Field Name	Retiree basic details entered(case pending in Profile/Service book verification/ Send form to retiree)	Profile created by Pensioner(case pending at pensioner/ form received/form verification)	Form 7 generated	Revised Form 7/ calculation sheet not crossed AO approval	PPO Generated
1	Salutation, First Name, Middle Name, Last Name, Fathers name	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	N.A
2	Height, Mothers Name, Gender, Aadhaar/group	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	N.A
3	DoB, DoJ, DoR, Date of Superannuation	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	N.A
4	PAN, Mobile, Email	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	All the mentioned fields can be corrected.	N.A

The CCA user can correct the details even if the case has not been sent by HoO to AO Pension

Also note that no details can be updated after the PPO has been generated.

More fields will be added to the edit utility soon. If there is a correction to be made to any other field not available in the list above, a request should be sent to the CPMS Helpdesk.

- 5) For BSNL VRS, Aadhaar number for a retiree is incorrect. What should we do? Should we proceed with the case?

Incorrect Aadhaar numbers have been received from BSNL for some retirees and hence the numbers are wrong. However, Aadhaar is not a mandatory field for processing pension and therefore, yes, please go ahead with processing the case further.

Also, Aadhaar number can be edited using the Edit Utility if needed. In the meanwhile, it is being explored to correct the Aadhaar number at one go from the backend. As soon that is done, information will be shared.

- 6) For BSNL VRS, after Service Book verification approval by HoO user, retiree is not getting an SMS for the credentials. How should he/she login?

The username for retirees is their PAN number and there is a default password which the CCA/BSNL users are aware of. The retiree can login using these credentials even if he/she does not get the SMS.

- 7) For BSNL VRS, users/retirees are not able to login for the first time using the default password. How should he/she login?

This could happen due to the following:

- They are not entering the correct username
- They are not entering the correct default password
- They might have logged in earlier and changed the password. In this case, default password will not work.

In such cases, the Forgot Password utility can be used where the user/retiree has to enter the Username and upon submission he/she will receive an OTP on the registered mobile number. This can be used to change the password. User/retiree can then login with the new password.

- 8) For BSNL VRS, option for Government Accommodation is No? How should we proceed?

For BSNL VRS 2019, government accommodation will always be **No** for retirees. So, please go ahead and proceed with case.

- 9) For BSNL VRS, retiree is not able to add bank details. What should the retiree do?

This could be due to the case that the IFSC code might not be added in the system or the details are incorrect. For this, immediately inform the CPMS Helpdesk who will add/correct the IFSC code on priority. CTRL + F5 may be used as well. This may help in resolving the issue.

10) For BSNL VRS, we are not able to see cases for certain retirees under an SSA. What should we do?

Data for about 60000 retirees has been received from BSNL till now (17/01/2020). Data for rest of the retirees is expected soon. Once the data is received, it shall be uploaded on SAMPANN and requisite information will be shared.

11) For BSNL VRS, till which step should CCAs process the case?

CCAs should process the case only till the Calculation Sheet stage under the Pension Module. They should wait for instructions from DoT on when to proceed further with the cases

12) For BSNL VRS, data has been uploaded for retirees who have already expired after their VRS got accepted. How should we proceed?

For such retirees, firstly no processing must be done in the HoO at all. Then, immediately, a request for deletion of the pensioner has to be sent to the CPMS Helpdesk. Once deleted, the case can now be processed as a normal family pension case via the Side Channel.

13) For BSNL VRS, how can users in HoO process the cases?

For this, detailed training material is available at <https://dotpension.gov.in/Home/Training>.

HoO Presentation:

https://dotpension.gov.in/WriteReadData/Home/SAMPANN_HoO_Training_VRS%202019_1.2.ptx

HoO Video: https://dotpension.gov.in/WriteReadData/Home/SAMPANN_HoO_Video_DoT.mp4

Revised Process Flow: <https://dotpension.gov.in/WriteReadData/Home/RevisedProcessFlow-HoO-BSNLVRS2019v0.2.pdf>

14) For BSNL VRS, how can retirees fill the forms on SAMPANN?

For this, detailed training material is available at <https://dotpension.gov.in/Home/Training>.

Retiree Presentation:

https://dotpension.gov.in/WriteReadData/Home/SAMPANN_Retiree_Form_Training_1.0.pptx

Retiree Video:

https://dotpension.gov.in/WriteReadData/Home/SAMPANN_Retiree_Video_pptv0.4.mp4

This is a running document and for the benefit of the users and CCA offices, will be updated every now and then.