



SAMPANN pension portal developed by Office of the Controller General of Communication Accounts integrates with DigiLocker: Pensioners gain anytime access to e-PPOs, gratuity sanction orders and other important documents through Digilocker accounts

Digital India Boost: SAMPANN-DigiLocker Link Offers Secure, Paperless Pension Documents for all pensioners

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The Office of the Principal Controller of Communication Accounts (Pr CCA) Delhi has notified all pensioners under the Department of Telecommunications about the successful integration of the SAMPANN pension portal with the DigiLocker platform, in line with the Government of India's Digital India programme.

This integration allows pensioners to effortlessly fetch key documents from SAMPANN—including Pension Payment Orders (e-PPOs), Gratuity Sanction Orders, Communication Sanctions, and Form-16—directly through their DigiLocker accounts. Accessible anytime and anywhere via smartphone or desktop, the facility ensures secure, paperless access, boosting transparency, convenience, and ease for essential services like banking or medical reimbursements.

Shri Ashish Joshi, Pr. Controller of Communication Accounts, Delhi emphasized that this initiative eliminates the need for physical copies, saving time and resources for pensioners across Delhi-NCR and beyond. He also added that this initiative empowers our pensioners with digital self-reliance, aligning with government's vision for a paperless digital governance.

Pensioners can activate the service by logging into <https://digilocker.gov.in> with Aadhaar, linking their PPO number, and downloading documents instantly. For support, dedicated helplines and SAMPANN portals remain available. FAQs about the portal are provided at the end of this article.

About SAMPANN:

SAMPANN (System for Accounting and Management of Pension) is a flagship digital platform of the Department, developed, owned, and operated by the Office of the Controller General of Communication Accounts for pension administration and allied financial management functions. Dedicated to the nation by the Hon'ble Prime Minister on 29th December 2018, it marks a shift from system-centric administration to pensioner-centric governance, freeing retirees and their families from visiting offices to claim their rightful benefits.

SAMPANN has digitized the entire pension lifecycle—from initiation and processing of cases to issuance of e-Pension Payment Orders, disbursement, accounting, reconciliation, financial reporting, audit facilitation, and grievance redressal. Pensioners now receive payments directly into their bank accounts, eliminating the need to visit banks or government offices; they can check payment status, submit life certificates, generate e-PPOs, request changes like mobile numbers or addresses, and register complaints from home. The Department also operates toll-free helplines to further assist our esteemed senior citizens.

FAQ- DigiLocker for accessing SAMPANN Services

1. What is DigiLocker?

DigiLocker is India's government-backed, secure cloud platform for citizens to store, access, and share authentic digital documents like licenses, vehicle registrations, and educational certificates, acting as a digital wallet that makes physical paperwork redundant and facilitates easy verification for services like banking, employment, and education, all under the Digital **India initiative** and available on Android, iOS, and the web.

2. How to Access DigiLocker?

a. Via Web Portal

1. Go to the official portal: <https://digilocker.gov.in/>
2. Click **Login / Register** at the top.

b. Via Mobile App

1. Download the DigiLocker app from Google Play Store (Android) or Apple Store (iOS).
2. Open the app and choose a language of your choice.
3. Allow required permissions (for a better user experience).

3. How to Register & Log In?

Register

1. Open the app/portal and tap **Register**.
2. Enter your **mobile number/Aadhaar number**.
3. You'll receive an **OTP (One-Time Password)** — enter it to verify your number,

Set MPIN

1. After verifying OTP, you will be prompted to **create an MPIN** (mobile PIN) — this secures your login.
2. Save your MPIN for future logins.

Log In

You can login using:

✓MPIN

✓OTP

4. How to explore Services on DigiLocker?

Find & Use Services

1. After login, you'll see the **DigiLocker dashboard**.

2. Users can use the **Search Documents option** to find services.

3. SAMPANN service can be explored on DigiLocker portal with **keywords** viz. SAMPANN, Controller, Communication, DoT, Pension, Gratuity, Commutation, etc.

5. How to use SAMPANN Services on UMANG?

Presently, the following Four service documents of SAMPANN are hosted on DigiLocker:

a) e-PPO

b) Gratuity Payment order

c) Commutation Payment order

d) Form-16

SAMPANN users can enter their **PPO number in each category of service** and Click on Get Document. The system will generate the **Pension Certificate/Gratuity Payment order/Commutation Payment order/Form-16** (As requested by the SAMPANN user) associated with the entered details.

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