

User Manual for Deactivation/ Freeze/ Unfreeze functionality

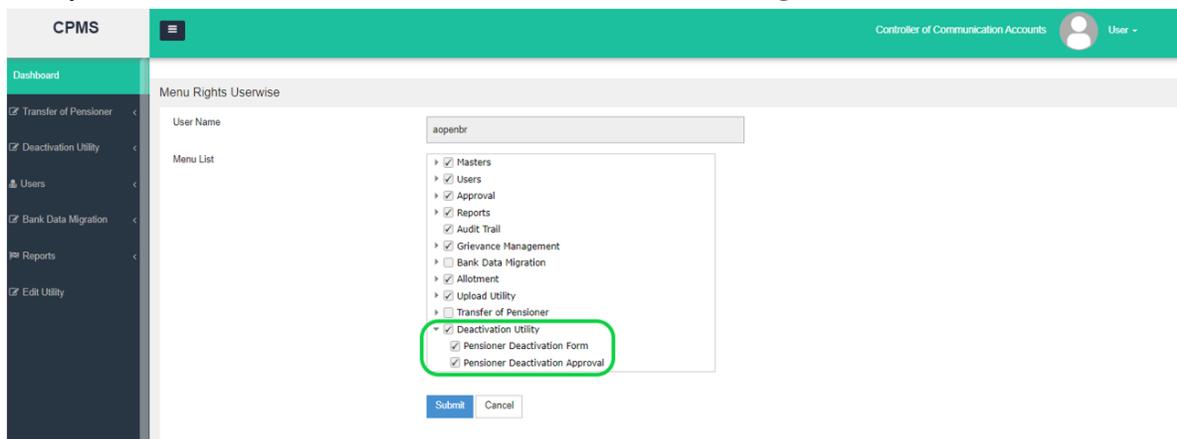
1. Introduction

The Pension Freeze/ Unfreeze module is developed in SAMPANN. In case of death of pensioner/family pensioner, where no eligible claimant of family pension is available at present, such cases need to be frozen for pension payment. On receipt of claim by any eligible claimant, such cases will be unfrozen for further revision and payment of family pension.

Further, in case of any discrepancy while processing pension case in SAMPANN, the case will be deactivated and re-initiated, if required. Same functionality will work in case of migrated cases in SAMPANN.

2. Role/Rights

First of all CCA user will login in the SAMPANN and will assign the role rights for Deactivation Utility submenu to AO Pension and AO PDA as shown in **Fig(1)** .



Fig(1)

3. AO Pension Login

3.1 Deactivation, Freeze/Unfreeze

To Deactivate, Freeze or Unfreeze any case AO Pension will **Go to->Deactivation Utility->Pensioner Deactivation Form**. Here he/she enter the PPO no \HRMS No\Mobile Number, Select the Category (Deactivation, Freeze/Unfreeze) and click on the Search button shown in **Fig(2)**.

CPMS Accounts Officer(Pension Section) User

Dashboard
Masters
Transfer of Pensioner
Deactivation Utility
Pensioner Deactivation Form
Pensioner Deactivation Approval

Enter Deactivation Request

HRMS Number: HRMS NUMBER PPO Number: 111998101320088
Mobile Number: MOBILE NUMBER Select Category:* Unfreeze

Search

Fig(2)

1. Deactivation-This category will be shown for the case
2. Freeze
3. Unfreeze

Once AO Pension click on the search button a new page will open showing the detail of pensioner and asking to fill the Reason, remark and a supported file to be uploaded. From here AO will fill the detail and save the information as shown in Fig(3).

CPMS Accounts Officer(Pension Section) User

Dashboard
Masters
Transfer of Pensioner
Deactivation Utility
Users
Upload Utility
Allotment
Grievance Management
Approval
Bank Data Migration

Enter Deactivation Request

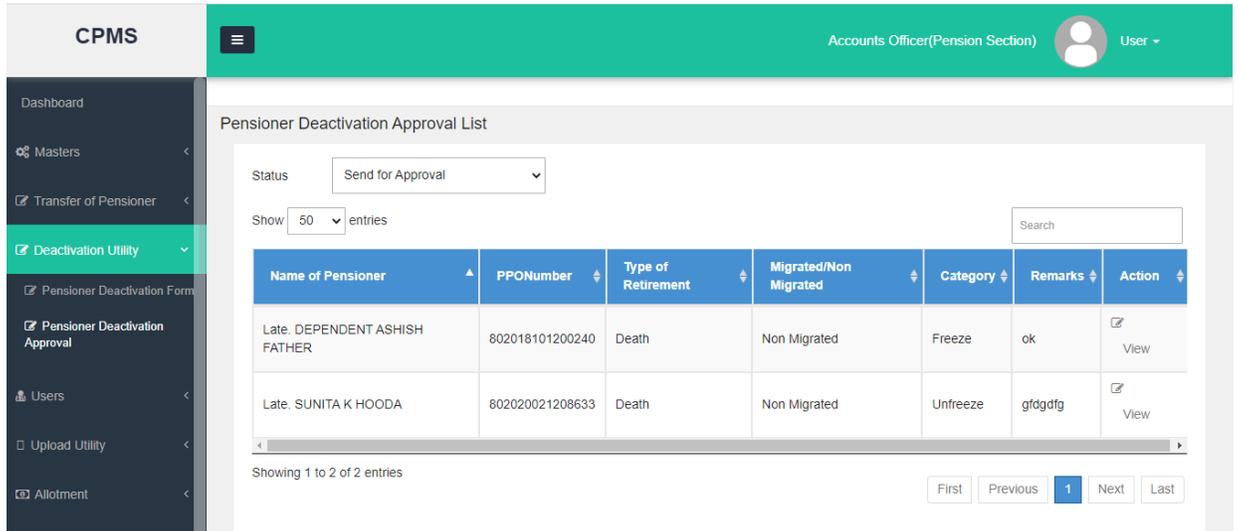
HRMS Number: HRMS NUMBER PPO Number: 802020021208633
Mobile Number: MOBILE NUMBER Select Category:* Unfreeze
Pensioner Name : SUNITA K HOODA PPO Number: 802020021208633
Reason of Deactivation/Freeze/Unfreeze:* Court Order Upload a file* View File
Remarks: Unfreeze

Cancel Reset Save

Fig(3)

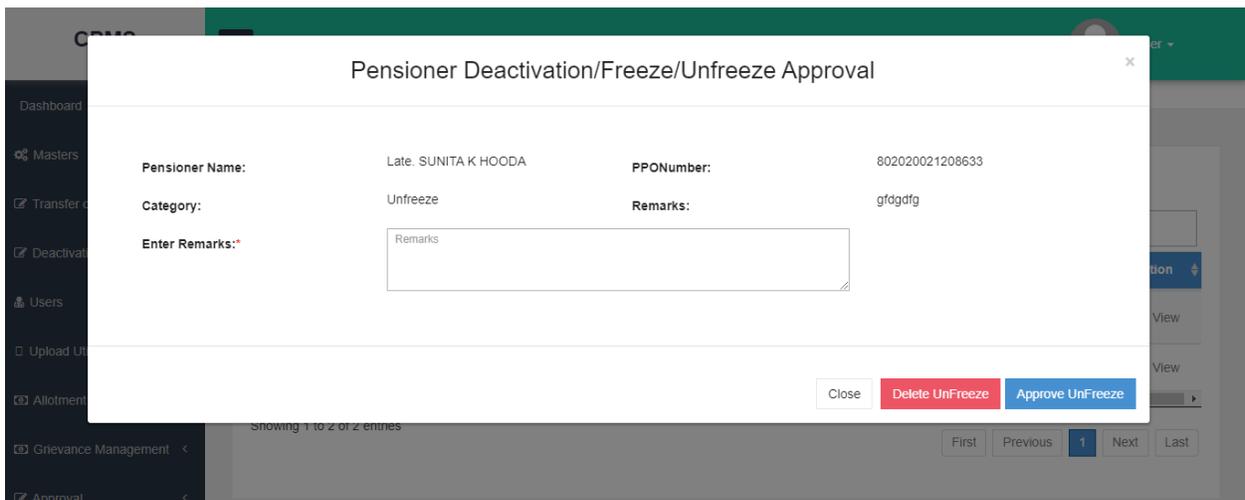
3.2 Deactivation approval List

After this, to process the case further AO Pension will GO to->**Deactivation Utility->Pensioner Deactivation Approval**. Here he/she will find all the records processed for deactivation/Freeze/Unfreeze as shown in Fig(4).



Fig(4)

Now AO will check the uploaded document by click on the “**View**” link given under Action column. There is a **pencil icon** in the same column .When AO click on that icon a popup will appears as shown in Fig(5). Here AO Pension will fill the remarks and either delete the request (if any issue found) by clicking on the “**Delete**” button or Approve the case by click on the “**Approve**” button.

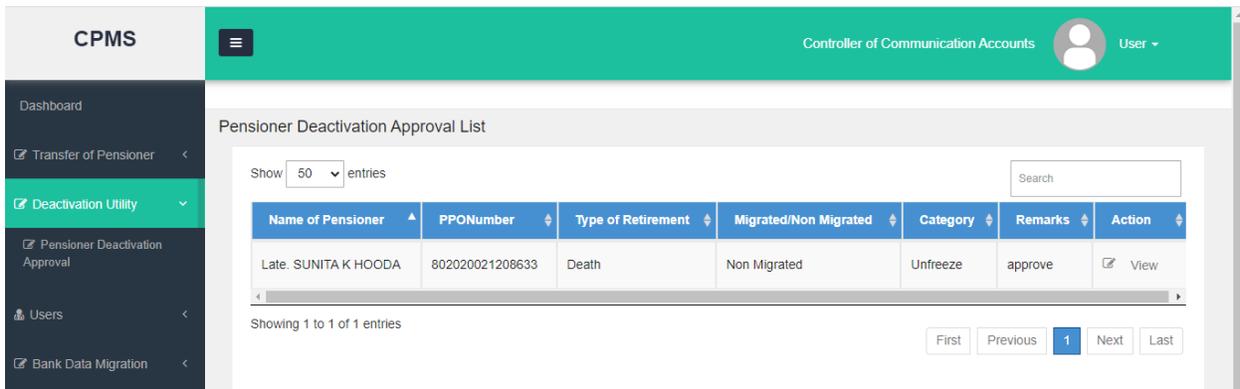


Fig(5)

If AO Pension deletes the request, then request will be deleted permanently and if he approve the request then it will send for the CCA Approval.

3.3 Approval By CCA

Now to approve the request CCA will Go to-> **Deactivation Utility ->Pensioner Deactivation Approval**. From here CCA can view the supportive document by click on the “**View**” link given in the grid, under Action column as shown in **Fig(6)**.



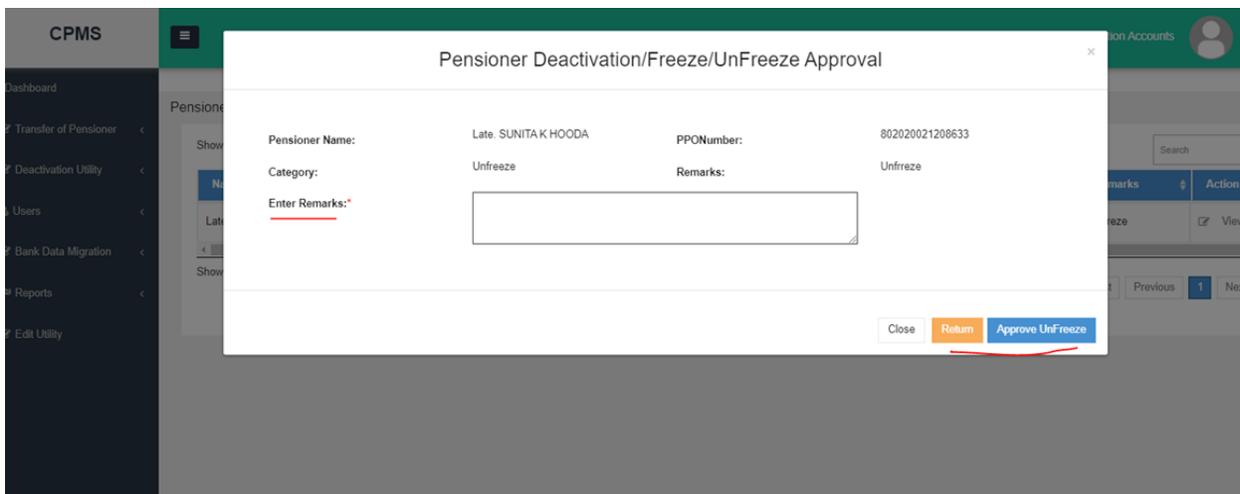
The screenshot shows the CPMS interface for Pensioner Deactivation Approval. The header includes the CPMS logo, a menu icon, and the user's role as 'Controller of Communication Accounts'. The left sidebar contains navigation options: Dashboard, Transfer of Pensioner, Deactivation Utility (highlighted), Pensioner Deactivation Approval, Users, and Bank Data Migration. The main content area displays a table titled 'Pensioner Deactivation Approval List'. The table has columns for Name of Pensioner, PPONumber, Type of Retirement, Migrated/Non Migrated, Category, Remarks, and Action. A single entry is visible for 'Late. SUNITA K HOODA' with PPONumber '802020021208633', Type of Retirement 'Death', Migrated/Non Migrated 'Non Migrated', and Category 'Unfreeze'. The Remarks column contains the word 'approve'. The Action column has a 'View' link. Below the table, it indicates 'Showing 1 to 1 of 1 entries' and includes pagination controls: First, Previous, 1 (selected), Next, Last.

Name of Pensioner	PPONumber	Type of Retirement	Migrated/Non Migrated	Category	Remarks	Action
Late. SUNITA K HOODA	802020021208633	Death	Non Migrated	Unfreeze	approve	View

Fig(6)

To approve the record CCA will click on the Edit link under action column. When CCA will click on that icon a popup will appears as shown in Fig (8). Here CCA will fill the remarks and either Return the request (if any issue found) by clicking on the “**Return**” button or approve the request by click on the “**Approve**” button.

Cases marked returned by CCA User will appear at- AO Pension/ PDA- **Deactivation Utility->Pensioner Deactivation Approval**- under status- “**Returned by CCA**”



The screenshot shows a popup window titled 'Pensioner Deactivation/Freeze/UnFreeze Approval'. The form contains the following fields: Pensioner Name: Late. SUNITAK HOODA, PPONumber: 802020021208633, Category: Unfreeze, and Remarks: Unfreeze. There is a text input field labeled 'Enter Remarks:'. At the bottom of the form, there are three buttons: 'Close', 'Return', and 'Approve UnFreeze' (which is highlighted with a red underline).

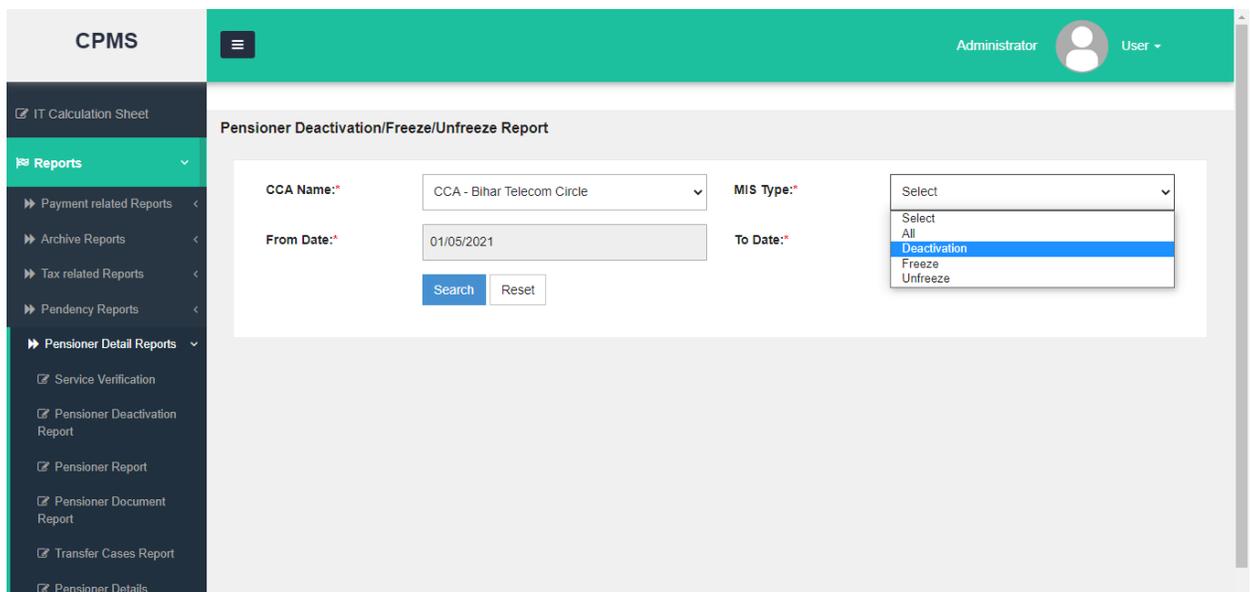
Fig (8)

Note-

1. Freeze/ Unfreeze of all cases in SAMPANN will be initiated by AO Pensioner.
2. Deactivation of cases processed in SAMPANN will be initiated by AO Pensioner.
3. Deactivation of migrated cases will be initiated by AO PDA.

4. Reports

4.1 Pensioner Deactivation Report-A report under “Pensioner Details Report” is added for this deactivation module. To see the report user will **Go to->Reports->Pensioner Details Report->Pensioner Deactivation Report**. Once he/she click on the link a new page open as shown in Fig(9).



The screenshot displays the CPMS web application interface. The top navigation bar is green and contains the text "CPMS" on the left, a hamburger menu icon in the center, and "Administrator" and "User" on the right. A dark sidebar on the left lists various report categories, with "Pensioner Detail Reports" expanded to show sub-options like "Service Verification", "Pensioner Deactivation Report", "Pensioner Report", "Pensioner Document Report", "Transfer Cases Report", and "Pensioner Details". The main content area is titled "Pensioner Deactivation/Freeze/Unfreeze Report" and contains a filter form with the following fields: "CCA Name:" with a dropdown menu showing "CCA - Bihar Telecom Circle"; "MIS Type:" with a dropdown menu showing "Select", "All", "Deactivation" (highlighted in blue), "Freeze", and "Unfreeze"; "From Date:" with a text input field containing "01/05/2021"; and "To Date:" with an empty text input field. Below these fields are "Search" and "Reset" buttons.

Fig(9)

User select the CCA Name, MIS Type, From Date and To Date and click on the search button as shown in Fig(10). So all the data as per filter values shown in the report.

CPMS Administrator User

BSNL VRS Scheme 2019 Payment Slip Generation IT Calculation Sheet

Reports

- Payment related Reports
- Archive Reports
- Tax related Reports
- Pendency Reports
- Pensioner Detail Reports**
 - Service Verification
 - Pensioner Deactivation Report**
 - Pensioner Report
 - Pensioner Document Report
 - Transfer Cases Report
 - Overseas Pensions

Pensioner Deactivation/Freeze/Unfreeze Report

CCA Name: All MIS Type: All

From Date: 01/05/2021 To Date: 24/05/2022

Search Reset

Show 10 entries Print PDF Excel Search:

S.No.	Name Of Pensioner	PPO Number	HRMS No.	PAN Number	Mobile No	Pensioner Type (Normal/Family)	DA Type (CDA/IDA)	Family Pensioner Name	Status	Updated on Date	Remark	Document View
1	ANIL KUMAR SHARMA	802018071200126			9058196995	Normal Pension	IDA		Freeze	28/04/2022	ok	
2	SUNIL K HOODA	802020021208633			8965874558	Family Pension	IDA	SUNITA K HOODA	Freeze	28/04/2022	freeze	
3	ANIL KUMAR SHARMA	802018071200126			9058196995	Normal Pension	IDA		Unfreeze	28/04/2022	done final	
4	LAJJAWATI DEVI		99511722		9468653100	Normal Pension	IDA		Deactivation	28/04/2022	ok	
5	I M LAL	111993111108949			9953409057	Normal Pension	CDA		Deactivation	28/04/2022	test dec	
6	ASHISH	802018101200240			3242342342	Family Pension	IDA	DEPENDENT ASHISH	Freeze	02/05/2022	approved freeze	View

Fig(10)

Important Note-

- 1. Case marked Deactivated – Can be reentered with same details in SAMPANN.**
- 2. Case marked Freeze- No further action (Revision/ LC- DLC updation/ Monthly Bill generation/ Account updation/ FMA Revision/ Part IV generation Utility) can be taken on such case until unfreeze.**
- 3. After Unfreeze of case- All actions same as normal case can be initiated in such cases.**
