

## Dashboards

For monitoring purposes, a dashboard facility containing MIS reports has been provided for:

**Pensioners:** In the pensioners' dashboard, facilities to view personal and pension information, last 36 payments transactions, view and download Special Seal Authority (SSA), registration and tracking of grievances have been provided.

**Step by Step Process of login is as under:**

- Open CPAO website <http://cpao.nic.in>
- Click under the caption Pensioner's Service (WRPS)
- Login, if you have already registered
- For new registration, pensioner has PPO number and account number

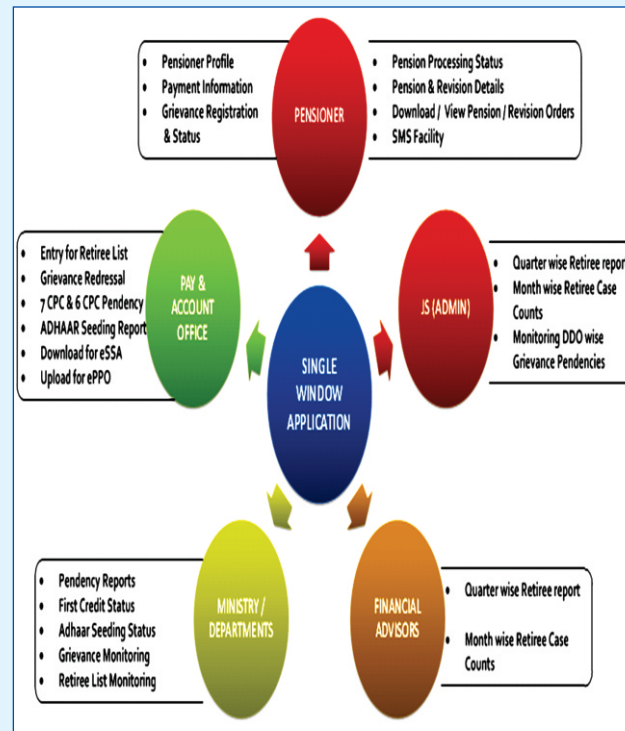
**Pensioner registration from for Central Civil Pensioners**

- PPO number, Date of birth, Date of retirement/ death
- User registration form and pensioner can create user ID and password accordingly
- Pensioner's account will finally be created

**Ministries/Departments:** A Dashboard has been provided for Chief Controller of Accounts, Joint Secretaries (Admin) and PAOs to track the status of Pensioners' Grievances pertaining to their Ministry/Department and action taken on their disposal.

**Banks :** In the banks dashboard detailed information of the grievances of pensioners as forwarded to the concerned bank and status of their settlement has been provided.

## Services at a Glance



## Central Pension Accounting Office

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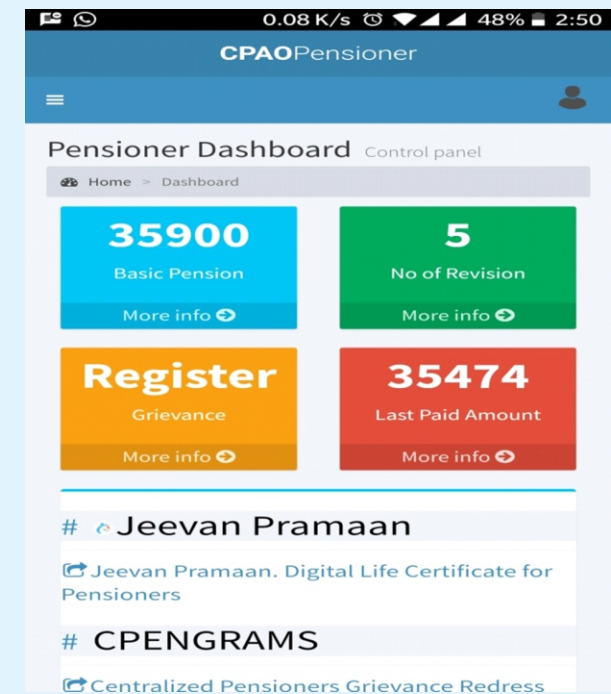
January, 2020

## Central Pension Accounting Office (CPAO)

*We Care*

### Web Responsive Pensioners' Service

- A step towards empowerment of pensioners
- To meet Digital India Goals
- To improve Transparency, Responsiveness & Accountability.



सत्यमेव जयते

Government of India  
Controller General of Accounts  
Ministry of Finance  
Department of Expenditure  
Central Pension Accounting Office  
New Delhi

## What is Web Responsive Pensioners' Service?

In its constant endeavour to provide better and prompt services to pensioners, Central Pension Accounting Office (CPAO) is providing various services to stake holders viz. Ministries, PAOs, Banks and Pensioners through its Website [www.cpao.nic.in](http://www.cpao.nic.in). CPAO has developed a mobile responsive facility for use of pensioners for availing of various services. Pensioners/Family Pensioners can register on the CPAO website by providing PPO number and Date of Birth & Date of Retirement/Date of Death. Pensioners can also lodge their grievances online and track status through this portal.

### Features of this service are as follows:

- Facility of Login using any mobile device
- Digital Record of Pension & Revision Orders
- Download Facility of Pension/Revision Orders Sent to Banks
- Tracking status of Pension Processing
- Grievance Registration, Redressal and its status
- Link to Jeevan Pramaan, Bhavishya and CPENGRAMS Portals
- Dashboards for banks, PAOs, Ministries/ Departments
- Facility for obtaining feedback of pensioners.

## Pensioners' Information Service

The Web Responsive Pensioners' Service (WRPS) has been developed to provide single point web solution for pensioners to obtain comprehensive information relating to status of the pensions and pension payments.

### Pensioners can avail the following services after registration on CPAO website :

**Pensioner Profile:** Pensioners can view their profile and also of the bank and PAO concerned.

**Digital Record of Pension & Revision Orders:** View list of all Pension Payments & Revision Orders sent to banks from CPAO.

**Download Facility of Pension/Revision Orders Sent To Banks:** Pensioners can download Pension/Revision Orders sent to Banks from CPAO website.

**Monthly Details of Pension Payments:** Pensioners can view details of monthly payments of pension that are credited to their bank accounts, i.e. their basic pension, dearness relief, medical allowance, arrear payments, etc. This information is being made available from the monthly scrolls received from the banks. Payment details of the last 36 transactions are shown.

**SMS Facility:** Pensioners are now provided with an SMS facility for tracking status of pension process at CPAO and at the stage of grievance registration & disposal.

## Pension Processing Tracking and Grievance Redressal

**Pension Processing Status Tracking:** Retired and retiring pensioners can track status of their pension cases of both new as well as revision like date of receipt of their cases in CPAO and date sent from CPAO to the Bank. To track the pension status, in respect of retired government employees, PPO numbers, date of birth and date of retirement/date of death are required. For retiring employees, PAN number and date of retirement is required.

**Grievance Redressal:** Pensioners can lodge their grievances and view/track status of their grievances through this service. In addition, lodging of grievances online on CPAO website, facility to lodge grievance by letter, fax, email, Toll free Number and personal visits and track its status is provided. After receiving a grievance from pensioner; CPAO forwards the same online to the concerned banks and field offices for redressal. Its status is updated on the website for the information of pensioners.

**Link to Jeevan Pramaan, Bhavishya and CPENGRAM Portals:** Link to *Jeevan Pramaan* Portal has been provided on CPAO website. For retiring employees, a link has been established with *Bhavishya* Portal of DP&PW to enable them to track status of their pension cases even before the case reaches CPAO. A link to *CPENGRAMS* (Centralized Pension Grievance Redress and Monitoring System) has also been provided so as to enable pensioners to lodge and track their grievances on CPENGRAMS.