

No. CPAO/GRV/misc.../2019-20/ 103-108
CENTRAL PENSION ACCOUNTING OFFICE
GRIEVANCE SECTION

Date: 18.03.2020

OFFICE ORDER

Subject:-Preventive measure to contain the spread of Novel Corona virus (COVID-19)-regarding.

In order to contain the spread of Novel Coronavirus (COVID-19), GOI, M/o PPG&P, Department of Personnel and Training had issued on advisory/ precautionary measures required to be taken by all under reference No. 11013/9/2014-Estt.A.III dated 17.03.2020. It has been advised to avoid non-essential official travel, discourage the entry of visitors in the office complex and suspend the routine issue of visitors' passes with immediate effect. It is also advised that all officials to take care of their own health and should observe home-quarantine if required.

2. The Grievance cell of this office is handling various grievances of pensioners and pensioners visit this office to resolve their grievance in person. To observe the advisory issued by DOPT, all the pensioners are hereby requested, not to visit the CPAO in person for this purpose except when it is necessary. They are advised to submit their grievances through the alternate mode as under:-

1. Register them on Web Responsive Pensioner's Service (Link available on CPAO Website) and submit their grievance there. The status of grievance can also be monitored on this online platform.
2. Submit their grievance in detail along with supporting documents if any through e-mail. The email id is cccpao@nic.in. The email id for NPS (AR) pensioners is npsdbs-exp@nic.in.
3. Submit their grievance through Toll free helpline for pensioners 1800117788 and 1800117789 (New Pension Additional Relief Pensioners).

3. All the pensioners are once again requested to kindly refrain from visiting the CPAO in person for their grievances unless extremely necessary. They should minimize their movements as elderly persons are in higher risk zone as far as COVID-19 is concerned.


Sr. Accounts Officer (GRV)

Copy for information and necessary action:-

1. PS to CCP for information.
2. PA to Dy. CA for information.
3. Sr. TD, NIC, with request to upload the same on CPAO website.
4. Sr. AO., Coordination Section.
5. Sr. AO., Administration Section with request to display on notice boards.
6. Spare copy