



CPAO/IT & Tech/Web Responsive/54/2016-17/123

29.08.2016

Office Memorandum

Subject: Monitoring of Pensioners' Grievances and uploading of quarterly lists of retiring employees by Ministries/ Departments through 'Web Responsive Pensioners Service' of CPAO.

1. Quick & satisfactory disposal of pensioners' grievances has been on top priority of CPAO. For this purpose, a Grievance Cell is already functioning in CPAO and grievances received through different modes are settled by it. So far, grievances not pertaining to CPAO directly but involving other agencies for final disposal were being forwarded to the concerned agency i.e. Banks & PAOs for necessary action through email/letter. However, no tracking/monitoring of disposal of such grievances was available either with the Ministries or with CPAO.

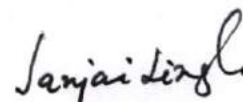
2. In order to fill this gap, CPAO has developed **Grievance Redressal and Monitoring System** in its website www.cpaon.nic.in under the **Web Responsive Pensioners Service**. Through this facility, pensioners' grievances can be transferred online on the login of the concerned PAO from the CPAO website for early disposal and update thereon for pensioner's information. Here, it is not out of the context to mention that most of the pensioners' grievances arise out of the wrong fixation and late finalization of pension by HOO/DDO and delay in start of pension for which late submission of pension papers from HOO to PAO is mainly responsible. Such grievances need to be resolved by concerned HOO/DDO; therefore, PAO has been given facility to mark these grievances to the concerned DDOs for their response.

3. For the time bound disposal of grievances (**all grievances need to be disposed of within 30 days from the date of receipt in CPAO**), marked to DDOs and strengthen monitoring, login IDs & Passwords have been created for JS (Admin) in the CPAO website along with Dashboards and meaningful MIS reports. For monitoring the timely submission of pension papers, Rule 56 of CCS (Pension) Rules provides that **"every Head of Department shall have a list prepared every three months each year, of all Government servant who are due to retire within the next twelve/ fifteen months and a copy of every such list shall be supplied to the Accounts Officer concerned"**. In this regard, facility to upload quarterly lists of retiring employees has also been provided in CPAO website. Under this facility, HOOs/DDOs are required to prepare quarterly lists of retiring government employees and furnish the same to concerned Pay and Accounts Officers who in turn will upload it on CPAO website. Facility to monitor timely preparation/uploading of quarterly lists and

submission of pension papers thereof by the HOOs/DDOs is also provided in the logins of JS (Admin) along with required MIS reports.

4. In view of above, Joint Secretaries (Admin)/Admin in charge of respective ministries/departments are requested to use this online monitoring facility for timely disposal of pensioners' grievances and timely preparation/uploading of quarterly lists of retiring officials & submission of pension papers. For familiarization with this facility, step by step user guidance with relevant screenshots are attached along with login id & password.

5. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, NIC, CPAO may be contacted on Telephone No. 011-26715338 or through email – kumar.davinder@nic.in.



Sanjai Singh
Chief Controller (Pension)

Encl: As above.

To

Joint Secretaries (Admin)/Admin in charge of Ministries/Departments

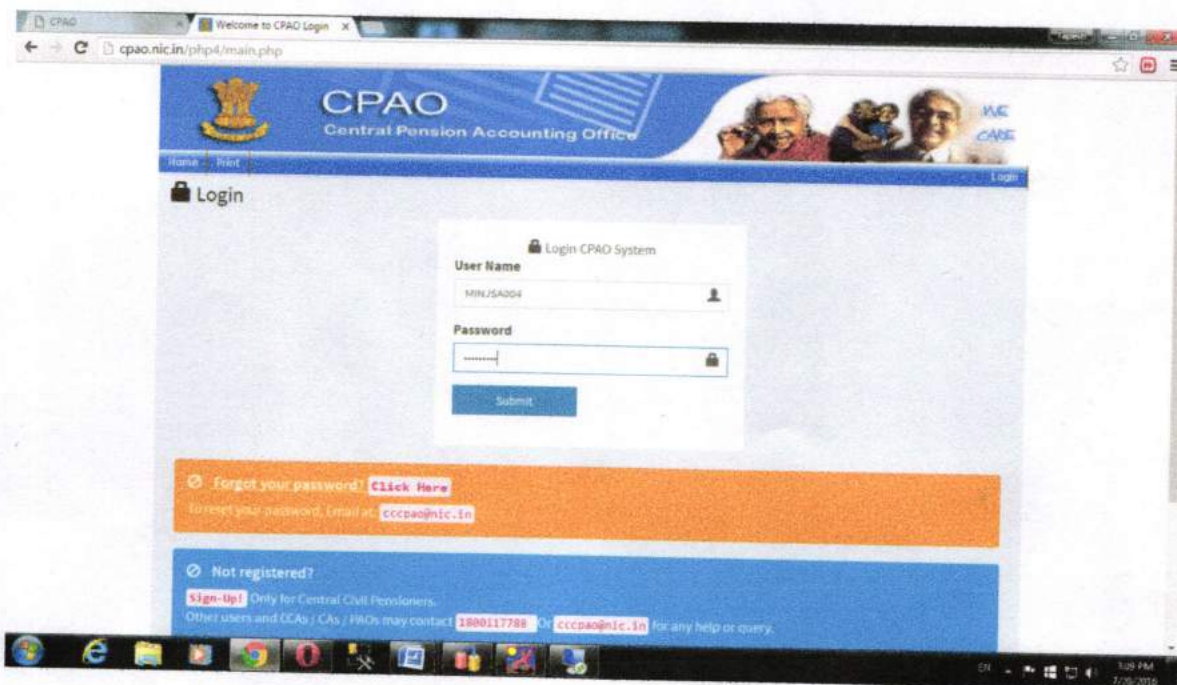
Copy to:

Pr.CCAs/CCAs/CAs/AGs/ Administrators of UTs/Delhi Admin in continuation to OM No. CPAO/IT&Tech/Web Responsive/54/2016-17/120 dated 29/8/2016 issued to them.

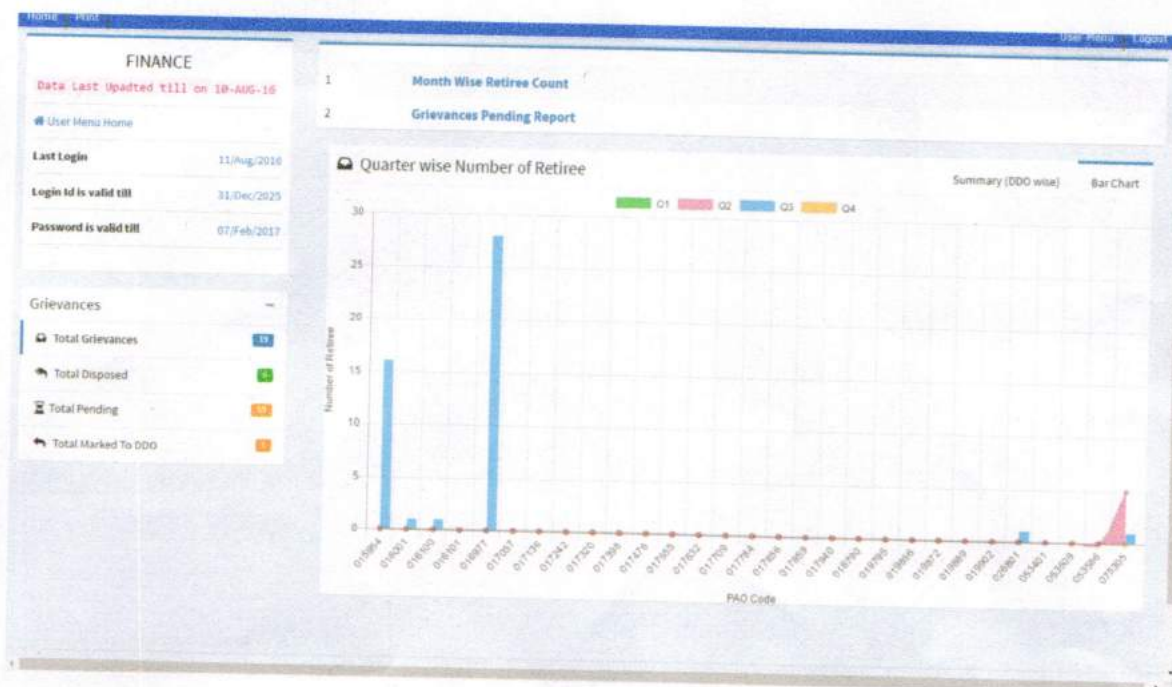
For JS (Admin)

User guidance on monitoring of Pensioners Grievances and Uploading of Quarterly Lists of Retiring Employees through CPAO website

1. Open CPAO web site <http://CPAO.nic.in>.
2. Click on login.
3. Enter your login Id and Password (attached with the letter).



4. After login you will get following user menu options.



5. On the left side of user menu, you will see user name, last update, last login, login id valid date, password valid date.

6. Grievances:-

- Total Grievances:** It shows total No. of Grievances marked to PAOs by CPAO.
- Total Disposed:** It shows total No. of Disposed of grievances where response from the concerned DDOs has been received.
- Total Pending:** It shows total No. of Grievances Pending with DDOs where response is awaited.
- Total Marked to DDO:** It shows total No. of Grievances marked to the DDOs by PAOs for response.

Note: Here it may be noted that DDOs are not online connected with PAOs through the system, therefore, marking of grievances to the DDOs by PAOs through this system is for keeping the record of forwarded grievances and enabling the management to monitor the delays in settling the grievances by DDOs. Grievances, where intervention of DDOs will be required, would be sent to concerned DDOs manually through letters/emails by the PAOs and in turn DDOs will also give their response through letters/emails to the PAOs for updating the status on this system and for further monitoring.

7. Grievances Pending Report

CPAO Central Pension Account					
Press F11 to exit full screen					
Home Print User Menu Logout					
FINANCE					
Data Last Updated till on 18-AUG-16					
User Menu Home					
Last Login 11/Aug/2016					
Login Id is valid till 31/Dec/2025					
Password is valid till 07/Feb/2017					
Grievances					
Total Grievances 17					
Total Disposed 2					
Total Pending 15					
Total Marked To DDO 0					
Grievances Pending Report					
Sr. No.	PAO Name	DDO Name	PENDING <= 0 AND <= 30 DAYS	PENDING > 30 AND <= 60 DAYS	PENDING > 60 DAYS
1	075305-PAO(CPAO), Delhi	NA	8	0	0
2	075305-PAO(CPAO), Delhi	275306-New Delhi	1	0	0
	075305-TOTAL		9	0	0
3	017057-PAO(Banking), New Delhi	NA	0	1	0
	017057-TOTAL		0	1	0
4	017220-PAO(I.G. Munt), Hyderabad	NA	0	1	0
	017220-TOTAL		0	1	0
5	017940-PAO (India Govt.Mint) Noida	NA	1	0	0
	017940-TOTAL		1	0	0
6	016877-PAO (Sectt.) Economic Affair	NA	0	1	0
	016877-TOTAL		0	1	0
7	017136-PAO(HSO), Nagpur, Maharashtra	NA	1	1	0
	017136-TOTAL		1	1	0
8	017055-PAO(Sectt.) D/o Revenue, M/o Finance, ND	NA	4	0	0

This report shows the period wise pendency of grievances. Through this report, grievances pending with DDOs may be monitored with the periodicity of pendency.

8. Summary (DDO wise)

Here PAO- DDO wise number of retirees is provided on the basis of quarterly lists of retiring employees uploaded by PAO. Where 0(zero) information is provided, it may indicate either there are no retiring officials or DDO has not provided the list to PAO.

FINANCE
Data Last Updated till on 10-AUG-16

User Menu Home

Last Login: 11/Aug/2016

Login Id is valid till: 31/Dec/2025

Password is valid till: 07/Feb/2017

Grievances

- Total Grievances: 10
- Total Disposed: 2
- Total Pending: 5
- Total Marked To DDO: 3

1 Month Wise Retiree Count

2 Grievances Pending Report

Quarter wise Number of Retiree

Summary (DDO wise) Bar Chart

Print Search:

PAO Name	DDO Name	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
015954-PAO(Expenditure) New Delhi	NA	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	200702-New Delhi	0	0	1	0	1
015954-PAO(Expenditure) New Delhi	205767-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	0	0	15	0	15
015954-PAO(Expenditure) New Delhi	215955-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	0	0	0	0	0
015954-TOTAL		0	0	16	0	16
016001-PAO (CGA),New Delhi	NA	0	0	0	0	0
016001-PAO (CGA),New Delhi	116007-nagpur	0	0	0	0	0

Showing 1 to 10 of 216 entries

Previous 1 2 3 4 5 22 Next

9. Month Wise Retiree Count

It shows DDO wise monthly numbers of retiring government employees and delay thereof regarding non submission of their PPOs to CPAO. This delay may be because of non submission of pension papers to the concerned PAOs by the DDOs.

FINANCE
Data Last Updated till on 10-AUG-16

User Menu Home

Last Login: 11/Aug/2016

Login Id is valid till: 31/Dec/2025

Password is valid till: 07/Feb/2017

Grievances

- Total Grievances: 10
- Total Disposed: 2
- Total Pending: 5
- Total Marked To DDO: 3

CPAO
Central Pension Accounting Office

Month Wise Retiree Count

PAO Name	DDO Name	RETIREMENT YEAR MONTH	TOTAL RETIREE	NOT RECEIVED IN CPAO
015954-PAO(Expenditure) New Delhi	200702-New Delhi	2016-JULY	1	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-JULY	3	3
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-AUGUST	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-OCTOBER	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-DECEMBER	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-JANUARY	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-FEBRUARY	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-APRIL	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-MAY	3	3
015954-TOTAL			16	15
016001-PAO (CGA),New Delhi	216002-New Delhi	2016-DECEMBER	1	1
016001-TOTAL			1	1
016100-PAO(INSTITUTE OF GOVT A/C & FIN),N. DELHI	116101-KO/KATA	2016-DECEMBER	1	1
016100-TOTAL			1	1
016977-PAO (Sect.) Economic Affair	216978-New Delhi	2016-JULY	2	0

(Showing PAO wise quarterly numbers of retirees)

FINANCE

Date Last Updated till on 10-AUG-18

User Menu Home

Last Login 11/Aug/2018

Login Id is valid till 31/Dec/2025

Password is valid till 07/Feb/2017

Grievances

- Total Grievances 12
- Total Disposed 2
- Total Pending 6.5
- Total Marked To DDO 3

1 Month Wise Retiree Count

2 Grievances Pending Report

Quarter wise Number of Retiree

Summary (DDO wise) Bar Chart

DDO Code	Q1	Q2	Q3	Q4
0119004	0	0	28	16
0119005	0	0	1	0
0119006	0	0	1	0
0119007	0	0	0	0
0119008	0	0	0	0
0119009	0	0	0	0
0119010	0	0	0	0
0119011	0	0	0	0
0119012	0	0	0	0
0119013	0	0	0	0
0119014	0	0	0	0
0119015	0	0	0	0
0119016	0	0	0	0
0119017	0	0	0	0
0119018	0	0	0	0
0119019	0	0	0	0
0119020	0	0	0	0
0119021	0	0	0	0
0119022	0	0	0	0
0119023	0	0	0	0
0119024	0	0	0	0
0119025	0	0	0	0
0119026	0	0	0	0
0119027	0	0	0	0
0119028	0	0	0	0
0119029	0	0	0	0
0119030	0	0	0	0
0119031	0	0	0	0
0119032	0	0	0	0
0119033	0	0	0	0
0119034	0	0	0	0
0119035	0	0	0	0
0119036	0	0	0	0
0119037	0	0	0	0
0119038	0	0	0	0
0119039	0	0	0	0
0119040	0	0	0	0
0119041	0	0	0	0
0119042	0	0	0	0
0119043	0	0	0	0
0119044	0	0	0	0
0119045	0	0	0	0
0119046	0	0	0	0
0119047	0	0	0	0
0119048	0	0	0	0
0119049	0	0	0	0
0119050	0	0	0	0
0119051	0	0	0	0
0119052	0	0	0	0
0119053	0	0	0	0
0119054	0	0	0	0
0119055	0	0	0	0
0119056	0	0	0	0
0119057	0	0	0	0
0119058	0	0	0	0
0119059	0	0	0	0
0119060	0	0	0	0
0119061	0	0	0	0
0119062	0	0	0	0
0119063	0	0	0	0
0119064	0	0	0	0
0119065	0	0	0	0
0119066	0	0	0	0
0119067	0	0	0	0
0119068	0	0	0	0
0119069	0	0	0	0
0119070	0	0	0	0
0119071	0	0	0	0
0119072	0	0	0	0
0119073	0	0	0	0
0119074	0	0	0	0
0119075	0	0	0	0
0119076	0	0	0	0
0119077	0	0	0	0
0119078	0	0	0	0
0119079	0	0	0	0
0119080	0	0	0	0
0119081	0	0	0	0
0119082	0	0	0	0
0119083	0	0	0	0
0119084	0	0	0	0
0119085	0	0	0	0
0119086	0	0	0	0
0119087	0	0	0	0
0119088	0	0	0	0
0119089	0	0	0	0
0119090	0	0	0	0
0119091	0			