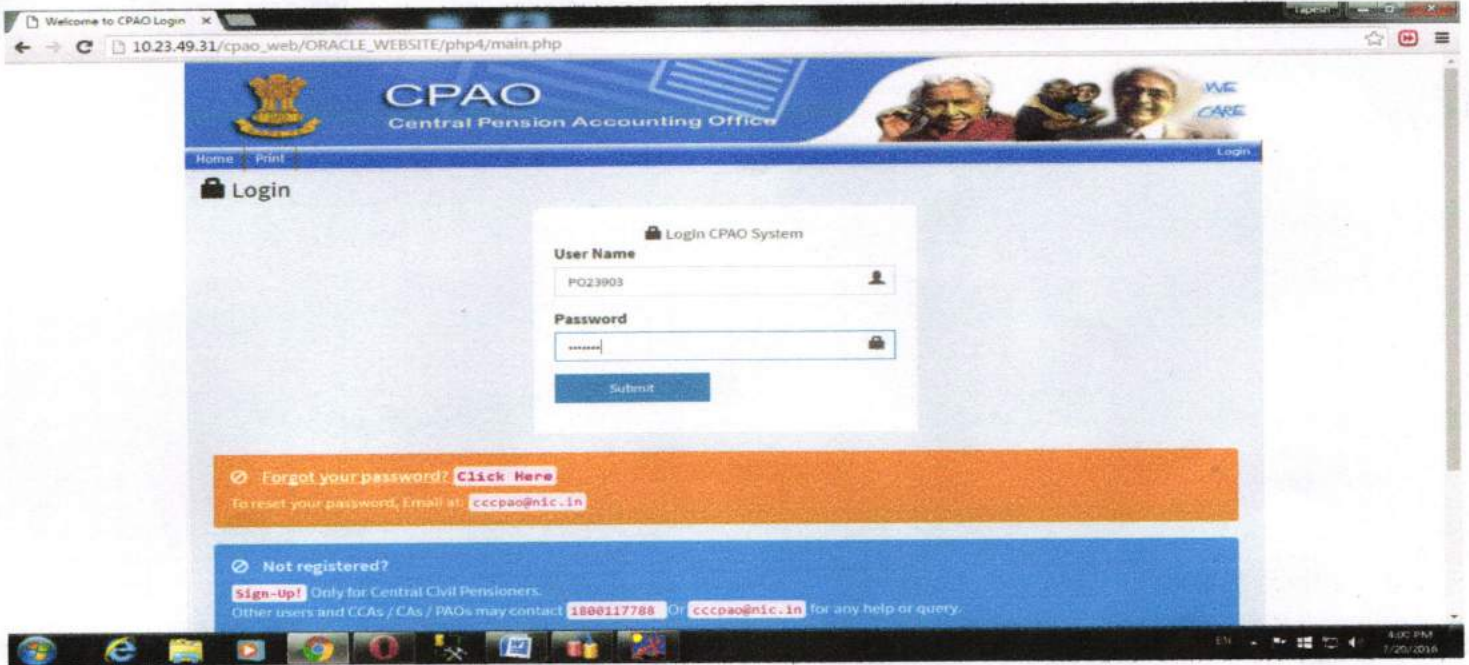


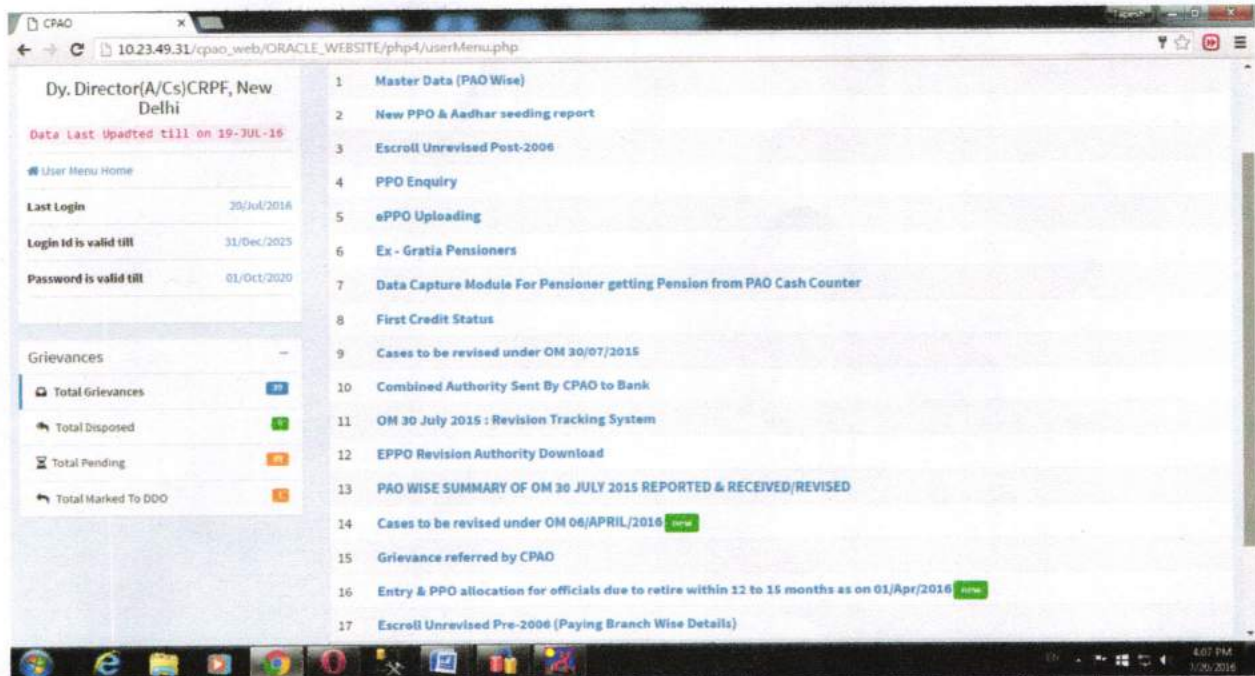
(For PAOs)

**User Guidance on Dealing with Pensioners Grievances and entry &PPO allocation for retiring employees through CPAO website**

1. Open CPAO web site [http:// CPAO.nic.in](http://CPAO.nic.in).
2. Click on login.
3. Enter your login Id and Password.



4. After login you will get following user menu.



5. On the left side of user menu, you will see **user name, last update, last login, login id valid date, and password validity date.**
6. On The Right side of user menu, you will see following reports :
7. **Grievances :-By clicking on this tab, following sub menu options will be available-**
  - a. **Total Grievances:** It shows total No. of Grievances marked to the PAOs by CPAO.
  - b. **Total Disposed:** It shows total No. of disposed of Grievances by CPAO. PAOs have only to report the action taken on the grievances either by the PAO itself or by the DDO. Final disposal of grievances would be done by the CPAO.
  - c. **Total Pending:** It shows total No. of Grievances pending with PAOs and DDOs.
  - d. **Total Marked to DDO:** In Most of the grievances, pertaining to a ministry/department, action lies with the HOO/DDO.PAOs are required to mark these grievances to the concerned DDO for necessary action through the system itself. This menu option shows the total No. of Grievances marked to the DDOs. As DDOs are not connected through this system, facility of marking the grievances to DDOs is for monitoring/reporting purposes. All grievances marked to DDOs are required to be forwarded to the concerned DDOs through letters/emails etc. by the PAOs. Similarly, PAOs have also to keep track of the forwarded grievances and after getting the action taken report from the DDOs, they have to update the status through this system under their logins

## 8. Details of Grievances Referred by CPAO to PAO and method of settling them

ACTION TO BE TAKEN	GRIEVANCE DESCRIPTION	COMPL-ID	STATUS DESC	PPO NUMBER	PENSIONER NAME	MIN-DEPT-RETD-FRM	SUBJECT	Cr Di
	Date : 06/JUL/2016 Description : Date : 08/JUL/2016 Description : Date : 08/JUL/2016 Description :	L161870114	PENDING	239030011782	KUMAR SHRI RAM	HOME AFFAIRS	Others (specify reasons eg case not received from PAO), Mistakes by postal deptt	05-
	Date : 18/JUL/2016 Description : Date : 19/JUL/2016 Description : Revision authority yet to received from PAO.	L162010038	PENDING	239030304497	SHRI K K JOHN	HOME AFFAIRS	Revised pension/Arrears not paid	19-
	Date : 13/JUL/2016 Description : Date : 13/JUL/2016 Description :	L161940063	PENDING	239030242140	KUMAR SHRI SUSHIL	HOME AFFAIRS	Delay in processing New/Revision case	12-
	Date : 29/JUN/2016 Description : Date : 29/JUN/2016							

- a. **Pending cases:** It shows all Pending grievances referred by CPAO to PAO. To settle these grievances, click on Pencil mark which will open an Action Form as shown below. Put your remarks pertaining to the grievance in the comments column. Click on the Radio Button "Disposal By PAO" if action is required on your part and submit it. If action on the grievance is required by the concerned DDO, click on Radio Button "Marked to DDO" and

submit the form. As DDOs are not connected through this system, facility of marking the grievances to DDOs is for monitoring/reporting purposes. All grievances marked to DDOs are required to be forwarded to the concerned DDOs through letters/emails etc. by the PAOs. Similarly, PAOs have also to keep track of the forwarded grievances and after getting the action taken report from the DDOs, they have to update the status through this system under their logins

authority yet to received from PAO. not paid

**Complaint Details / Action Form**

Grievance ID: L162010038  
PPO NUMBER: 239030304497  
Pensioner Name: SHRI K K JOHN  
Mobile No: 9048954861  
EMAIL:  
Complaint Date: 19-JULY -2016  
Complaint Subject: Revised pension/Arrears not paid  
Complaint Description: Date : 19/JUL/2016  
Description : Revision authority yet to received from PAO.  
Action To Be Taken \* :  Disposal By PAO  Marked to DDO  
Comment\*  
Submit Reset

W161750004 MARKED TO DDO 239039102618 GOEL SHRI L C HOME AFFAIRS Incorrect revision 26

4:47 PM 7/20/2016

b. Disposed off / Replied back to CPAO: It shows list of Grievances disposed off / Replied back to CPAO.

Dy. Director(A/Cs)CRPF, New Delhi  
Data Last Updated till on 19-JUL-16

**CPAO**  
Central Pension Accounting Office

**Grievances referred by CPAO**

Pending Cases  Disposed Off/Replied back to CPAO  DDO Pending List

**Disposed Off/Replied back to CPAO**

Show 10 entries Search:

COMPL- ID	PPO NUMBER	PENSIONER NAME	MIN-DEPT-RETD-FRM	SUBJECT	COMPL- DATE	PAO Comment	Status
No data available in table							

Showing 0 to 0 of 0 entries Previous Next

Total Grievances 26  
Total Disposed 13  
Total Pending 9  
Total Marked To DDO 8

4:51 PM 7/20/2016

- c. **DDO Pending List:** It shows the Grievances marked to DDOs by PAO. In these grievances, PAO is required to obtain response from the concerned DDOs and update the status to CPAO by clicking on Pencil Button which will open the Action Form as mentioned above at 8(a).

The screenshot shows the 'DDO Pending List' in the CPAO system. The table below represents the data shown in the application:

ACTION TO BE TAKEN	GRIEVANCE DESCRIPTION	COMPL- ID	DDO CODE/NAME	PPO NUMBER	PENSIONER NAME	SUBJECT	COMPLAINT DATE
	<p>Date : 06/JUL/2016 Description : INCORRECT REVISION OF PENSION.</p> <p>Date : 06/JUL/2016 Description : THIS OFFICE ACTS ON THE ADVICE OF PAO AND HAS NO MANDATE TO SUO-MOTE REVISE PENSION. HOWEVER YOUR COMPLAINT IS BEING MARKED TO YOUR PAO RE-EXAMINATION OF YOUR CASE.</p> <p>Date : 06/JUL/2016 Description : testing by cpao-Marked DDO Name -(200351) - Dy. Inspector General of Police (HQrs)</p>	W161780004	(200016) - Addl. DIGP	239039102618	GOEL SHRI L C	Incorrect revision	26-JUNE -2016

### 8. Entry &PPO allocation for retiring employees:

Click on the 16<sup>th</sup> menu option i.e. Entry &PPO allocation for officials due to retire within 12 to 15 months

The screenshot shows the 'User Menu' in the CPAO system. The menu items are listed as follows:

- 1 Master Data (PAO Wise)
- 2 New PPO & Aadhar seeding report
- 3 Escroll Unrevised Post-2006
- 4 PPO Enquiry
- 5 ePPO Uploading
- 6 Ex - Gratia Pensioners
- 7 Data Capture Module For Pensioner getting Pension from PAO Cash Counter
- 8 First Credit Status
- 9 Cases to be revised under OM 30/07/2015
- 10 Combined Authority Sent By CPAO to Bank
- 11 OM 30 July 2015 : Revision Tracking System
- 12 EPPD Revision Authority Download
- 13 PAO WISE SUMMARY OF OM 30 JULY 2015 REPORTED & RECEIVED/REVISED
- 14 Cases to be revised under OM 06/APRIL/2016
- 15 Grievance referred by CPAO
- 16 Entry & PPO allocation for officials due to retire within 12 to 15 months as on 01/Apr/2016
- 17 Escroll Unrevised Pre-2006 (Paying Branch Wise Details)

9. After clicking, following screen will open:

The screenshot displays the 'PPO Number Allocation Utilities' interface. On the left, there is a sidebar for 'PAO(CPAO), Delhi' with user login details and grievance statistics. The main area shows a navigation menu with 'Already Allocated PPO Number List', 'Un Allocated PPO Number', and 'Deleted PPO Number'. The 'Already Allocated PPO Number List' is selected, showing a table with columns: Action, PPO Number, Retiree Name, Gender, Designation, Date of Ret/Death, Mobile Number, Pan No, Aadhaar Number, Email ID, and Date Alloted. The table contains five entries for retired employees.

Action	PPO Number	Retiree Name	Gender	Designation	Date of Ret/Death	Mobile Number	Pan No	Aadhaar Number	Email ID	Date Alloted
	753051600054	Mr. ASHOK KUMAR	MALE	SRAO	31/JUL/2016			832850418265		26-JUL-16
	753051600032	Ms. HARINDER PAL KAUR	FEMALE	AAO	30/JUN/2016		ACHPL3982F			10-JUN-16
	753051600047	Mr. PAULUS LAKRA	MALE	AAO	30/JUN/2016		ARIPK3793K			10-JUN-16
	753051600025	Shri. RAM KUMAR SHOKEEN	MALE		28/FEB/2016			410570912242		24-FEB-16
	39052600010	Shri. SURAT	MALE		31/JAN/2016					28-JAN-16

10. By clicking on menu "Already Allocated PPO Number List" you will find the list of retiring employees who have already been allotted with PPO numbers.

11. Clicking on menu "Un allocated PPO number" will open a new screen where details of retiring employees can be filled and PPO number allocated.

The screenshot shows the 'Un Allocated PPO Number' form. It includes a sidebar with user login information and grievance statistics. The main form area has a navigation menu with 'Already Allocated PPO Number List', 'Un Allocated PPO Number', and 'Deleted PPO Number'. The 'Un Allocated PPO Number' is selected, displaying a form for 'Superannuation Pension /FP/VRS'. The form has radio buttons for 'Superannuation Pension', 'FP Pension', and 'VRS Pension'. Below these are input fields for: Date of Retirement (mm/dd/yyyy), Select DDO List (Please Select DDO), Retiree Name, Gender (Male/Female), Designation (Enter Designation), Mobile Number (Enter Mobile Number With out 0), Pan No (Enter Pan Number), Aadhaar Number (Enter Aadhaar Number (UID)), Email ID (Enter Email ID), and Enter Images (Enter Image Text). At the bottom, there are 'Submit' and 'Cancel' buttons.

12. After entering the details of retiring employee and generation of PPO number, if any mistake is identified, the allotted PPO number may be deleted. The list of deleted PPOs may be seen by clicking on menu "Deleted PPO Number" as shown below.

PAO(CPAO), Delhi  
Data Last Updated till on 14-AUG-16

User Menu Home

Last Login 26/Aug/2016  
Login Id is valid till 31/Dec/2023  
Password is valid till 01/Oct/2020

Grievances

- Total Grievances 7
- Total Disposed 2
- Total Pending 3
- Total Marked To ODO 4

PPO Number Allocation Utilities

Already Allocated PPO Number List | Un Allocated PPO Number | Deleted PPO Number

**Deleted PPO Number**

Show 10 entries Search:

Name	PPO Number	Mobile Number	Email ID	Remark	Deleted On
HARINDER PAL KAUR	753051600047	9871008388		wrong entry date of retirement	21/JUN/2016
PAULUS LAKRA	753051600032	9966300190		wrong entry date of retirement	21/JUN/2016

Showing 1 to 2 of 2 entries Previous 1 Next

Connecting...