

भारत सरकार  
वित्त मन्त्रालय, व्यय विभाग  
केन्द्रीय पेंशन लेख कार्यालय  
त्रिकूट-II भीकाजी कामा प्लेस  
नई दिल्ली-110066

फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF EXPENDITURE  
CENTRAL PENSION ACCOUNTING OFFICE  
TRIKOOT-II, BHIKAJI CAMA PLACE,  
NEW DELHI-110066  
PHONES : 26174596, 26174456, 26174438

CPAO/IT&Tech/Dev. Of Dashboard/107/2023-24/13195/152

01.12.2023

Office Memorandum

**Subject: Updation of User ID provided by the CPAO to all Ministries/Pay and accounts Offices and CPPCs.**

CPAO has a dashboard to monitor ministry wise pendency of pension cases/grievances in r/o pensioners and family pensioners. Now, CPAO has upgraded the dashboard so that a reminder email will be sent by the CPAO in a fixed timeline to concerned Pr. CCAs/CCAs/CAs/PAOs and head of concerned CPPCs for quick action to redress the grievances of pensioners.

2. Ministry wise/CPPC wise **user ID and password** is also being provided by the CPAO (sent through e-mail dated 01.12.2023) to view the grievances of pensioners.
3. Therefore, in order to redress the grievances of pensioners/family pensioners, all ministries/PAOs/CPPCs are required to update their login IDs and create a new password for security reasons. As & when PAO/CPPC will login its user ID, a window of update profile will be flashed (for first time users and afterwards on quarterly basis) on the screen and users can **update their email ID and mobile number** (screenshot enclosed) to view the grievance of the pensioner/family pensioners.
4. All the Pr. CCAs/CCAs/CAs (with independent charge)/AGs/CPPCs are requested to direct all under their control to follow above-mentioned guidelines to redress the grievance of pensioners/family pensioners to avoid hardship to them.

This issues with the approval of Chief Controller (Pension).

(Ajay Chaudhary)  
Sr. Accounts Officer (IT & Tech)

To,

1. All Pr. CCAs/CCAs/CAs/AGs/CPPCs

Copy to:

1. PS to CC (P)
2. PA to CA
3. Sr. TD, NIC (CPAO)
4. PA to Dy. CA

**Profile Update**

**General Information**

Pay & Account Officer Name

PAO Name

Mobile No. \*

Email ID \*

Digital Signature \*

YES  NO

Data Last Updated on 08-NOV-23

User Menu Home

Change Password

Last Login

Login Id is valid till

Password is valid till

Grievances

Total Grievances

Total Disposed

Total Pending

Total Marked To DDO

- 1 ES
- 2 ES
- 3 PF
- 4 D
- 5 F
- 6 C
- 7 E
- 8 P
- 9 C
- 10 G
- 11 Entry & PPO allocation for officials due to retire within 12 to 15 months new
- 12 New PPO & Aadhar seeding report new
- 13 Examination of feasibility of implementation of 7th CPC for revision of pensions of Pre-2016 pensioners new
- 14 12 Digits PPO Number to be Alloted to Pre-90 Pensioners (List)
- 15 Revision Status Report of 7th PC (Pre 2016)
- 16 Manage DDO new
- 17 7 CPC Revision with Enhanced Pension up to 64 years of age for Para Military Forces new
- 18 Details of Pending under 7th CPC
- 19 PPO Number Allocation Utility For NPS-AR Pensioners new
- 20 PPO ENQUIRY FOR NPS -AR

