

भारत सरकार  
वित्त मन्त्रालय, व्यय विभाग  
केन्द्रीय पेंशन लेख कार्यालय  
ट्रिकूट-II, भीकाजी कामा प्लेस  
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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  
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CPAO/IT&Tech/Web Responsive/54/2016-17/ 135

09.09.2016

### Office Memorandum

**Subject: Monitoring of timely submission of pension papers to PAO/CPAO by the HOO/DDO through 'Web Responsive Pensioners' Service' of CPAO.**

1. Kind attention of FAs is invited to minutes of FA's Conference held on 3<sup>rd</sup> June, 2016 under the chairmanship of Finance Secretary. In Para-5, it is minuted that **"In this regard Finance Secretary mentioned about the delays in finalising pension matters and asked FAs to keep track of progress of cases of employees retiring within a year"**. Further, the action point at Para-12(i) reads as **"A list of employees retiring within one year should be prepared by 15.06.2016 and their formalities should be completed so that complaints from pensioners are reduced to the minimum. Administration division of each Ministry/department should be sensitized in this regard"**.

2. The quick disposal of grievances of pensioners has been on top priority of CPAO. For this purpose, a Grievance Cell is functioning in CPAO and grievances received through different modes are settled by it. Subject wise categorization of grievances reveals that most of the grievances arise due to delay in start of pension in fresh pension cases. The reason for this delay is mainly because of late receipt of Pension Payment Orders (PPO) of the pensioners by CPAO. The PPO of a retiring government employee must be received in CPAO by the last day of the preceding month of retirement, however, as per report generated by CPAO, only 1.7 per cent PPOs had been received in time in CPAO during the financial year 2015-16. This is because of late submission of pension papers by the concerned HOOs/DDOs to their Pay and Accounts Officers (PAOs). 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 servants who are due to retire within the next twelve/ fifteen months and a copy of each such list shall be supplied to the Accounts Officer concerned"**. The objective of preparation of this list is to monitor the timely submission of pension papers by the HOOs to PAOs. However, in majority of cases, provisions of Rule -56 have not been followed and in the manual system, monitoring of the timely preparation of such lists is difficult for the ministries/departments.

3. To fill this gap, facility to upload quarterly lists of retiring government servants and monitoring thereof by the higher authorities has been developed in the CPAO website [www.cpao.nic.in](http://www.cpao.nic.in) under the **Web Responsive Pensioners' Service**. 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 the list on CPAO website. For monitoring of this work, login IDs & Passwords have been created for CCAs, JS (Admin) and Financial Advisors in the CPAO website along with Dashboards and meaningful MIS reports through which timely preparation/uploading of quarterly lists and submission of pension papers thereof by the HOOs/DDOs can be monitored. This facility to FAs is provided to facilitate the decision taken in the FA's conference held on 3<sup>rd</sup> June, 2016 under the chairmanship of Finance Secretary to keep track of progress of cases of employees retiring within a year.

4. In view of above, FAs are requested to use this online monitoring facility on timely preparation/uploading of quarterly lists and submission of pension papers and kindly intervene in case of delays in this regard by DDOs/HODs by taking up matter with concerned HOD/JS (Admin) so that delay in finalization of pension cases and resultant pensioners' grievances may be avoided. The online monitoring facility is also provided to JS (Admin) of ministries/departments as well as to CCAs.

5. For familiarization with this facility, login id & password and step by step user guidance along with relevant screenshots are attached.

6. 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](mailto:kumar.davinder@nic.in)

This issues with the approval of Finance Secretary.

*Sanjai Singh*

Sanjai Singh  
Chief Controller (Pension)

Encl: As above.

To  
All FAs 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 FAs)**

**User guidance on monitoring of uploading of quarterly lists of retiring government employees and timely submission of pension papers 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 (attached with the letter).

CPAO  
Central Pension Accounting Office

Home Print Login

Login CPAO System

User Name  
MINFA004

Password  
\*\*\*\*\*

Submit

Forgot your password? [Click Here](#)  
To reset your password, E-mail at [cccpao@nic.in](mailto:cccpao@nic.in)

Not registered?  
[Sign-Up!](#) Only for Central Civil Pensioners.  
Other users and CCAs / CAs / PADs may contact [1800117788](tel:1800117788) Or [cccpao@nic.in](mailto:cccpao@nic.in) for any help or query.

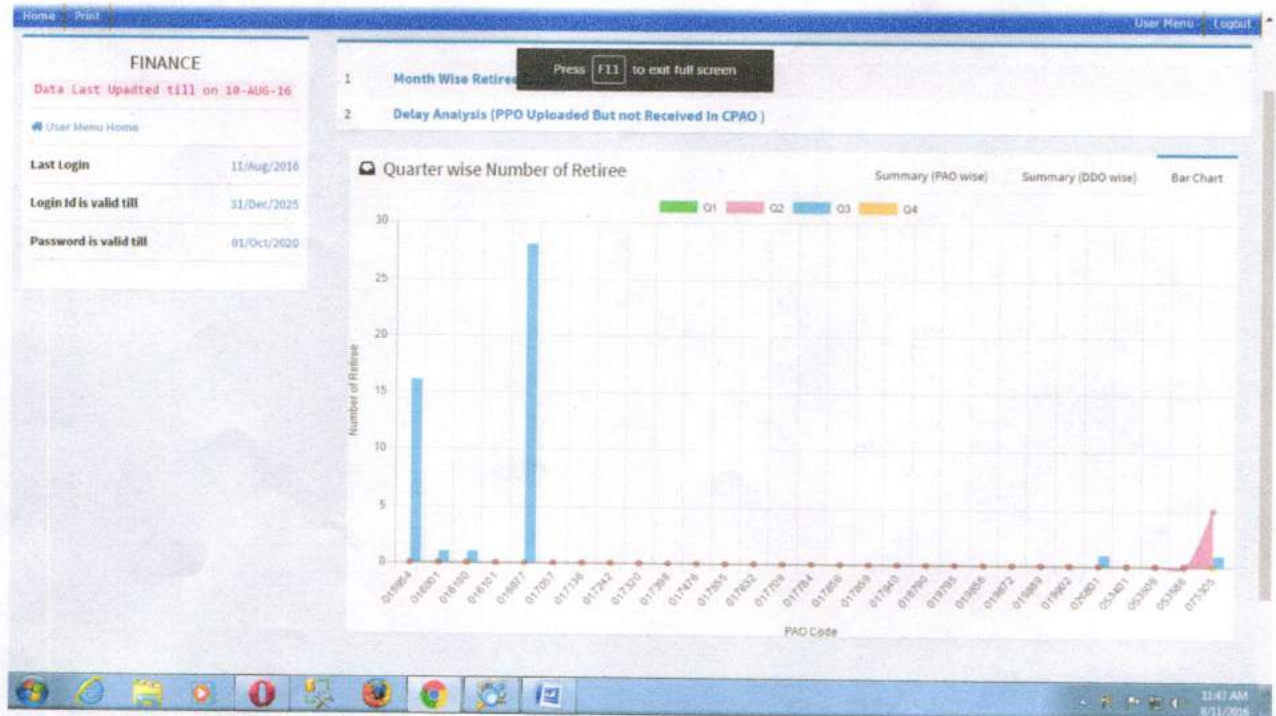
4. After login you will get following screen showing various user menu options:



## 5. BAR CHART

### (Showing PAO wise quarterly numbers of retirees)

By clicking on Bar Chart option, quarter wise –PAO wise numbers of retiring employees uploaded can be seen through bar charts. Different colored bar charts are given for every quarter. On the X Axis of bar chart PAO code is given and on Y Axis numbers of retirees are shown.





## 6. Summary (PAO wise)

By clicking on this option, PAO wise quarterly numbers of retiring employees uploaded may be seen.

[Home](#) [Print](#) [User Menu](#) [Logout](#)

**FINANCE**  
Data Last Updted 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 01/Oct/2020

- Month Wise Retiree Count
- Delay Analysis (PPO Uploaded But not Received in CPAO )

Quarter wise Number of Retiree  
Summary (PAO wise) Summary (DDO wise) Bar Chart

Show 10 entries Search:

PAO Name	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
015954 - PAO(Expenditure) New Delhi	0	0	16	0	16
016001 - PAO (IGA),New Delhi	0	0	1	0	1
016100 - PAO(INSTITUTE OF GOVT,A/C & FIN),N,DELHI	0	0	1	0	1
016101 - PAO(Sectt.), Economic Affairs, New Delhi	0	0	0	0	0
016977 - PAO (Sectt.) Economic Affair	0	0	28	0	28
017057 - PAO(Banking), New Delhi	0	0	0	0	0
017136 - PAO(NSO), Nagpur,Maharashtra	0	0	0	0	0
017242 - PAO(I.G. Mint), Kolkata	0	0	0	0	0
017320 - PAO(I.G. Mint),Hyderabad	0	0	0	0	0
017390 - PAO(I.G. Mint), Mumbai	0	0	0	0	0

Showing 1 to 10 of 30 entries Previous 1 2 3 Next

10.21.48.31/cpaoweb/ORACLE\_WEBSITE/php4/userMenu\_fao.php?table=chart

## 7. Summary (DDO wise)

By clicking on this option, PAO- DDO wise quarterly numbers of retirees uploaded may be seen. Where 0(zero) information is provided, it may indicate either there are no retiring officials or DDO has not provided the list to PAO.

[Home](#) [Print](#) [User Menu](#) [Logout](#)

**FINANCE**  
Data Last Updted till on 10-AUG-16  
[User Menu Home](#)  
Last Login 11/Aug/2016  
Login Id is valid till 31/Dec/2025  
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- Month Wise Retiree Count
- Delay Analysis (PPO Uploaded But not Received in CPAO )

Quarter wise Number of Retiree  
Summary (PAO wise) 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	205702-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	215960-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215961-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215966-New Delhi	0	0	0	0	0
015954-TOTAL		0	0	16	0	16
016001-PAO (IGA),New Delhi	NA	0	0	0	0	0
016001-PAO (IGA),New Delhi	116007-nagpur	0	0	0	0	0

Showing 1 to 10 of 216 entries Previous 1 2 3 4 5 ... 22 Next

### **8. Month Wise Retiree Count**

By clicking on this menu option, list of PAO-DDO wise retiring employees will be opened. Through fourth column of this report (under the heading-NOT RECEIVED IN CPAO), delay in the cases which have become due but not received in CPAO may be monitored. For example, PPO of the government employee retiring in the month of August must reach in CPAO by 31<sup>st</sup> July.

#### **Month Wise Retiree Count for (2016-2017)**

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	0
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
<b>015954-TOTAL</b>			<b>11</b>	<b>7</b>
016001-PAO (CGA),New Delhi	216002-New Delhi	2016-AUGUST	1	1
016001-PAO (CGA),New Delhi	216002-New Delhi	2016-SEPTEMBER	2	2
016001-PAO (CGA),New Delhi	216002-New Delhi	2016-NOVEMBER	1	1
016001-PAO (CGA),New Delhi	216002-New Delhi	2016-DECEMBER	2	2
<b>016001-TOTAL</b>			<b>6</b>	<b>6</b>
016100-PAO(INSTITUTE OF GOVT.A.C & FIN),NDELHI	116101-KOLKATA	2016-DECEMBER	1	1
<b>016100-TOTAL</b>			<b>1</b>	<b>1</b>



### **9. Delay Analysis (PPO Uploaded But not Received inCPAO)**

The Pension Payment Order of retiring employees should reach CPAO by the last day of the preceding month of the retirement. By clicking on this report, PAO-DDO wise status on the delay in receipt of PPO in CPAO from PAO can be seen with the periodicity of delay.

#### **Delay Analysis (PPO Uploaded But not Received In CPAO )**

PAO Name	DDO Name	TOTAL Cases	TOTAL Pending	Pending for >=1 and <=3 Month	Pending for >3 and <6 Month	Pending For More Than 6 month
075305-PAO(CPAO), Delhi	NA	6	0	0	0	0
<b>075305- TOTAL</b>		<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
016001-PAO (CGA),New Delhi	216002-New Delhi	6	1	1	0	0
<b>016001- TOTAL</b>		<b>6</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
015954-PAO(Expenditure) New Delhi	200702-New Delhi	1	0	0	0	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	15	2	2	0	0
<b>015954- TOTAL</b>		<b>16</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>
016977-PAO (Sectt.) Economic Affair	216978-New Delhi	28	3	3	0	0
<b>016977- TOTAL</b>		<b>28</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>
026801-PAO (DISINVESTMENT), NEW DELHI	226801-NEW DELHI	1	0	0	0	0
<b>026801- TOTAL</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
016100-PAO(INSTITUTE OF GOV'T.A.C & FIN),N DELHI	116101-KOLKATA	1	0	0	0	0
<b>016100- TOTAL</b>		<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
053509-PAO(Govt Opinion & Alkaloids Works Undertg)	253510-Ghazipur	21	1	1	0	0
<b>053509- TOTAL</b>		<b>21</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>