भारत सरकार वित्त मन्त्रालय, व्यय विभाग केन्द्रीय पेंशन लेख कार्यालय त्रिकूट-॥ भीकाजी कामा प्लेस नई दिल्ली-110066 कोन : 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/Single Window Service/54/2018-19/33

28.05.2018

Office Memorandum

Subject: Grievance Redressal and Monitoring System of CPAO for Banks.

Quick disposal of grievances of pensioners 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 were being forwarded for final disposal to the concerned agency i.e. Bank, PAO for necessary action.

- 2. In order to track/monitor of disposal of such grievances, CPAO has developed Grievance Redressal and Monitoring System: a facility of online transfer of grievances on the login of the concerned authority directly from the CPAO website for early disposal and update thereon. As such, Heads of the CPPC and Heads of Government Business Department of the banks would be in a position to monitor the disposal of the grievances in time-bound manner and intimate the CPAO about the disposal to enable it to show the final disposal of the grievance on its website for pensioner's information.
- 3. This system was communicated to all the Heads of CPPCs and Govt. Business Deptt. attaching therewith their User ID and password for using this facilities vide this office OM No. CPAO/IT & Tech/Single Window Service/54/2016-17/88 dated-20.07.2016 (copy enclosed). The process of handling the grievances by banks is available at http://cpao.nic.in/pdf/Bank_grv.pdf.
- 4. During the review of the Grievance redressal Monitoring System. It has come to notice that there is huge pendency against the Banks and in some cases the pendency is beyond 90 days (copy enclosed).
- 5. Keeping in view the above circumstances all Heads of CPPCs and Govt. Business Departments are requested to monitor the disposal of grievances on daily basis and to ensure that all grievances received from CPAO are settled on priority and maximum within 30 days of their receipt and the status updated on the facility provided on CPAO website.

In case of any difficulty in using this facility, Sh. Davinder Kumar, Sr. Technical Director, Telephone No. 011-26175099, email - kumar.davinder@nic.in may be contacted.

This issues with the approval of Competent Authority.

Encl:- As above

(Praful Dabral) Sr. Accounts Officer (IT & Tech) Ph No.011-26166758

To,

- 1. Heads of CPPCs of all Banks.
- 2. Heads of Government Business Division of all Banks.

भारत सरकार वित्त मन्त्रालय, व्यथ 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/Single Window Service/54/2016-17/ 🖇 🖇

20.07.2016

Office Memorandum

Subject: Grievance Redressal and Monitoring System of CPAO for Banks.

Quick disposal of grievances of pensioners 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. Bank, PAO for necessary action through email/letter. But no tracking/monitoring of disposal of such grievances was available either with the bank or with CPAO.

- 2. In order to fill this gap, CPAO has developed Grievance Redressal and Monitoring System: a facility of online transfer of grievances on the login of the concerned authority directly from the CPAO website for early disposal and update thereon. As such, Heads of the CPPC and Heads of Government Business Department of the banks would be in a position to monitor the disposal of the grievances in time-bound manner and intimate the CPAO about the disposal to enable it to show the final disposal of the grievance on its website for pensioner's information.
- 3. For using this facility username and password are attached for the respective Heads of CPPCs and Government Business Departments. The process of handling the grievances by banks is available at http://cpao.nic.in/pdf/Bank_grv.pdf and a copy of the same is attached.
- 4. All Heads of CPPCs & Govt. Business Departments are requested to monitor the disposal of grievances on daily basis and to ensure that all grievances received from CPAO are settled on priority and maximum within 30 days of their receipt and status updated on the facility provided on CPAO website. The period wise pendency information shall be available on the dashboards of Head of CPPC & Head of Govt. Business Department.
- 5. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, Telephone No. 011-26715338, email -kumar.davinder@nic.in may be contacted.

This issues with the approval of Competent Authority.

Encl:- As above

(Vijay Singh)

Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of all Banks.

2. Heads of Government Business Division of all Banks.

Copy for information to: -

1) PPS to CGA, O/o. The CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.

2) PPS to Addl. CGA (GPG), O/o. The CGA, 7th Floor, Lok Nayak Bhawan, Khan Market, New Delhi - 110 003.

3) PS to CC(P)

4) PA to CA

5) Sr.TD/TD, NIC, CPAO

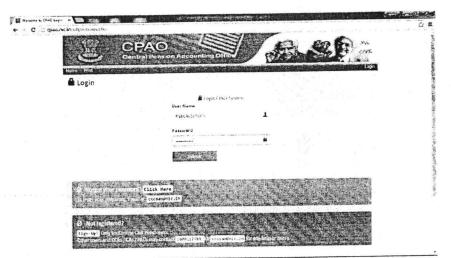
6) PA to Dy. CA

7) Sr.AO (Coordination), CPAO

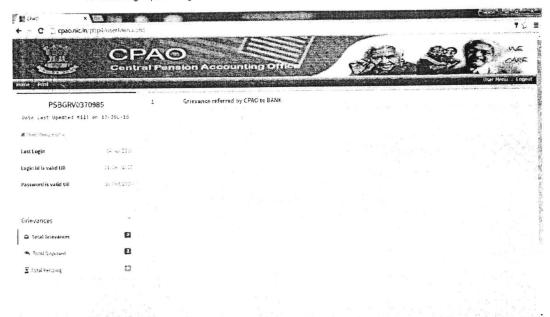
Sr. Accounts Officer (IT & Tech)

User Guidance: Grievance Redressal and Monitoring System of CPAO for Banks

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



4. After login you will get user menu.



- On the left side of user menu, you will see user name, last update date, last login date, login id valid date, password valid date.
- 6. Grievances :-
 - Total Grievances (It shows total No. of Grievances marked to CPPC referred by CPAO).

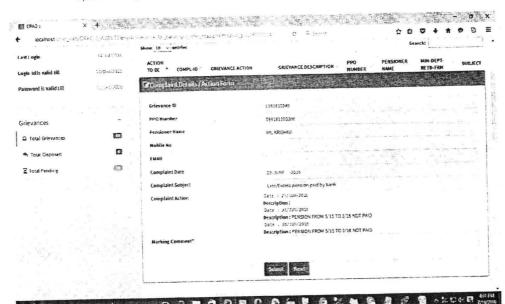
- Total Disposed (It shows total No. of Disposed Grievances marked to CPAO referred by CPPC).
- Total Pending (It shows total No. of Pending Grievances marked to CPPC referred by CPAO).

Pending cases:-

関 CMO:	CHARLE WHITE THE	gravaro jerj	CHALLENDAR SI	02.47%	e asema		☆ • €	0 + 4	e 0 =	
	GE	ΑO	125-1	ounting office			8		100 - 100 -	
CBIGRY028	Grievances referred by CPAO									
Date cast uppetted til	() on 1)-1016	w*e-day	Corp Billing	mand Off replied back to CPAD						
Murper Market P. Tell.		Show 18 Vientries Search:								
t ast Legin	(4.22.753	ACTION		GRITVANCE ACTION	SRIEVANCE DE SCRIPTION	PPO	PENSIONER NAME	MIN DEPT	SUBJECT	
Lugiered is walled till	the self	IAKIN	· COMMZ-1D	CHILDRICK WESTON		NUMBER	HAMI			
Password is valid till	114			Onte 1 28/3/8/2844 Description I						
				Description: PERSION FROM 3/25 TO 3/18 NOT	Secr , Deutosza			otum	Less-Excess pension suc	
Grievances	-	2	1161810049	PAID Cate 1 30/3/07/9814	Description : LIST F.P.	6861E1100'968	MC KNOHNA	ADMINISTRATION	benz	
Q Total Grievances	10			Description: PERSION FROM 5/15 TO 3/15 NOT						
Total Disposed	0			PAID			9 - W			
Total Fending	63			Description:	Detr : 20160701		Mr. BAM KARAN	HEAT AFFAIRS	Revised	
		12	1161930726	Onte 1 12/321/2014 Description: A mell sent	bescription: A mail sero to the bank.	136081354843	SHAROM	HUM: APPARES	net paid	

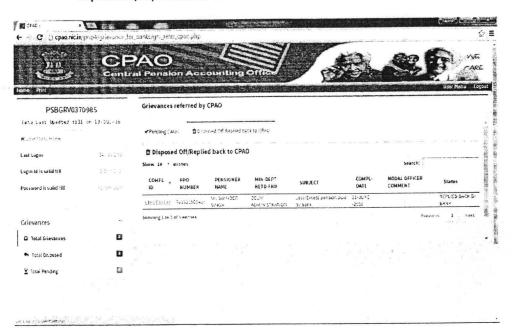
it shows the all Pending Grievances referred by CPAO to CPPC.

Open Pending Case for Disposed Off/Replied to CPAO



Fill with Marking Comment and Submit.

Disposed off/Replied back to CPAO:-



It shows all Disposed off/Replied back to CPAO.

As on 14.05.2018

CPAO :: Grievance Pending Report (Banks-CPPC) ANNEXURE									-1		
			Total			Total Disposed			Pending	Pending	
SI.	Bank		Cases	Replied by	Pending at		Total Pending	Pending (0	(30-60	(60-90	Pending
No.		CPPC	(1)	Bank (2)	CPAO (3)	(4)	(1)-((3)+(4))	30 days)	days)	days)	(>90 days)
1	ALLAHABAD BANK	0212424	99	0	0	11	88	3	9	1	75
2	BANK OF INDIA	0223222	335	263	0	275	60	11	10	14	25
3	CANARA BANK	0242962	497	417	0	433	62	35	5	2	20
4	CENTRAL BANK OF INDIA	0283760	289	219	0	245	43	24	12	6	1
5	DENA BANK	0251504	125	0	0	6	119	6	10	10	93
6	ORIENTAL BANK OF COMMERCE	0361500	47	29	0	28	19	3	4	2	10
7	PUNJAB NATIONAL BANK	0306386	484	277	0	300	184	17	33	18	116
8	STATE BANK OF INDIA	0004470	326	287	0	289	35	10	20	5	0
9	STATE BANK OF INDIA	0004473	376	313	0	323	48	18	26	2	2
10	STATE BANK OF INDIA	0004474	331	286	C	286	44	28	13	1	2
11	STATE BANK OF INDIA (002)	0029178	220	160	C	153	61	41	20	C	0
12	UNION BANK OF INDIA	0293137	110	80		81	29	6	7		12
13	UINTED BANK OF INDIA	0311690	94	32	2 (32	2 62	2 6	5	5	46
14	UNITED COMMERCIAL BANK	0322345	110				7 103	3 9	6	10	78