



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.



CPAO/IT&Tech/Single Window Service/54/2016-17/ 88

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

VS
20/7/2016
(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.

CPAO
Central Pension Accounting Office

Home Print

Login

User Name: PSBGRV0370985

Password

Login

[Forgot Password?](#) [Click Here](#)

4. After login you will get user menu.

CPAO
Central Pension Accounting Office

Home Print

User Menu Logout

PSBGRV0370985

1 Grievance referred by CPAG to BANK

Date Last Updated till on 12-10-16

Last Login 12-10-16

Login id is valid till 12-10-16

Password is valid till 12-10-16

Grievances

Total Grievances	1
Total Grievances	1
Total Pending	1

5. 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 :-
 1. Total Grievances (It shows total No. of Grievances marked to CPPC referred by CPAO).

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

Pending cases:-

The screenshot shows the CPAO web application interface. The header includes the CPAO logo and navigation links. The main content area displays a table of grievances referred by CPAO. The table has columns for ACTION TO BE TAKEN, COMPLAINT ID, GRIEVANCE ACTION, GRIEVANCE DESCRIPTION, PPO NUMBER, PENSIONER NAME, MIN-DEPT. RETD-FRM, and SUBJECT. Two grievances are listed:

ACTION TO BE TAKEN	COMPLAINT ID	GRIEVANCE ACTION	GRIEVANCE DESCRIPTION	PPO NUMBER	PENSIONER NAME	MIN-DEPT. RETD-FRM	SUBJECT
<input checked="" type="checkbox"/>	1101810049	Description: Date: 27/06/2016 Description: PENSION FROM 5/15 TO 3/16 NOT PAID	Date: 27/06/2016 Description: LESS P. P.	594181100200	MR. KRISHNA	DEPT. ADMINISTRATION	Less/Extra pension paid/ bank
<input checked="" type="checkbox"/>	1101810050	Description: Date: 27/06/2016 Description: PENSION FROM 5/15 TO 3/16 NOT PAID	Date: 27/06/2016 Description: PENSION FROM 5/15 TO 3/16 NOT PAID	594181100200	MR. KRISHNA	DEPT. ADMINISTRATION	Less/Extra pension paid/ bank

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

Open Pending Case for Disposed Off/Replied to CPAO

The screenshot shows the CPAO web application interface with the details of a pending grievance case. The main content area displays a form titled "Complaint Details / Action Form". The form fields are as follows:

ACTION TO BE TAKEN	COMPLAINT ID	GRIEVANCE ACTION	GRIEVANCE DESCRIPTION	PPO NUMBER	PENSIONER NAME	MIN-DEPT. RETD-FRM	SUBJECT
<input checked="" type="checkbox"/>	1101810049	Description: Date: 27/06/2016 Description: PENSION FROM 5/15 TO 3/16 NOT PAID	Date: 27/06/2016 Description: LESS P. P.	594181100200	MR. KRISHNA	DEPT. ADMINISTRATION	Less/Extra pension paid/ bank

The form also includes fields for Complaint Date, Complaint Subject, Complaint Action, and Marking Comment. The Complaint Date is 27/06/2016, the Complaint Subject is Less/Extra pension paid by bank, the Complaint Action is Description: PENSION FROM 5/15 TO 3/16 NOT PAID, and the Marking Comment is Description: PENSION FROM 5/15 TO 3/16 NOT PAID.

Fill with Marking Comment and Submit.

Disposed off/Replied back to CPAO:-

CPAO Central Pension Accounting Office

Home Print User Menu Logout

PSBGRV0370985

Data Last Updated till on 12-09-16

W Username:None

Last Login 14-09-2016

Login Id is valid till 12-09-2016

Password is valid till 12-09-2016

Grievances

- Total Grievances 2
- Total Disposed 1
- Total Pending 1

Grievances referred by CPAO

☒ Pending Cases ☐ Disposed Off/Replied back to CPAO

☒ Disposed Off/Replied back to CPAO

Show 10 entries

COMPL ID	EPO NUMBER	PENSIONER NAME	MIN DEPT RETD FRM	SUBJECT	COMPL DATE	NODAL OFFICER COMMENT	Status
14-09-2016	14-09-2016	MR. SURENDER SINGH	DELHI ADMINISTRATION	Left-Elected pension paid 31.09.2016	14-09-2016	REPLIED back to BANK	Disposed

Showing 1 of 1 entries

Records 1 of 1 next

It shows all Disposed off/Replied back to CPAO.

As on 14.05.2018

CPAO :: Grievance Pending Report (Banks-CPPC)

ANNEXURE-I

Sl. No.	Bank	CPPC	Total Cases (1)	Replied by Bank (2)	Pending at CPAO (3)	Total Disposed by CPAO (4)	Total Pending (1)-((3)+(4))	Pending (0-30 days)	Pending (30-60 days)	Pending (60-90 days)	Pending (>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	0	286	44	28	13	1	2
11	STATE BANK OF INDIA (002)	0029178	220	160	0	153	61	41	20	0	0
12	UNION BANK OF INDIA	0293137	110	80	0	81	29	6	7	4	12
13	UNITED BANK OF INDIA	0311690	94	32	0	32	62	6	5	5	46
14	UNITED COMMERCIAL BANK	0322345	110	0	0	7	103	9	6	10	78