# (For CCAs) User guidance on monitoring of Pensioners Grievances and Uploading of Quarterly Lists of Retiring Employees through CPAO website

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

	PAO tral Pension Accounting Office	AS SO	CARE
Home Prist			Login
	Login CPAO System		
	User Name		
	MINCCA001	1	
	Password		
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	Sohmit		
Ø Forgot your passwor	d7 <mark>Click Here</mark>		N.
To reset your passward, Ema	H at cccpacente.in		
A manufactor			
Ø Not registered r			

#### 4. After login you will get following user menu.

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FINANCE Data Last Upadted till on 01-AUG-16			E LIST UPLOADED BY	CRESWAN 2 for 2	VCE S DISPUSED D16	R	REVISED OF APRIL 201 1430	1
User Menu Home		(Sec. 1) 21% up	roaded out of 29 PAOs	1. Descout	ofts	~	04% Resisted out of 1-2	
est Login	02/Aug/2016							
egin ld is valid till	31/Dec/2025	Quarter	wise Number of Reti	ee		Summary (PAO wise)	Summary (DDO wise)	Bar Chart
assword is valid till	01/Oct/2020	30		01	02 03 03	Q4		
rievances	-	25						
Total Grievances	6228	20						
Total Disposed	83	d Bettre	3 4 4 4 4 4 4					
Total Pending		dimper x						
Total Marked To DDO		2 10						

- On the left side of user menu, you will see user name, last update, last login, login id & Password validity.
- 6. 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.

# 7. On the top of the dashboard, following menu options are given:



- a. Retiree list uploaded by PAOs: It shows number of those PAOs who have uploaded the lists of retiring employees out of the total numbers of PAOs of the ministry. Through this report, CCA can monitor the progress of uploading of lists by PAOs.
- **b. Grievances Disposed:**Pensioners grievances, received in CPAO, pertaining to ministries/departments, are further forwarded online to the concerned PAOs for required action and reporting back the status of settlement to CPAO.This option shows the total number of disposed of grievances forwarded to PAOs.

8. Grievance Pending Report: By clicking on the menu "Total Grievances" given at left side panel, PAO-DDO wise list of all pending grievances with their periodicity may be seen.

# **Grievances Pending Report**

Sr no.	PAO Name	DDO Name	PENDING >> 0 AND < 30 DAYS	PENDING >30 AND <=60 DAYS	PENDING > 60 DAV
1	017057-PAO(Banking), New Delhi	NA	0	1	0
	017057-TOTAL		0	1	8
2	017320-PAO(I.G. Mint).Hyderabad	NA	0	1	0
	017320-TOTAL		0		0
3	017940-PAO (India Govt Mint) Noida	NA	0	1	0
	017948-TOTAL		0	1	0
4	016977-PAO (Sectt.) Economic Affair	NA	0	1	0
	016977-TOTAL		0	1	0
5	017136-PAO(NSO), Nagpur, Maharashtra	NA	0	2	0
	017136-TOTAL	Te	0	2	0
6	019795-PAO(Sectt),D/o Revenue,M/o Finance, ND	NA	2	1	0
	019795-TOTAL		2	1	0
	GRAND-TOTAL		2	Z	0
	and the state of the	1	JL	JL	

# Summary (PAO wise)

Here PAO wise-quarter wise numbers of retiring employees may be seen.

FINANC Data Last Upadted til # User Menu Home	CE 11 on 10-AUG-16	1 Month Wise Retiree Count   2 Delay Analysis (PPO Uploaded But not Received)	ved in CPAO )							
ast Login	11/Aug/2016	Quarter wise Number of Retiree			Summary (F	WO wise) Sum	mary (DDO wise)	Bar Chart		
Login Id is valid till	31/9ec/2025	Show 10 * entries Search								
assword is valid till	01/0c1/2020	160 Name	Quarter 1		Quarter 2	Quarter 3 👙	Quarter 4 0	Tetal		
		015954 - PAO(Expenditure) New Delhi		0	0	36	0	16		
		016001 - PAO (CGA), New Delhi		0	0	1	0	;		
		018200 - PAOUNSTITUTE OF GOVTA/C & FINUN.DELHI		0	0	1	٥	1		
		016201 - PAO(Sectt.), Economic Affairs, New Delhi		0	0	0	0	0		
		016977 - PAD (Sectt.) Economic Attain		0	0	28	0	28		
		017057 - PACiBanking), New Delhi		0	0	0	0	0		
		017138 - PAO(NSO), Nagpur,Maharashtra	-	ø	0	9	0	0		
		017242 - PKO(I.G. Mint), Kolkata	1 2 2 3	0	0	0	0	o		
		017320 - PACHLG, Mint), Hyderabad		0	0	g	0	0		
		017388 - PAO(I.G. Mint), Mumbai		0	0	0	0	0		
		Showing 1 to 10 of 30 entries	10210-01200			Previo	15 1 2	3 Next		

# Summary (DDO wise)

Here PAO- DDO wise numbers of retirees on the basis of quarterly lists of retiring employees uploaded by PAO may be seen.

Oser Menu Hame									
ast Login	20/366/2016	Quarter wise Number of		Summary (Pr	O wise) Sum	Summary (DDO wise)			
ogin Id is valid till	31/Dec/2025	(Internal)							
Password is valid till	01/Oct/2020	Print Search:							
		PMO Nutrier	DDO Name 8	Overter 1 6	Quarter 3	Quarter 3 \$	Quarter 4 🔹	Total	
		070703 AG(ABE)ASSAM,OUWERHATI	270708-GUWAHATI	0	0	0	0	0	
		970703-AG(A&E)ASSAM,GUWAHAT)	370705-Guwahati	0	0	7	0	7	
		070703-AG(ALE)ASSAM,GUWAHATI	070703-GUWAHATI	0	0	3	D	3	
		070703-AG(ALE)ASSAM,GUWAHATI	NA	٥	39	D	a	35	
		070703-AGIABEJASSAM,OUWAHATI	205746-Guwahati	0	6	0	0	0	
		070703-AGIALEJASSAM,GUWAHATI	270704-Guwehati	•			0	5	
		070703-TOTAL		0	39	18	0	57	
		070965-AGIALEJM.P.,Guralior	270966-GWAL10R.	0	0	0	0	0	
		670965-AGIALEIM.P., Gountion	NA	0	0	0	0	0	
		070965-AG(ASE)M.P., Greation	070965-GWALIOR	0	0	0	0	0	
		Showing 1 to 10 of 21 entries				Previou	a 1 2	3 Next	
		Showing 1 to 10 of 21 entries	070065-GWALIUM	•	0	e Previou	o 1 2	3 Ner	

#### BAR CHART

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

By clicking on Bar Chart option, quarter wise –PAO wise numbers of retiring employees 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.

