



CPAO/IT&Tech/Web Responsive/54/2016-17/120

29.08.2016

### Office Memorandum

**Subject: Monitoring/handling of Pensioners' Grievances & uploading of quarterly lists of retiring employees by Pr. CCAs/CCAs/CAs/ AGs/Administrators of UTs/Delhi Admin and respective PAOs through 'Web Responsive Pensioners Service' of CPAO**

1. Quick & satisfactory disposal of pensioners' grievances 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. However, no tracking/monitoring of disposal of such grievances was available either with the Ministries or with CPAO.

2. In order to fill this gap, CPAO has developed Grievance Redressal and Monitoring System in its website [www.cpaonnic.in](http://www.cpaonnic.in) under the '**Web Responsive Pensioners Service**'. Through this facility, pensioners' grievances can be transferred online on the login of the concerned PAO from the CPAO website for early disposal and update thereon for pensioner's information. For the grievances which need to be resolved by concerned HOO/DDO; PAO has been given facility to mark such grievances to the concerned DDOs for their response. Here, it may be noted that marking of grievances to the DDOs is only for reporting/tracking purpose. After marking the grievances through system, PAO will require to send the same to the concerned DDOs through available modes i.e. letters/emails as DDOs are not connected through this system. Similarly, response from the DDOs taken through same modes will be updated by PAOs in the system through their login IDs. For the time bound disposal of grievances (**within 30 days from the date of receipt at CPAO**), monitoring is required. Therefore, facility of monitoring of disposal of grievances marked to PAOs has been provided in the CPAO website under the existing CCAs logins along with Dashboards and meaningful MIS reports.

3. It is further pertinent to mention that large numbers of grievances pertain to delay in start of pension for which late submission of pension papers from HOO to PAO is mainly responsible. For monitoring the timely submission of pension papers, facility to upload quarterly lists of the employees retiring in next 12/15 months has been provided to PAO in CPAO website to facilitate the implementation of Rule 56 of CCS (Pension) Rules which provides "*that every Head of Department shall have a list prepared every three months each year, of all Government servant 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*". Under this facility, Pay and Accounts Officers will upload such quarterly lists on CPAO website by using their existing logins after collecting the same from concerned HOOs/DDOs. Facility to monitor timely uploading of quarterly lists and submission of pension papers thereof by the HOOs/DDOs is also provided in the logins of CCA along with Dashboard and required MIS reports.

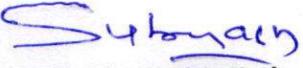
4. In view of above, all the Pr. CCAs/CCAs/CAs/ AGs/Administrators of UTs/Delhi Admin are requested to use this online monitoring facility on regular basis and keep track of the disposal of grievances to ensure that all grievances received from CPAO are settled on priority and maximum within 30 days and status is updated on CPAO website by their PAOs. The period wise pendency information is available on their dashboards. It is also requested to ensure timely uploading of lists of retiring employees and submission of pension papers arising out of such lists. You are also requested to instruct your PAOs to use these online CPAO facilities as they are the nodal points for CPAO in respect of disposal of grievances and uploading of quarterly lists.

5. For familiarization with this facility, step by step user guidance along with relevant screenshots (for CCAs and PAOs) is attached.

6. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, NIC, CPAO may be contacted on 011-26715338/ email – [kumar.davinder@nic.in](mailto:kumar.davinder@nic.in)

This issues with the approval of Competent Authority.

Encl: As above

  
(Subhash Chandra)  
Controller of Accounts

To,

1. All Pr. CCAs/CCAs/CAs/AGs and Administrators of UTs/Delhi Admin with the request to also instruct their PAOs accordingly.

Copy for information to: -

- 1) Sr.PPS to CGA, O/o. the CGA, 7<sup>th</sup> Floor, Lok Nayak Bhawan, Khan Market, New Delhi – 110 003.
- 2) PPS to Addl. CGA (GPG), O/o. the CGA, 7<sup>th</sup> Floor, Lok Nayak Bhawan, Khan Market, New Delhi – 110 003.
- 3) PS to CC(P)
- 4) Sr.TD/TD, NIC, CPAO
- 5) PA to Dy. CA
- 6) Sr.AO (Coordination), CPAO

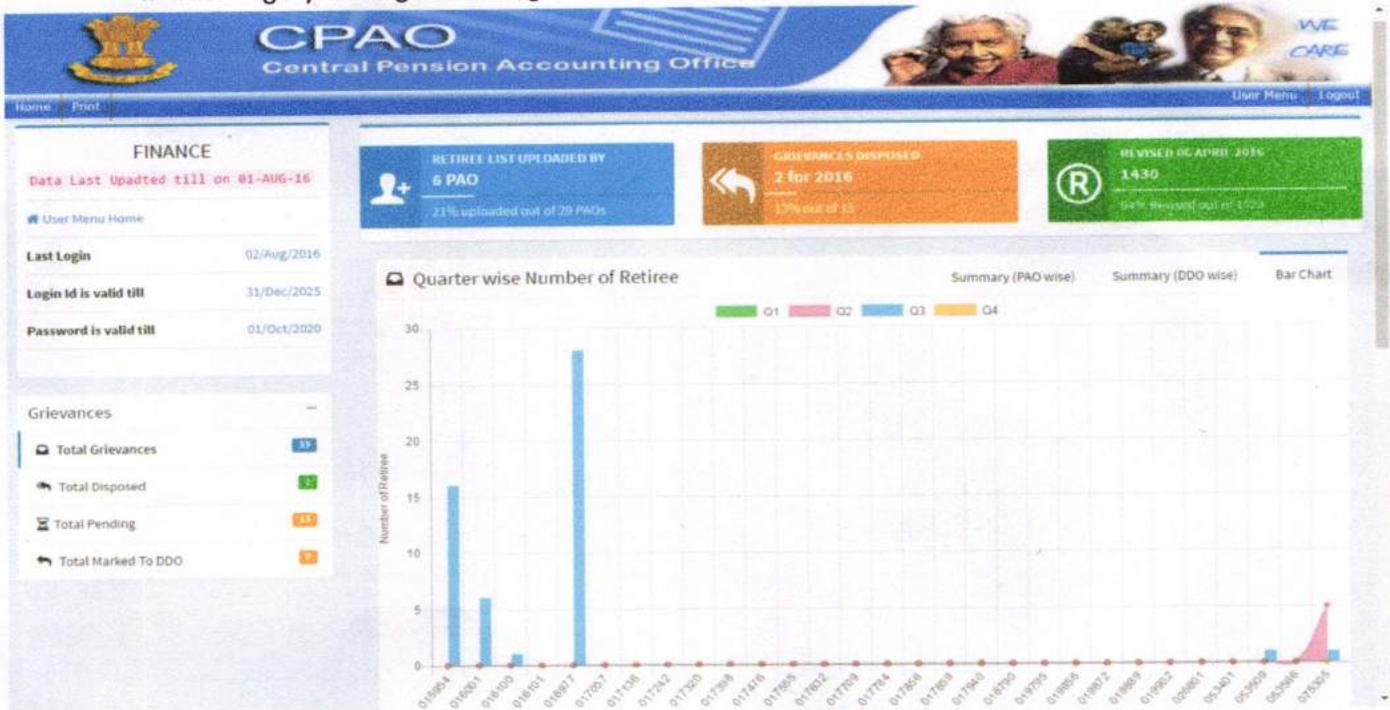
(For CCAs)

**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.



4. After login you will get following user menu.



5. 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 DAYS
1	017057-PAO(Banking), New Delhi	NA	0	1	0
	<b>017057-TOTAL</b>		<b>0</b>	<b>1</b>	<b>0</b>
2	017320-PAO(L.G. Mint),Hyderabad	NA	0	1	0
	<b>017320-TOTAL</b>		<b>0</b>	<b>1</b>	<b>0</b>
3	017940-PAO (India Govt.Mint) Noida	NA	0	1	0
	<b>017940-TOTAL</b>		<b>0</b>	<b>1</b>	<b>0</b>
4	016977-PAO (Sectt.) Economic Affair	NA	0	1	0
	<b>016977-TOTAL</b>		<b>0</b>	<b>1</b>	<b>0</b>
5	017136-PAO(NSO), Nagpur,Maharashtra	NA	0	2	0
	<b>017136-TOTAL</b>		<b>0</b>	<b>2</b>	<b>0</b>
6	019795-PAO(Sectt),D/o Revenue,M/o Finance, ND	NA	2	1	0
	<b>019795-TOTAL</b>		<b>2</b>	<b>1</b>	<b>0</b>
	<b>GRAND-TOTAL</b>		<b>2</b>	<b>2</b>	<b>0</b>

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## Summary (PAO wise)

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

**FINANCE**  
Data Last Updated 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

1 Month Wise Retiree Count  
2 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
025954 - PAO(Expenditure) New Delhi	0	0	16	0	16
026001 - PAO (CSA),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
016877 - PAO (Sectt.) Economic Affairs	0	0	28	0	28
017057 - PAO(Banking), New Delhi	0	0	0	0	0
017136 - PAO(NGO), 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
017398 - PAO(I.G. Mint), Mumbai	0	0	0	0	0

Showing 1 to 10 of 30 entries Previous 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.

CPAO Welcome to CPAO Login

10.23.49.31/cpao\_web/ORACLE\_WEBSITE/php4/userMenu\_fas.php

User Menu Home

Last Login: 20/Jul/2016  
Login Id is valid till: 31/Dec/2025  
Password is valid till: 01/Oct/2020

2 Delay Analysis (PPO Uploaded But not Received In CPAO)

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

Print Search:

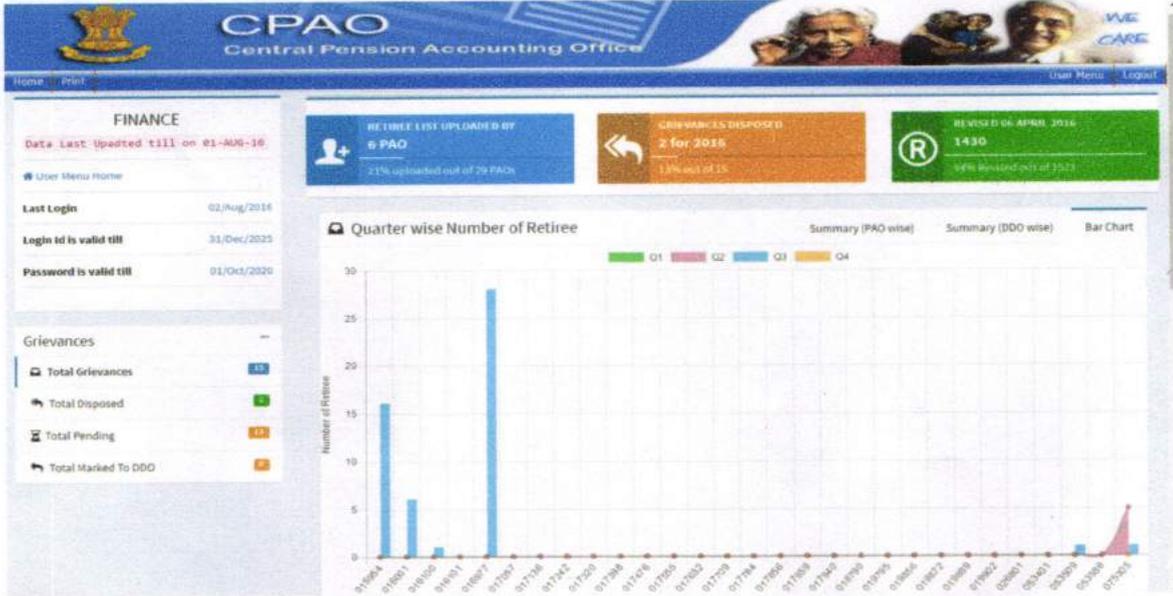
PAO Name	DDO Name	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
070703-AG(AE)JASSAM,GURAHATI	270706-GURAHATI	0	0	0	0	0
070703-AG(AE)JASSAM,GURAHATI	270705-Gurahati	0	0	7	0	7
070703-AG(AE)JASSAM,GURAHATI	070703-GURAHATI	0	0	3	0	3
070703-AG(AE)JASSAM,GURAHATI	NA	0	39	0	0	39
070703-AG(AE)JASSAM,GURAHATI	268746-Gurahati	0	0	0	0	0
070703-AG(AE)JASSAM,GURAHATI	270704-Gurahati	0	0	8	0	8
070703-TOTAL		0	39	18	0	57
070965-AG(AE)M.P.,Gwalior	270966-GWALIOR	0	0	0	0	0
070965-AG(AE)M.P.,Gwalior	NA	0	0	0	0	0
070965-AG(AE)M.P.,Gwalior	070965-GWALIOR	0	0	0	0	0

Showing 1 to 10 of 21 entries Previous 1 2 3 Next

### BAR CHART

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

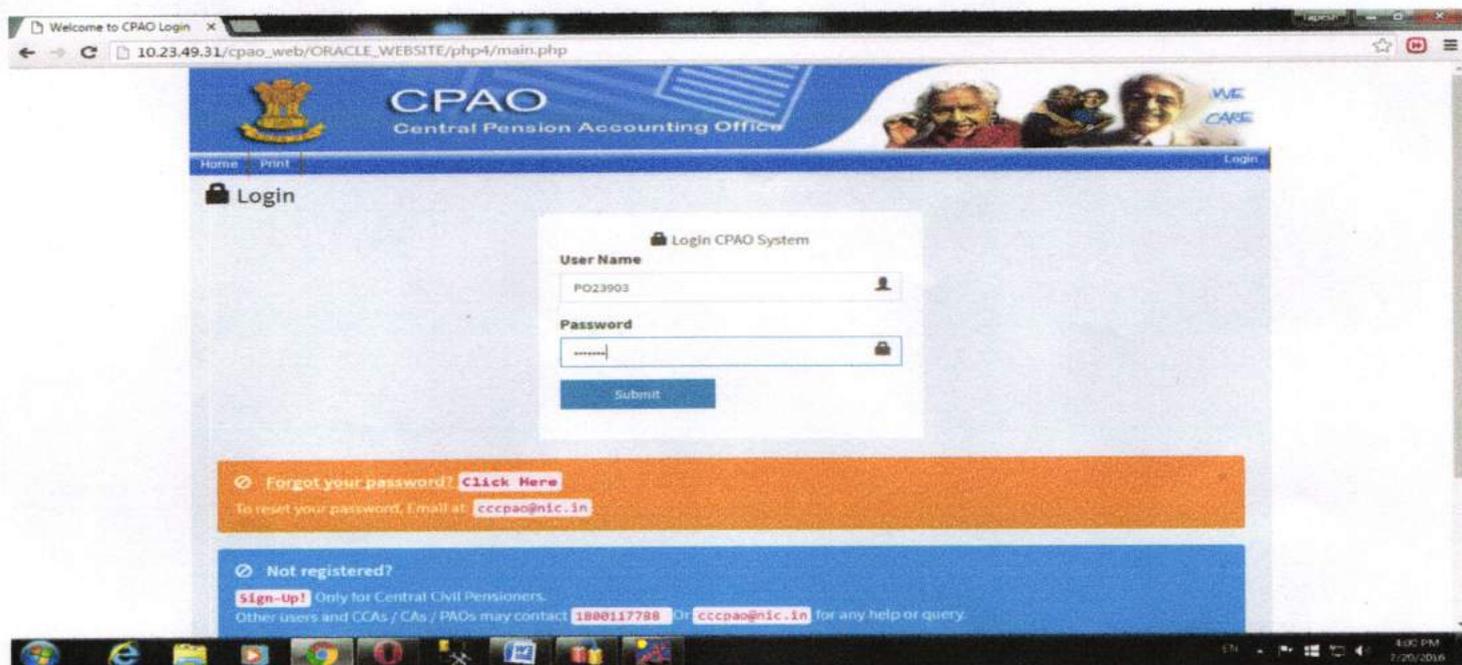
By clicking on Bar Chart option, quarter wise –PAO wise numbers of retiring employees can be seen through bar charts. Different colored bar charts are given for every quarter. On the X Axis of bar chart PAO code is given and on Y Axis numbers of retirees are shown.



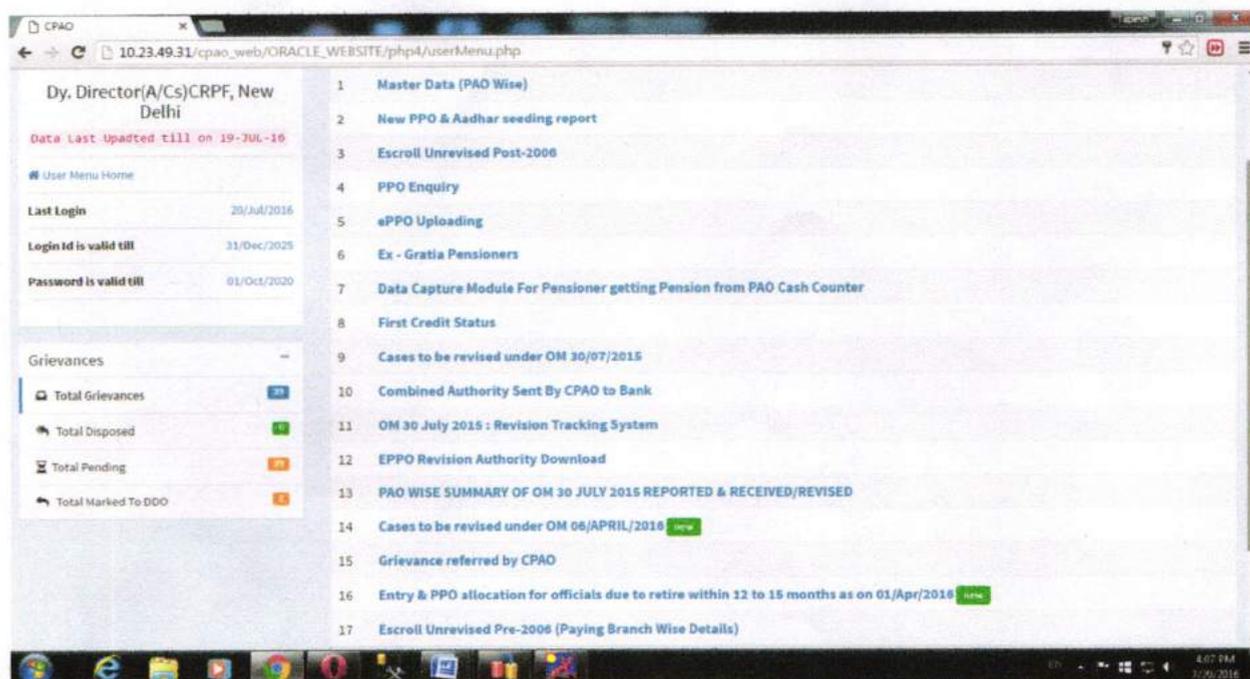
(For PAOs)

**User Guidance on Dealing with Pensioners Grievances and entry & PPO allocation for retiring employees 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.



4. After login you will get following user menu.



5. On the left side of user menu, you will see **user name, last update, last login, login id valid date, and password validity date.**
6. On The Right side of user menu, you will see following reports :
7. **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.
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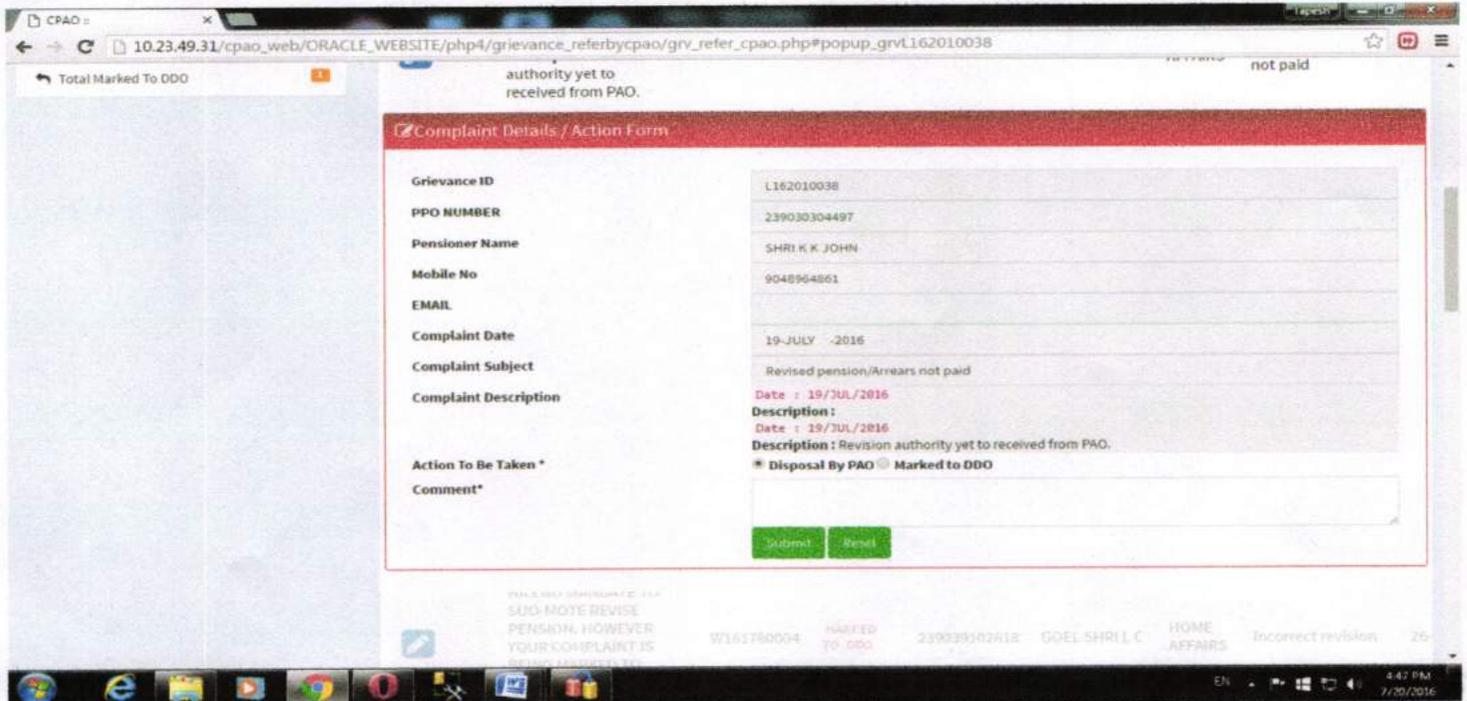
## 8. Details of Grievances Referred by CPAO to PAO and method of settling them

The screenshot shows the 'Pending Cases' tab in the CPAO system. The table displays the following data:

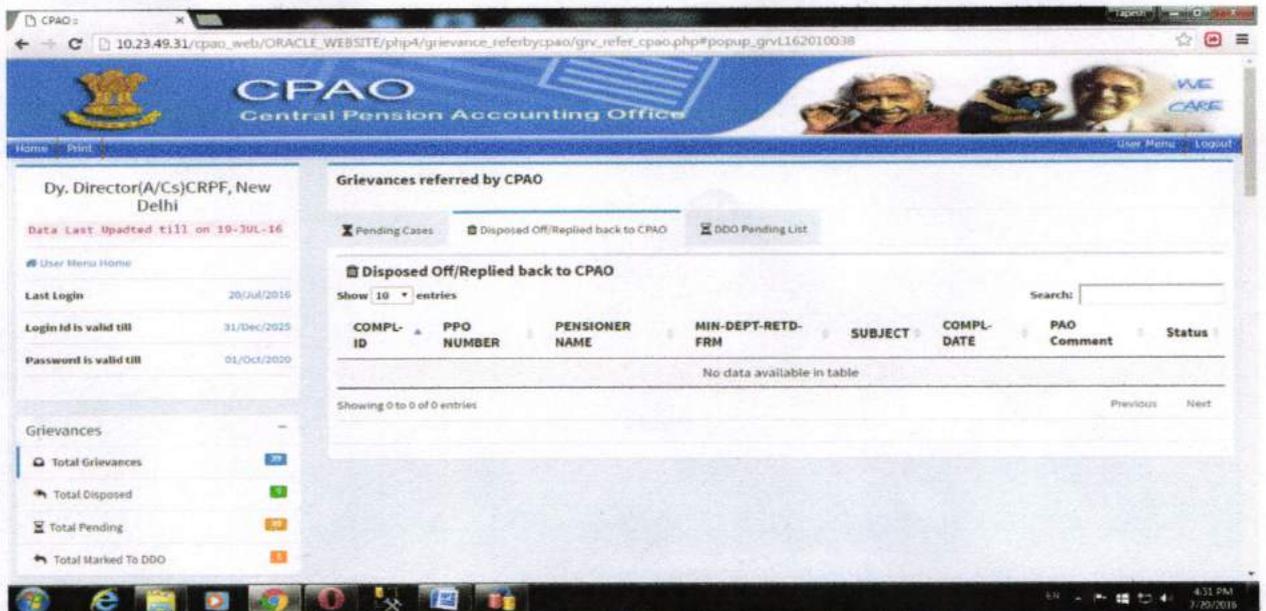
ACTION TO BE TAKEN	GRIEVANCE DESCRIPTION	COMPL- ID	STATUS DESC	PPO NUMBER	PENSIONER NAME	MIN-DEPT-RETD-FRM	SUBJECT	C/D
	Date : 06/JUL/2016 Description : Date : 08/JUL/2016 Description : Date : 08/JUL/2016 Description :	L161870114	PENDING	239030011782	KUMAR SHRI RAM	HOME AFFAIRS	Others (specify reasons eg case not received from PAO), Mistakes by postal deptt	05-
	Date : 19/JUL/2016 Description : Date : 19/JUL/2016 Description : Revision authority yet to received from PAO.	L162010038	PENDING	239030304497	SHRI K K JOHN	HOME AFFAIRS	Revised pension/Arrears not paid	19-
	Date : 13/JUL/2016 Description : Date : 13/JUL/2016 Description :	L161940063	PENDING	239030242140	KUMAR SHRI SUSHIL	HOME AFFAIRS	Delay in processing New/Revision case	12-

- a. **Pending cases:** It shows all Pending grievances referred by CPAO to PAO. To settle these grievances, click on Pencil mark which will open an Action Form as shown below. Put your remarks pertaining to the grievance in the comments column. Click on the Radio Button "Disposal By PAO" if action is required on your part and submit it. If action on the grievance is required by the concerned DDO, click on Radio Button "Marked to DDO" and

submit the form. 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



b. Disposed off / Replied back to CPAO: It shows list of Grievances disposed off / Replied back to CPAO.



- c. **DDO Pending List:** It shows the Grievances marked to DDOs by PAO. In these grievances, PAO is required to obtain response from the concerned DDOs and update the status to CPAO by clicking on Pencil Button which will open the Action Form as mentioned above at 8(a).

The screenshot shows the 'DDO Pending List' in the CPAO system. The user menu on the left indicates the user is 'Dy. Director(A/Cs)CRPF, New Delhi' with a last login on 20/Jul/2016. The table below shows one pending grievance:

ACTION TO BE TAKEN	GRIEVANCE DESCRIPTION	COMPL- ID	DDO CODE/NAME	PPO NUMBER	PENSIONER NAME	SUBJECT	COMPLAINT DATE
	<p>Date : 06/JUL/2016  <b>Description :</b> INCORRECT REVISION OF PENSION.  Date : 06/JUL/2016  <b>Description :</b> THIS OFFICE ACTS ON THE ADVICE OF PAO AND HAS NO MANDATE TO SUO-MOTE REVISE PENSION. HOWEVER YOUR COMPLAINT IS BEING MARKED TO YOUR PAO RE-EXAMINATION OF YOUR CASE.  Date : 06/JUL/2016  <b>Description :</b> testing by cpao-Marked DDO Name -(200351) - Dy. Inspector General of Police (HQrs)</p>	W161780004	(200016) - Addl. DIGP	239039102618	GOEL SHRI L C	Incorrect revision	26-JUNE -2016

### 8. Entry &PPO allocation for retiring employees:

Click on the 16<sup>th</sup> menu option i.e. Entry &PPO allocation for officials due to retire within 12 to 15 months

The screenshot shows the 'userMenu.php' page in the CPAO system. The user is 'Dy. Director(A/Cs)CRPF, New Delhi'. The menu items are as follows:

- 1 Master Data (PAO Wise)
- 2 New PPO & Aadhar seeding report
- 3 Escroll Unrevised Post-2006
- 4 PPO Enquiry
- 5 ePPO Uploading
- 6 Ex - Gratia Pensioners
- 7 Data Capture Module For Pensioner getting Pension from PAO Cash Counter
- 8 First Credit Status
- 9 Cases to be revised under OM 30/07/2015
- 10 Combined Authority Sent By CPAO to Bank
- 11 OM 30 July 2015 : Revision Tracking System
- 12 EPPD Revision Authority Download
- 13 PAO WISE SUMMARY OF OM 30 JULY 2015 REPORTED & RECEIVED/REVISED
- 14 Cases to be revised under OM 06/APRIL/2016 [view](#)
- 15 Grievance referred by CPAO
- 16 **Entry & PPO allocation for officials due to retire within 12 to 15 months as on 01/Apr/2016 [view](#)**
- 17 Escroll Unrevised Pre-2006 (Paying Branch Wise Details)

9. After clicking, following screen will open:

The screenshot displays the 'PPO Number Allocation Utilities' interface. On the left, there is a sidebar for 'PAO(CPAO), Delhi' with user login details and grievance statistics. The main area shows three tabs: 'Already Allocated PPO Number List', 'Un Allocated PPO Number', and 'Deleted PPO Number'. The 'Already Allocated PPO Number List' tab is active, showing a table with columns: Action, PPO Number, Retiree Name, Gender, Designation, Date of Ret/Death, Mobile Number, Pan No, Aadhaar Number, Email ID, and Date Alloted. The table contains five entries for the year 2016.

Action	PPO Number	Retiree Name	Gender	Designation	Date of Ret/Death	Mobile Number	Pan No	Aadhaar Number	Email ID	Date Alloted
	753051600054	Mr. ASHOK KUMAR	MALE	SRAO	31/JUL/2016			832850418265		26-JUL-16
	753051600032	Ms. HARINDER PAL KAUR	FEMALE	AAO	30/JUN/2016		ACHPL3982F			10-JUN-16
	753051600047	Mr. PAULLUS LAKRA	MALE	AAO	30/JUN/2016		ARIPK3793K			10-JUN-16
	753051600025	Shri. RAM KUMAR SHOKEEN	MALE		29/FEB/2016			410570912242		24-FEB-16
	33051600010	Shri. SURAT	MALE		31/JAN/2016					28-JAN-16

10. By clicking on menu "Already Allocated PPO Number List" you will find the list of retiring employees who have already been allotted with PPO numbers.

11. Clicking on menu "Un allocated PPO number" will open a new screen where details of retiring employees can be filled and PPO number allocated.

The screenshot shows the 'Un Allocated PPO Number' form. It features three tabs: 'Already Allocated PPO Number List', 'Un Allocated PPO Number', and 'Deleted PPO Number'. The 'Un Allocated PPO Number' tab is active, displaying a form for 'Superannuation Pension /FP/VRS'. The form includes fields for:
 

- Date of Retirement\* (mm/dd/yyyy)
- Select DDO List\* (Please Select DDO)
- Retiree Name\* (Retiree Name)
- Gender\* (Male, Female)
- Designation\* (Enter Designation)
- Mobile Number (Enter Mobile Number With out 0)
- Pan No\* (Enter Pan Number)
- Aadhaar Number (Enter Aadhaar Number [UID])
- Email ID (Enter Email ID)
- Enter Images\* (Enter Image Text)

 At the bottom, there are 'Submit' and 'Cancel' buttons.

12. After entering the details of retiring employee and generation of PPO number, if any mistake is identified, the allotted PPO number may be deleted. The list of deleted PPOs may be seen by clicking on menu "Deleted PPO Number" as shown below.

The screenshot displays a web application interface for 'PAO(CPAO), Delhi'. The main content area is titled 'PPO Number Allocation Utilities' and features three tabs: 'Already Allocated PPO Number List', 'Un Allocated PPO Number', and 'Deleted PPO Number'. The 'Deleted PPO Number' tab is active, showing a table with the following data:

Name	PPO Number	Mobile Number	Email ID	Remark	Deleted On
HARINDER PAL KAJUR	753051600047	9871008388		wrong entry date of retirement	21/JUN/2016
PAULUS LAKRA	753051600032	9968300190		wrong entry date of retirement	21/JUN/2016

Below the table, it indicates 'Showing 1 to 2 of 2 entries' and includes 'Previous' and 'Next' navigation buttons. On the left side, there is a 'Grievances' section with a summary of total grievances, disposed, pending, and marked to DDO. The top navigation bar includes 'Home', 'Print', 'User Menu', and 'Logout'.