



CPAO/IT & Tech/ Revision (7thCPC)/19.Vol.III(E) /2018-19/49

18.06.2018

Office Memorandum

Subject:- Acceptance of Digitally Signed Authorities

Central Pension Accounting Office (CPAO) is issuing **Special Seal Authority (SSA)** to the Banks/CPPCs electronically through SFTP (Secure File Transfer Protocol) as per the objective of implementation of paperless movement of documents under Digital India.

A printed copy of the digitally signed document is being sent to the pensioners and respective Pay and Accounts Offices (PAOs) of different Ministries/Departments for their information.

Many references have been received in this office as to whether there is a need of a physically signed copy (ink signed) of SSA for processing of the cases or any other related matters. In this context, it is clarified that these digitally signed copies of SSA are sufficient and there is no need for insisting on a physically signed copy by any of the stakeholders.

Pensioners can also download the copy of the Special Seal Authority (SSA) by registering on the Pensioners Service of CPAO through our website www.cpaonnic.in. (Brochure of Web Responsive Pensioners Service is attached for ready reference)

This issues with the approval of Chief Controller (Pensions).

Encl:- As above

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs
2. Heads of CPPCs of all Banks
3. Heads of Government Business Divisions of all Banks (As per list)

Copy for information to:-

- i) Sr.PS to CGA, O/o the CGA, Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- ii) PS to Addl. CGA (VP), Mahalekha Niyantarak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- iii) The Director (Pension), Deptt. of P&PW, Lok Nayak Bhawan, Khan Market, New Delhi-110003.
- iv) PS to CC (P), CPAO, New Delhi
- v) Sr.TD(NIC), CPAO, New Delhi
- vi) Sr. AOs of all Authorisation Sections, CPAO, New Delhi.
- vii) Sr. AO (IAW), CPAO, New Delhi.
- viii) Sr. AO. Grievance Cell, CPAO
- ix) Sr.AO (Coordination), CPAO

Dashboards

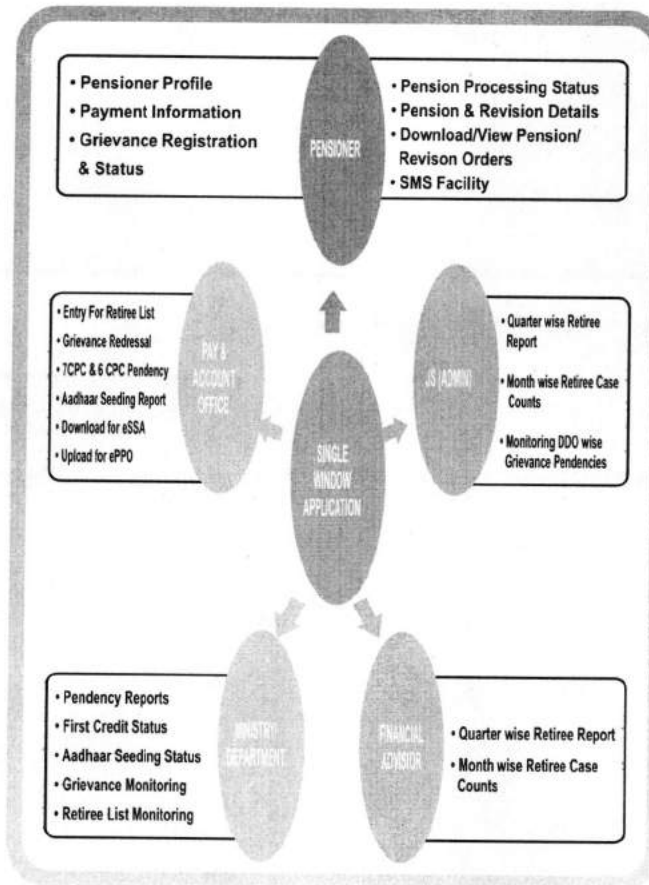
For monitoring purposes, a dashboard facility containing MIS reports has been provided for:

Pensioners: In the pensioners' dashboard, facilities to view personal and pension information, last six payments transactions, view and download Special Seal Authority (SSA), registration and tracking of grievances have been provided.

Banks: In the banks dashboard detailed information of the grievances of pensioners as forwarded to the concerned bank and status of their settlement has been provided to the Heads of Central Pension Processing Centers (CPPCs) and Heads of Government Accounting Divisions/ Government Business Units of the banks.

Ministries/Departments: A Dashboard has been provided for Chief Controller of Accounts, Joint Secretaries (Admin) and PAOs to track the status of Pensioners' Grievances pertaining to their Ministry/Department and action taken on their disposal. Dashboards are also provided on details of pending status of uploading of retiring government employees list so that they may keep track of progress of their pension cases and its pendency. The status of list of retiring employees is also provided on the dashboard for FAs of Ministries. List of 52,858 retiring employees has been uploaded on WRPS since its inception. 1,518 grievances with Ministries/Departments and 4,819 grievances with Banks have also been uploaded through WRPS.

Services at a Glance

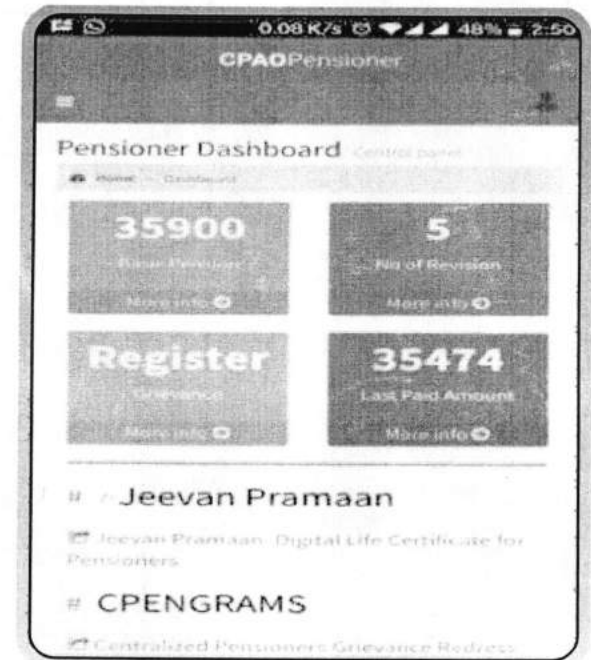


Central Pension Accounting Office (CPAO)

We Care

Web Responsive Pensioners' Service

- A step towards empowerment of pensioners
- To meet Digital India Goals
- To improve Transparency, Responsiveness & Accountability



December, 2017

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Central Pension Accounting Office
Controller General of Accounts
Department of Expenditure
Ministry of Finance
Government of India

What is Web Responsive Pensioners' Service?

In its constant endeavour to provide better and prompt services to pensioners, Central Pension Accounting Office (CPAO) is providing various services to stake holders viz. Ministries, PAOs, Banks and Pensioners through its Website www.cpaonnic.in. CPAO has developed a mobile responsive facility for use of pensioners for availing of various services. Pensioners/Family Pensioners can register on the CPAO website by providing PPO number and Date of Birth & Date of Retirement/Date of Death. Pensioners can also lodge their grievances online and track status through this portal.

Features of this service are as follows:

- ❖ Facility of Login using any mobile device
- ❖ Facility to view the Complete Pensioner Profile
- ❖ Digital Record of Pension & Revision Orders
- ❖ Download Facility of Pension/Revision Orders Sent To Banks
- ❖ Tracking status of Pension Processing
- ❖ Grievance Redressal and its status
- ❖ SMS Facility of status of pension processing at CPAO and of grievance registration and disposal
- ❖ Link to Jeevan Pramaan, Bhavishya and CPENGRAMS Portals
- ❖ Dashboards for banks, PAOs, Ministries/ Departments
- ❖ Facility for obtaining feedback of pensioners

Pensioners' Information Service

The Web Responsive Pensioners' service has been developed to provide single point web solution for pensioners to obtain comprehensive information relating to status of the pensions and pension payments.

Pensioners can avail the following services after registration on CPAO website:

Pensioner Profile: Pensioners can view their profile and also of the bank and PAO concerned.

Digital Record of Pension & Revision Orders: View list of all Pension Payments & Revision Orders sent to banks from CPAO.

Download Facility of Pension/Revision Orders Sent To Banks: Pensioners can download Pension/Revision Orders sent to Banks from CPAO website.

Monthly Details of Pension Payments: Pensioners can view details of monthly payments of pension that are credited to their bank accounts, i.e. their basic pension, dearness relief, medical allowance, arrear payments, etc. This information is being made available from the monthly scrolls received from the banks. Payment details of the last six transactions are shown.

SMS Facility: Pensioners are now provided with an SMS facility for tracking status of pension process at CPAO, and at the stage of grievance registration & disposal.

Central Pension Accounting Office (CPAO)

Pension Processing Status Tracking: Retired and retiring pensioners can track status of their pension cases of both new as well as revision like date of receipt of their cases in CPAO and date sent from CPAO to the Bank. To track the pension status, in respect of retired government employees, PPO numbers, date of birth and date of retirement/date of death are required. For retiring employees, PAN number and date of retirement is required.

Grievance Redressal: Pensioners can lodge their grievances and view/track status of their grievances through this service. In addition, lodging of grievances online on CPAO website, facility to lodge grievance by letter, fax, email, Toll free Number and personal visits and track its status is provided. After receiving a grievance from pensioner; CPAO forwards the same online to the concerned banks and field offices for redressal. Its status is updated on the website for the information of pensioners.

Link to Jeevan Pramaan, Bhavishya and CPENGRAM Portals: Link to Jeevan Pramaan Portal has been provided on CPAO website. For retiring employees, a link has been established with Bhavishya Portal of DP&PW to enable them to track status of their pension cases even before the case reaches CPAO. A link to CPENGRAMS (Centralized Pension Grievance Redress and Monitoring System) has also been provided so as to enable pensioners to lodge and track their grievances on CPENGRAMS.