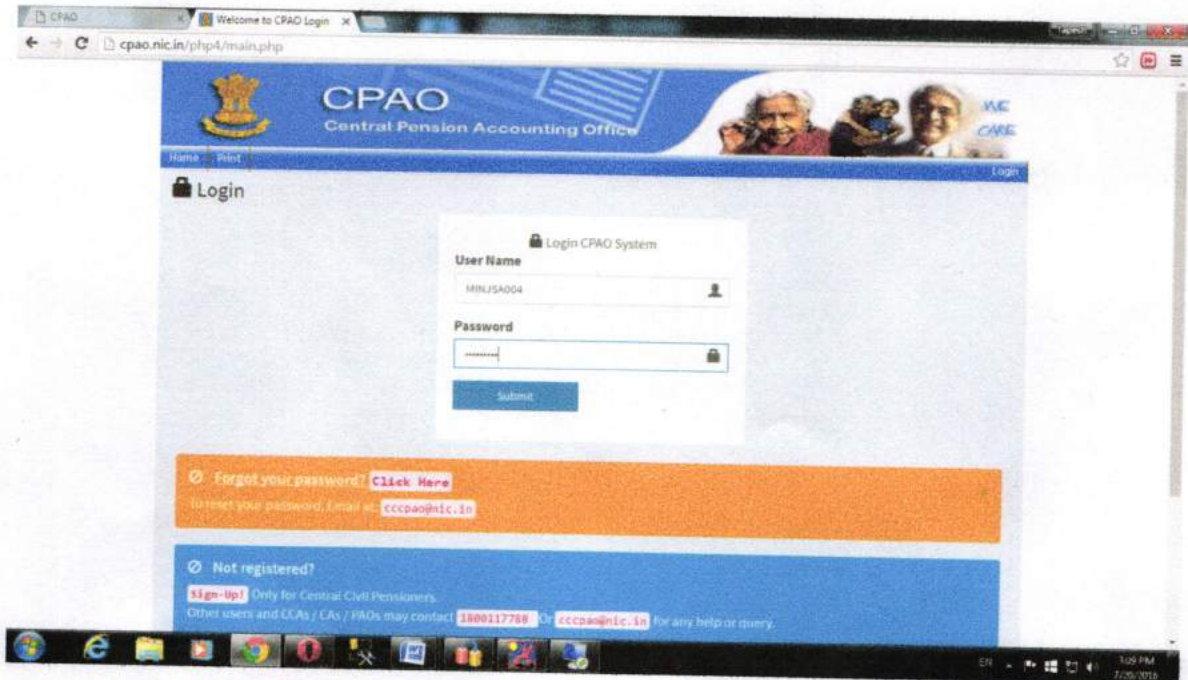


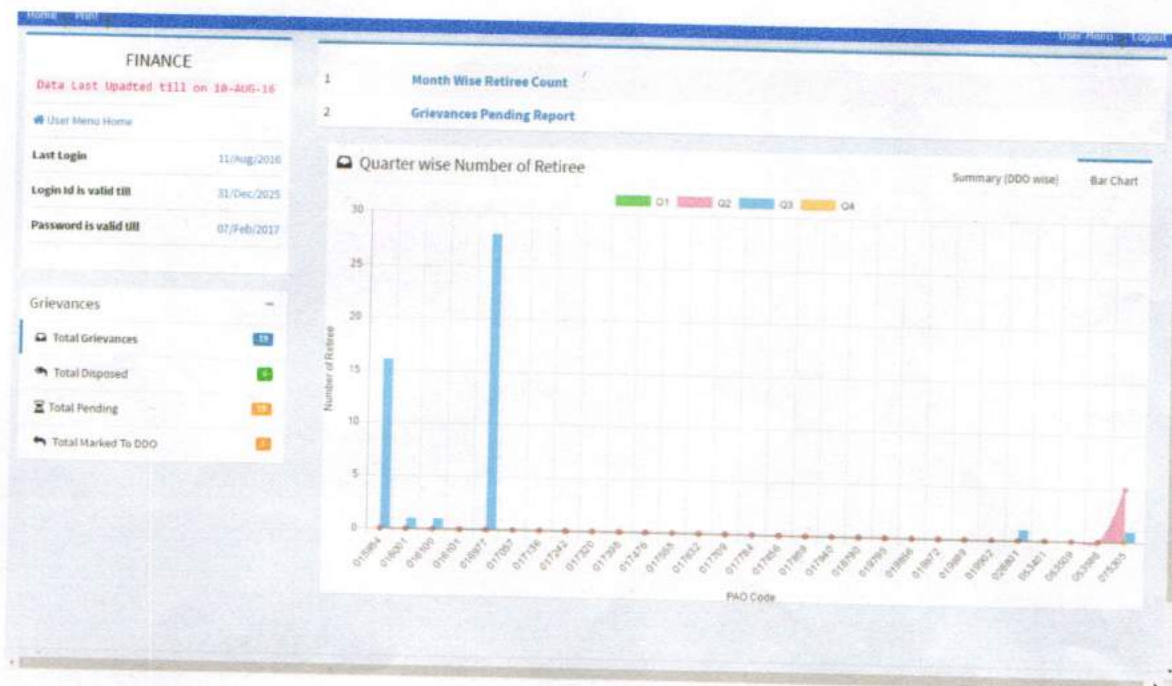
For JS (Admin)

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 login Id and Password (attached with the letter).



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



5. On the left side of user menu, you will see user name, last update, last login, login id valid date, password valid date.

6. Grievances:-

- a. **Total Grievances:** It shows total No. of Grievances marked to PAOs by CPAO.
- b. **Total Disposed:** It shows total No. of Disposed of grievances where response from the concerned DDOs has been received.
- c. **Total Pending:** It shows total No. of Grievances Pending with DDOs where response is awaited.
- d. **Total Marked to DDO:** It shows total No. of Grievances marked to the DDOs by PAOs for response.

Note: Here it may be noted that DDOs are not online connected with PAOs through the system, therefore, marking of grievances to the DDOs by PAOs through this system is for keeping the record of forwarded grievances and enabling the management to monitor the delays in settling the grievances by DDOs. Grievances, where intervention of DDOs will be required, would be sent to concerned DDOs manually through letters/emails by the PAOs and in turn DDOs will also give their response through letters/emails to the PAOs for updating the status on this system and for further monitoring.

7. Grievances Pending Report

The screenshot shows the CPAO Central Pension Account web portal. On the left, there is a 'FINANCE' sidebar with a 'Grievances' section containing four items: Total Grievances (17), Total Disposed (2), Total Pending (10), and Total Marked To DDO (0). The main content area displays the 'Grievances Pending Report' table.

Sr no.	PAO Name	DDO Name	PENDING <= 30 AND <= 30 DAYS	PENDING > 30 AND <= 60 DAYS	PENDING > 60 DAYS
1	075305-PAO(CPAO), Delhi	NA	0	0	0
2	075305-PAO(CPAO), Delhi	275300-New Delhi	1	0	0
075305-TOTAL			0	0	0
3	017057-PAO(Banking), New Delhi	NA	0	1	0
017057-TOTAL			0	1	0
4	017320-PAO(I.G. Mnt),Hyderabad	NA	0	1	0
017320-TOTAL			0	1	0
5	017940-PAO (India Govt.Mnt) Noida	NA	1	0	0
017940-TOTAL			1	0	0
6	016977-PAO (Sectt.) Economic Affair	NA	0	1	0
016977-TOTAL			0	1	0
7	017136-PAO(NSO), Nagpur, Maharashtra	NA	1	1	0
017136-TOTAL			1	1	0
017136-PAO(Sectt.)D/o Revenue,M/o Finance, ND			NA	4	0

This report shows the period wise pendency of grievances. Through this report, grievances pending with DDOs may be monitored with the periodicity of pendency.

8. Summary (DDO wise)

Here PAO- DDO wise number of retirees is provided on the basis of quarterly lists of retiring employees uploaded by PAO. Where 0(zero) information is provided, it may indicate either there are no retiring officials or DDO has not provided the list to PAO.

FINANCE

Data Last Updated till on 18-AUG-16

User Menu Home

Last Login 11/Aug/2016

Login id is valid till 31/Dec/2025

Password is valid till 07/Feb/2017

Grievances

Total Grievances 19

Total Disposed 2

Total Pending 15

Total Marked To DDO 1

Month Wise Retiree Count

Grievances Pending Report

Quarter wise Number of Retiree

Summary (DDO wise) Bar Chart

Print Search:

PAO Name	DDO Name	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total
015954-PAO(Expenditure) New Delhi	NA	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	200702-New Delhi	0	0	1	0	1
015954-PAO(Expenditure) New Delhi	205767-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	0	0	15	0	15
015954-PAO(Expenditure) New Delhi	215960-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215961-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215966-New Delhi	0	0	0	0	0
015954-TOTAL		0	0	16	0	16
016001-PAO (CGA) New Delhi	NA	0	0	0	0	0
016001-PAO (CGA) New Delhi	116007-nagpur	0	0	0	0	0

Showing 1 to 10 of 216 entries

Previous 1 2 3 4 5 ... 22 Next

9. Month Wise Retiree Count

It shows DDO wise monthly numbers of retiring government employees and delay thereof regarding non submission of their PPOs to CPAO. This delay may be because of non submission of pension papers to the concerned PAOs by the DDOs.

CPAO

Central Pension Accounting Office

Home Print
User Menu Logout

FINANCE

Data Last Updated till on 18-AUG-16

User Menu Home

Last Login 11/Aug/2016

Login id is valid till 31/Dec/2025

Password is valid till 07/Feb/2017

Grievances

Total Grievances 19

Total Disposed 2

Total Pending 15

Total Marked To DDO 1

Month Wise Retiree Count

PAO Name	DDO Name	RETIREMENT YEAR MONTH	TOTAL RETIREES	NOT RECEIVED IN COND
015954-PAO(Expenditure) New Delhi	200702-New Delhi	2016-JULY	1	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-JULY	3	3
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-AUGUST	3	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-OCTOBER	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-DECEMBER	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-JANUARY	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-FEBRUARY	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-APRIL	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-MAY	3	3
015954-TOTAL			16	19
016001-PAO (CGA) New Delhi	116002-New Delhi	2016-DECEMBER	1	1
016001-TOTAL			1	1
016100-PAO INSTITUTE OF GOVT. A/C & FIN. N. DELHI	116101-KOLKATA	2016-DECEMBER	1	1
016100-TOTAL			1	1
016977-PAO (Sectt.) Economic Affair	216978-New Delhi	2016-JULY	2	0

