

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
त्रिकूट-II भीकाजी कामा प्लेस
नई दिल्ली-110066
फोन : 26174596, 26174456, 26174438



GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE
CENTRAL PENSION ACCOUNTING OFFICE
TRIKOOT-II, BHIKAJI CAMA PLACE,
NEW DELHI-110066
PHONES : 26174596, 26174456, 26174438

CPAO/IT& Tech/Web Responsive Service/ 2016-17/16.VOI-x/159 Dated: 25.10.2016

Office Memorandum

Subject:- Proceedings of the Workshop for CCAs on monitoring the pensioners grievances and uploading of retirees lists through "Web Responsive Pensioners' Service" held on 05.10.2016 at SWASTI Conference Hall of Mahalekha Niyantrak Bhawan.

The Proceedings of the Workshop for CCAs on monitoring the pensioners grievances and uploading of retirees lists through "Web Responsive Pensioners' Service" held on 05.10.2016 at SWASTI Conference Hall of Mahalekha Niyantrak Bhawan Delhi is hereby forwarded for information and further necessary action.

Encl:-As above


(Vijay Singh)

Sr. Accounts Officer (IT&Tech)

To,

Pr. CCAs/CCAs/CAs as per list enclosed

Copy to:

- (i) Sr.PPS to CGA, O/o the CGA, Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- (ii) PPS to Addl. CGA (GPG), Mahalekha Niyantrak Bhawan, E-Block, General Pool Office (GPO) Complex, INA, New Delhi.
- (iii) PS to Jt. CGA (CDN)
- (iv) PS to CC(P), CPAO, New Delhi
- (v) PA to CA, CPAO, New Delhi
- (vi) PA to Dy. CA, CPAO, New Delhi
- (vii) Sr. AO(Coordination), CPAO

(Vijay Singh)
Sr. Accounts Officer (IT & Tech)

Proceedings of the Workshop

Proceedings of the Workshop for CCAs on monitoring the pensioners grievances and uploading of retirees lists through "Web Responsive Pensioners' Service" held on 05.10.2016 at SWASTI Conference Hall of Mahalekha Niyantarak Bhawan.

A workshop on monitoring of the pensioners grievances and uploading of retirees list through "Web Responsive Pensioners Service" by CCAs was organized on 05.10.2016 from 11.30 AM to 1.00 PM at SWASTI Conference Hall of Mahalekha Niyantarak Bhawan (list of participants is attached).

2. At the outset, CC (P) welcomed the participants. In his inaugural speech Controller General of Accounts congratulated CPAO for developing the service and mentioned that with the launching of "Web Responsive Pensioners' Service" by Hon'ble Finance Minister on 14th September, 2016, all stakeholders including Ministries/Departments have to work in close co ordination to fully implement this service. CGA mentioned that this service is an important ICT initiative of CPAO to empower pensioner with information and meet Digital India Goals & a step to improve Transparency, Responsiveness & Accountability & is expected to improve service delivery to pensioners. CGA observed that one of the claims we have been making as achievement of Civil Accounts Organization is timely payment of terminal benefits. However, timely processing of pension papers and start of first payment of pension for the retiring employees need lot of improvement. While we have seen significant improvement at the Banks level where first credit of pension has improved from 20% to 55% within 30 days; the late receipt of the pension cases at CPAO from PAOs continues to be a cause of concern as only 30% cases are received before retirement date of the officials. He further mentioned that two top most grievances pertaining to ministries/ departments are delay in processing of pensions/revisions and wrong fixations of pensions/revisions. He further observed that the online facility of grievance monitoring and uploading of lists of retiree employees under WRPS provides a good monitoring tool for CCAs. He mentioned that CCA's monitoring is further strengthened as JS (Admn.) of Ministries/Departments are also put on board through facility for grievance redressal as well as retiring employee's module whereby they can monitor delay at the DDO level. He mentioned that CPAO is providing many reports on CPAO website to CCAs and regular use of the same is expected to bring significant improvement in handling of pension matters. He also emphasized that we must thank Finance Secretary for showing great interest on this service and strengthening us by involving FAs to monitor the submission of quarterly list of retiring employees with the administrative divisions. This is the opportunity for CCAs to play a better centre stage & Coordinating role in their Ministries for pension.

3. After inauguration of the workshop, CC (P) made a presentation on "Web Responsive Pensioners' Service" highlighting objectives of this service, recent initiatives taken by CPAO, basic features of the service, benefits, measures to popularize and the way forward. He described the core features of the "Web Responsive Pensioners' Service" (WRPS) i.e. Pensioners Information Service, Grievance Module and Retiring Employees Module. He

requested CCAs to regularly use the grievance Module and monitor the grievances through the module and ensure that no grievance is allowed to be kept pending beyond 30 days. He also requested CCAs to monitor the uploading of quarterly lists of retiring employees in their ministries/departments and wherever needed coordinate with JS(Admin) to get the lists from concerned DDOs/HOOs. It was noted that Aadhaar Seeding in fresh PPO has improved from 12% in 2015-16 to 20% in April-June 2016 and to 42% in July-Sept. 2016 quarter and all efforts need to be made to make it 100% in current quarter where retiring employees have Aadhaar numbers.

4. Sr. TD/TD, NIC, CPAO made presentation on process flow of Grievance Module and retiring employees' module.
5. Some of the CCAs opined that separate status of pending grievance for DDOs and PAOs may be given on the dash board so that the same may be monitored with DDOs. It was agreed to show separate pendency report for PAO and DDO in the system. Some of the CCAs also requested to provide the facility of uploading of documents by the pensioners under WRPS. CPAO will work on it to enable this facility.
6. The issue was raised by one of the CCAs that for the matters pertaining to pension processing, HOD and HOO are responsible in the ministries whereas under this system grievances are forwarded to DDOs from PAOs. The point was clarified that in most of the cases HOOs and DDOs are same who are dealing with pension matters. Secondly, since all PAOs are regularly dealing with DDOs only, it is administratively feasible for the PAOs to get the redressal of grievances through DDO. Further, some CCAs/CAs expressed that they will need to work through this system in addition to CPENGRAMS. It was made clear to them that out of the total grievances received in the CPAO in 2015-16 around 10 thousand grievances pertained to Ministries/Departments. These grievances were forwarded earlier also to the PAOs through email/letter for redressal. However, earlier there was no system for CCAs/CAs to monitor the grievances forwarded to PAOs. This system is developed to facilitate CCAs in monitoring the grievances on regular basis and improve pension service delivery. During 2015-16, CPAO received only 309 grievances through CPENGRAMS. This indicates that more number of pensioners are approaching CPAO directly. The issue of DDO connectivity to this system was also raised to enable PAOs to forward grievances online to the concerned DDOs. It was clarified that the system provides online connectivity to PAOs only under WRPS and CCAs and PAOs have to develop their own internal system for fast and electronic communication with DDOs.
7. It was observed that there were 383 grievances pending with Ministries forwarded through WRPS of which 315 were more than 60 days pending & 48 more than 30 days. Only for 2300 retiring employees, the information was uploaded. Therefore, CCAs/CAs and their PAOs were yet to make full use of this service/facility. CCAs and PAOs need to use this facility on regular basis and see their dashboards for effective implementation and derive benefits of the system for better service delivery to the pensioners. The workshop concluded with the remarks that as we will be under increasing government and public

scrutiny, we have to continuously improve our performance in pension processing and payments and WRPS is strengthening our role in the area for better monitoring & coordination in respective Ministries.

The workshop ended with a vote of thanks by the Controller of Accounts to all participants.

List of Participants

1. Smt. Suman Bala, Chief Financial Controller, Ministry of Civil Aviation & Tourism
2. Ms. Bandula Sagar, CCA, M/o Petroleum & Natural Gas
3. Ms. Krishna Tyagi, CCA, M/o Earth Sciences
4. Shri Sanjay Pandey, CCA, EP&CC, MNRE, MEITY
5. Smt. Neelam S. Kumar, CCA, Commerce & Textiles
6. Shri Bhupal Nanda, CCA, Ministry of Steel & Mines
7. Shri Ajay Shankar Singh, CCA, M/o Rural Development/DWS/Panchayati Raj
8. Shri Binod Kumar, CCA, M/o. Law & Justice, SC and Corporate Affairs
9. Shri S.S. Sagar, CCA, CBDT
10. Smt. N.Sumati, CCA, Ministry of Human Resources Development
11. Shri Sanjeev Shrivastava, CCA, M/o Finance
12. Ms. Bharti Das, CCA, Ministry of Health & Family Welfare
13. Shri Taranjit Singh, CA, M/o Agriculture & FPI
14. Smt. Sanchita Shukla, CA, DST
15. Shri. E.L. Khawlring, CA, M/o Earth Sciences
16. Dr. Gautam Talukdar, CA, M/o F&PD
17. Shri A.S.Sandhu, CA. MOSPZ
18. Shri S.P.Singh, CA, MOLE
19. Dr. Dilip Kumar, CA, CBDT
20. Shri B.K. Aggarwal, CA, Ministry of Human Resources and Development
21. Shri Lynda Yaden, DDG (A/cs) Department of Telecommunication
22. Shri Gp. Capt Vivek Trivedi, Director (A/cs-1), Department of Telecommunication
23. Shri G. Baskaran, Dir (A/cs-II), Department of Telecommunication
24. Shri P. Narayanan, Jt. Director Rajya Sabha Secretariat
25. Shri Neeraj Chaudhry, Dy.CA, Ministry of Human Resources Development
26. Shri Harpreet Singh, Dy. CA, Ministry of Health and Family Welfare
27. Shri Neeraj Kulhari, Dy.CA, M/o. Health & Family Welfare
28. Shri Chetram Singh, Dy. CA, Department of Atomic Energy, Mumbai
29. Shri D.P.S. Yadav, ACA, Industry
30. Ms. Stuti Ghildiyal, ACA, Ministry of Health & Family Welfare
31. Shri Vijay Choudhary, ACA, M/o Rural Development
32. Shri Chandan Mittal, Ministry of Finance
33. Shri A.K. Hassija, Sr.AO, President Secretariat
34. Shri. Nilmani, AAO, M/o Commerce & Textiles