



CPAO/IT&Tech/Single Window Service/54/2016-17/ ४४

20.07.2016

Office Memorandum

Subject: Grievance Redressal and Monitoring System of CPAO for Banks.

Quick disposal of grievances of pensioners 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. But no tracking/monitoring of disposal of such grievances was available either with the bank or with CPAO.

2. In order to fill this gap, CPAO has developed Grievance Redressal and Monitoring System: a facility of online transfer of grievances on the login of the concerned authority directly from the CPAO website for early disposal and update thereon. As such, Heads of the CPPC and Heads of Government Business Department of the banks would be in a position to monitor the disposal of the grievances in time-bound manner and intimate the CPAO about the disposal to enable it to show the final disposal of the grievance on its website for pensioner's information.

3. For using this facility username and password are attached for the respective Heads of CPPCs and Government Business Departments. The process of handling the grievances by banks is available at http://cpao.nic.in/pdf/Bank_grv.pdf and a copy of the same is attached.

4. All Heads of CPPCs & Govt. Business Departments are requested to monitor the disposal of grievances on daily basis and to ensure that all grievances received from CPAO are settled on priority and maximum within 30 days of their receipt and status updated on the facility provided on CPAO website. The period wise pendency information shall be available on the dashboards of Head of CPPC & Head of Govt. Business Department.

5. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, Telephone No. 011-26715338, email - kumardavinder@gmail.com may be contacted.

This issues with the approval of Competent Authority.

Encl:- As above

VS
26/7/2016
(Vijay Singh)

Sr. Accounts Officer (IT & Tech)

To,

1. Heads of CPPCs of all Banks.
2. Heads of Government Business Division of all Banks.

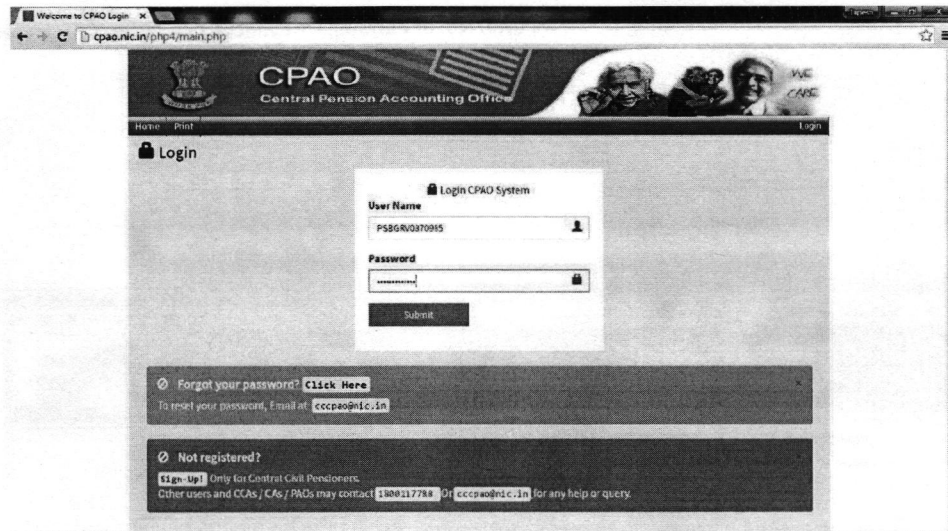
Copy for information to: -

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


Sr. Accounts Officer (IT & Tech)

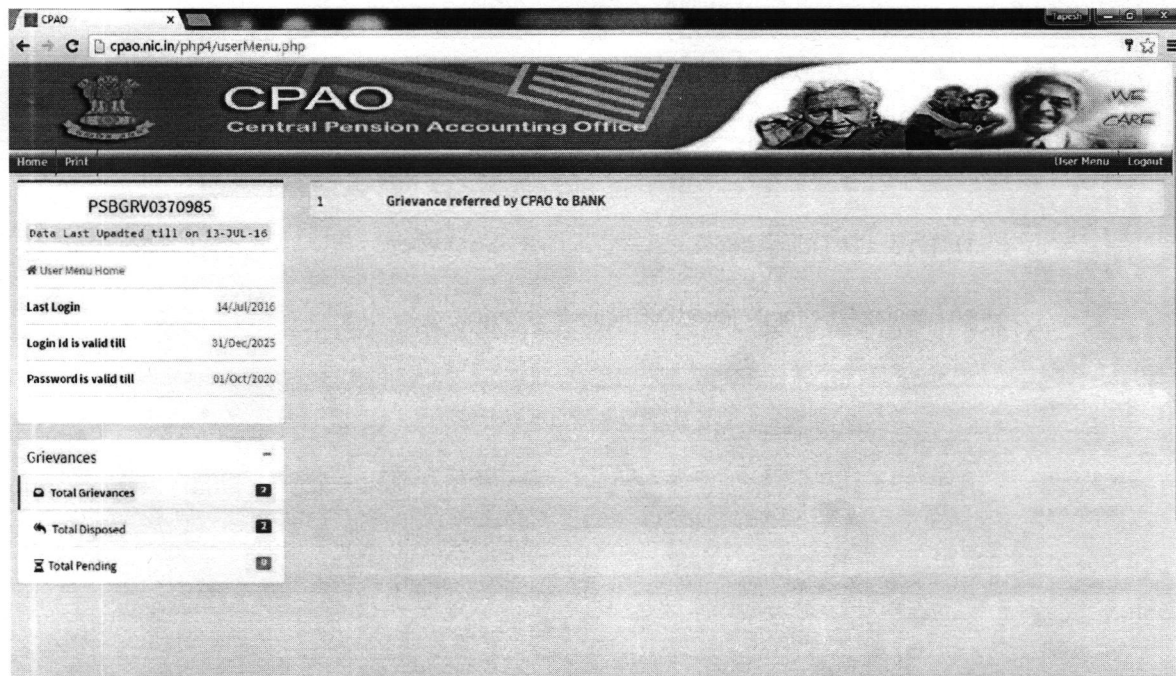
User Guidance: Grievance Redressal and Monitoring System of CPAO for Banks

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



The screenshot shows the CPAO (Central Pension Accounting Office) login page. The browser address bar displays 'cpao.nic.in/php4/main.php'. The page header includes the CPAO logo and the text 'Central Pension Accounting Office'. Below the header, there is a 'Login' button and a 'Login CPAO System' form. The form contains fields for 'User Name' (with the value 'PSBGRV0370985') and 'Password'. A 'Submit' button is located below the password field. Below the login form, there are two links: 'Forgot your password? Click Here' and 'Not registered?'. A note at the bottom states: 'Only for Central Civil Pensioners. Other users and CCAs, CAs / PAs may contact 1800117788 or cccpao@nic.in for any help or query.'

4. After login you will get user menu.



The screenshot shows the CPAO User Menu page after login. The browser address bar displays 'cpao.nic.in/php4/userMenu.php'. The page header includes the CPAO logo and the text 'Central Pension Accounting Office'. Below the header, there is a 'User Menu' button and a 'Logout' button. The main content area displays the user's name 'PSBGRV0370985' and the date 'Data Last Updted till on 13-JUL-16'. Below this, there is a table showing the user's login details:

User Menu Home	
Last Login	14/Jul/2016
Login Id is valid till	31/Dec/2025
Password is valid till	01/Oct/2020

Below the table, there is a 'Grievances' section with a list of statistics:

Grievances	
Total Grievances	2
Total Disposed	2
Total Pending	0

The main content area also displays a heading '1. Grievance referred by CPAO to BANK'.

5. On the left side of user menu, you will see user name, last update date, last login date, login id valid date, password valid date.
6. Grievances :-
 1. Total Grievances (It shows total No. of Grievances marked to CPPC referred by CPAO).

2. Total Disposed (It shows total No. of Disposed Grievances marked to CPAO referred by CPPC).
3. Total Pending (It shows total No. of Pending Grievances marked to CPPC referred by CPAO).

Pending cases:-

The screenshot shows the CPAO (Central Pension Accounting Office) web application. The user is logged in as 'User Menu Home'. The page displays a list of grievances referred by CPAO. The table below shows the details of the pending cases.

ACTION TO BE TAKEN	COMPL-NO	GRIEVANCE ACTION	GRIEVANCE DESCRIPTION	PPO NUMBER	PENSIONER NAME	MIN-DEPT-RETD-FRM	SUBJECT
	1161810049	Date : 29/3/2016 Description : PENSION FROM 5/15 TO 3/16 NOT PAID	Date : 29/3/2016 Description : LESS P.P.	686181100306	Ms. KRISHNA	DELHI ADMINISTRATION	Less/Excess pension paid to bank
	1161830028	Date : 11/3/2016 Description : A mail sent to the bank.	Date : 29/3/2016 Description : A mail sent to the bank.	230281304843	Mr. RAM KARAN SHARMA	HOME AFFAIRS	Revised pension/Arrears not paid

it shows the all Pending Grievances referred by CPAO to CPPC.

Open Pending Case for Disposed Off/Replied to CPAO

The screenshot shows the CPAO web application with the details of a pending grievance case. The user is logged in as 'User Menu Home'. The page displays the details of the pending case for the grievance ID 1161810049.

ACTION TO BE TAKEN	COMPL-NO	GRIEVANCE ACTION	GRIEVANCE DESCRIPTION	PPO NUMBER	PENSIONER NAME	MIN-DEPT-RETD-FRM	SUBJECT
	1161810049	Date : 29/3/2016 Description : PENSION FROM 5/15 TO 3/16 NOT PAID	Date : 29/3/2016 Description : LESS P.P.	686181100306	Ms. KRISHNA	DELHI ADMINISTRATION	Less/Excess pension paid to bank

Complaint Details / Action Form

Grievance ID: 1161810049

PPO Number: 686181100306

Pensioner Name: Ms. KRISHNA

Mobile No:

EMAIL:

Complaint Date: 29-JUNE -2016

Complaint Subject: Less/Excess pension paid by bank

Complaint Action: Date : 29/3/2016
Description : PENSION FROM 5/15 TO 3/16 NOT PAID

Marking Comment:

Submit Reset

Fill with Marking Comment and Submit.

Disposed off/Replied back to CPAO:-

The screenshot displays the CPAO web portal interface. The browser address bar shows the URL: `cpao.nic.in/php4/grievance_for_banks/grv_refer_cpao.php`. The page header includes the CPAO logo and the text "Central Pension Accounting Office".

On the left sidebar, the user ID **PSBGRV0370985** is displayed, along with login details: "Data Last Upadted till on 13-JUL-16", "Last Login 14/JUL/2016", "Login Id is valid till 31/Dec/2023", and "Password is valid till 01/Oct/2020". Below this, a "Grievances" section shows counts: "Total Grievances 3", "Total Disposed 2", and "Total Pending 1".

The main content area is titled "Grievances referred by CPAO". It features two tabs: "Pending Cases" and "Disposed Off/Replied back to CPAO". The "Disposed Off/Replied back to CPAO" tab is active, showing a table of 10 entries. The first entry is visible:

COMPL- ID	PPO NUMBER	PENSIONER NAME	MIN-DEPT- RETD-FRM	SUBJECT	COMPL- DATE	NODAL OFFICER COMMENT	Status
1161739127	703321501426	Mr. SWINDER SINGH	DELHI ADMINISTRATION	Less/Excess pension paid by bank	21-JUNE -2016	REPLIED BACK BY BANK	

Below the table, it indicates "Showing 1 to 1 of 1 entries" and includes navigation links for "Previous", "1", and "Next".

It shows all Disposed off/Replied back to CPAO.