



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](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](mailto:kumardavinder@gmail.com) may be contacted.

This issues with the approval of Competent Authority.

Encl:- As above

  
(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, 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) PA to CA
- 5) Sr.TD/TD, NIC, CPAO
- 6) PA to Dy. CA
- 7) Sr.AO (Coordination), CPAO

  
Sr. Accounts Officer (IT & Tech)