

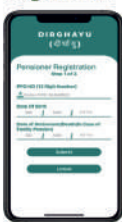
PENSIONER SUPPORT & GRIEVANCE REDRESSAL

DIRGHAYU MOBILE APP

A 'Digital India' initiative allowing pensioners to register & track help requests easily, and receive information at fingertips.



Pensioner Registration



WEB RESPONSIVE PENSIONERS' SERVICE (WRPS)

A Mobile-friendly portal for tracking pension status and downloading revision orders, register & track grievance.



MULTI-CHANNEL HELP DESK

Support via toll-free numbers, email, and an established senior-level escalation matrix.



Toll-Free:
1800-11-77-98



Email Support



Senior-Level Escalation

13th Pension Adalat, DoPPW, Delhi



Pensioners' Facilitation Cell of CPAO



Pensioners' Facilitation Cell-CAPFs



HOW TO CONTACT US

- Through DIRGHAYU Mobile App.
- Through toll free number 1800-11-77-88 and 1800-11-77-89 (NPS-AR).
- Through WRPS portal, available at CPAO's website.
- Through mail at cccpao@nic.in
- Through website www.cpaon.nic.in
- Through letters to CPAO.
- Through personal visit at Pensioners' Facilitation Cell in CPAO.



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

Bhikaji Cama Place, Trikot-II
New Delhi-110066
www.cpaon.nic.in

Web Services of CPAO
cpao.nic.in

Online Grievance Registration, Monitoring & Tracking System

Budgeting, Accounting & Authorization Functions of CPAO

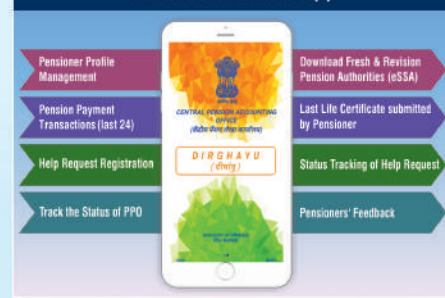
Administering the scheme for payment of pensions

Web Responsive Pensioners Service (WRPS)

Audit of CPPCs of the Banks

eScroll Analysis System

DIRGHAYU Mobile App



CENTRAL PENSION ACCOUNTING OFFICE

The Central Pension Accounting Office (CPAO) under the Office of Controller General of Accounts (CGA), Department of Expenditure, Ministry of Finance, Government of India was established on 1st January, 1990 for disbursement of pensions through Authorized Banks to Central Government Civil Pensioners.

CPAO is committed to providing excellence in pension delivery to the pensioners.

Functions of CPAO

- Administering the 'Scheme for payment of Pension to Central Government Civil Pensioners by Authorized Banks'.
- Issuing of Special Seal Authorities (SSAs), authorizing payment of pension in fresh as well as revision of pension cases to the CPPCs (Centralized Pension Processing Centres) of pension disbursing banks.
- Management of pension grant and its budgeting and Preparing Monthly and Annual Pension Accounts.
- Audit of 46 CPPCs of Pension Disbursing Banks.
- Handling the grievances of Central Civil Pensioners/ Family Pensioners.
- Coordinating with Ministries/Departments, Ministry of Finance and DP&PW on all matters related to pension payments, accounting & budgeting.
- Enabling payment of provisional pension to the Pensioners/Family Pensioners covered under National Pension System-Additional Relief Scheme (NPS-AR) (as an interim arrangement).

SERVICES TO STAKEHOLDERS

OPERATIONAL SCALE IN A DIGITAL ECOSYSTEM



MANAGING ₹91,186 CRORES

Pension grant budgeted and accounted by CPAO for the FY 2025-26



100% PAPERLESS PROCESSING

Over 17 lakh cases processed through the PARAS digital authorization and accounting system.



DIGITAL RECORD STORAGE

Implementation of DigiLocker for secure storage and sharing of e-SSAs and e-PPOs documents.

	Total Pensioners	12.36 Lakhs
	Authorized Banks	21 Banks
	Pension Disbursing Branches	95,000+ Branches

(As on February 2026)

Monitoring delay in processing of pension cases and first credit of pension in pensioner's accounts

Performance Evaluation of banks based on 16 Key Performance Indicators (KPIs) semi-annually

Processed more than 80,000 Pension and Revision cases in FY 2025-26

Imparting Training to bank's staff dealing with pension matters

PENSIONERS' FACILITATION & GRIEVANCE REDRESSAL

- A dedicated Pensioners Facilitation Cell was established in CPAO in the year 2011, which has handled more than 4.27 Lakhs grievances since its inception.
- **Dedicated sub-cell under Pensioners' Facilitation Cell**, wholly to cater to the queries/grievances of Pensioners/Family Pensioners of all Central Armed Police Forces.
- **Handled more than 19,000 grievances/ requests during the current FY 2025-26** through various modes i.e. Web Responsive Pensioners' Service, Dirghayu Mobile App, e-mail, letters, Telephone & VIP references. 10 Telephone lines on toll free number 1800-11-77-88 & 1800-11-77-89 (NPS-AR).
- **Escalation matrix** to ensure timely resolution of grievances at the senior management level in CPAO, authorized Banks and Ministries/ Departments.
- Organizing and participating in Pension Adalats and Pensioners Outreach Programmes held by other stakeholders viz-DoPPW, various Ministries/ Departments, Banks & CAPFs.
- An all-India Virtual Pension Adalat was organized by CPAO on 20.11.2025.