

## **Particulars of Facilities Available To Citizens For Obtaining Information Including Working Hours Etc.**

Central Pension Accounting Office (CPAO) was established w.e.f. 01.01.1990 with the purpose to provide better services to the Central Civil Pensioners. Since its establishment, CPAO is trying to provide better and prompt services related with their pension matters and handling their grievances in a profession manner. The details of services being provided to pensioners are as under:-

### **A. Service Related with Grievance Redressal of Pensioners/ Family Pensioners**

A Grievance redressal Cell was established in CPAO w.e.f. 14.09.2011 to resolve the problems of pensioners with ten toll free telephone lines under number 1800117788. These lines are being operated from 0900 hours in the morning to 1700 hours in the evening on all working days. These lines are managed by the well experienced, efficient and responsible retired officers.

1. Pensioners /citizens can also register their grievances/ problems on the official web site of CPAO [www.cpao.nic.in](http://www.cpao.nic.in). Replies to the grievance registered at official web site is made promptly by the experienced and dedicated persons deputed specially for this purpose..
2. Pensioners / Citizens can also send their grievances through letters & fax also. The grievance received through letters/ fax is handled by the concerned authorization sections of CPAO .
3. Pensioners can also visit the CPAO during office hours in connection with their grievance.
4. Pensioner can also know status of Pension case on the web site of this office under “See Your PPO status”.

## **B. SMS Service for Pensioners**

CPAO has started sending SMS to pensioners under which SMS is sent to the respective pensioners (whose mobile numbers are available in CPAO database) on initiation or completion of process related to pensions. SMS is sent to pensioners:

1. Upon receipt of fresh pension case in CPAO.
2. Upon dispatch of fresh pension case, mentioning the date of dispatch and speed post no. for further tracking by the pensioner if he/ she desires so.
3. Upon receipt of pension revision case from PAO.
4. Upon dispatch of Revision Authority to Bank from CPAO mentioning the date and speed post no. for further tracking by pensioner if he desires so.
5. Upon registration of grievance on the website of CPAO <http://cpao.nic.in> by the pensioner itself.
6. Upon registration of grievance within CPAO by the grievance cell of CPAO.
7. Upon disposal of already registered grievance.