

PRINCIPAL ACCOUNTS OFFICE
GOVERNMENT OF NCT OF DELHI
A & B BLOCK, VIKAS BHAWAN: NEW DELHI-2

No.F.9(02)/2015/T-I/Pr.A.O/ 3336

Dated: 17/10/2016

To

All PAOs,
GNCT of Delhi
Delhi/New Delhi

Sub:- Monitoring of Pensioners' grievances and uploading of quarterly lists of retiring employees by Ministries/Departments through 'Web Responsive Pensioners Service' of CPAO

Sir/Madam,


The Chief Controller of Accounts (Pension), Govt.of India, Ministry of Finance, Department of Expenditure vide O.M. No. CPAO/IT& Tech/Web Responsive./54/2016-17/123 dated 29th August, 2016 has issued instructions to all Ministries/Departments of the Central Government and U.Ts. regarding Monitoring of Pensioners' grievances and uploading of quarterly lists of retiring employees by Ministries/Departments through 'Web Responsive Pensioners Service' of their office.

The Web Responsive Pensioners Service of the CPAO would be operated by the user through the existing passwords issued by the office of CPAO. The main feature of the system as stated above, would be to upload the quarterly list of retiring government servants and to redress the grievances of the pensioners either itself by the PAO or in consultation with their DDOs.

A copy of the above said O.M. dated 29th August, 2016 is sent herewith to all PAOs, GNCT of Delhi with the advise to ensure its operation through the use of existing User ID/password. In case of any difficulty in operating the system, Shri Davinder Kumar, Technical Director, NIC, CPAO may be contacted on Telephone No. 011-26715338 or through email-kumar.davinder@nic.in.

This issues with the approval of the Controller of Accounts.

Yours faithfully,


(K.V.BABU)
DCA (Tech.)

Encl.: As above.

No.F.9(02)/2015/T-I/Pr.A.O/

Dated:

Copy for information to:- The Chief Controller of Accounts (Pension), Govt.of India, Ministry of Finance, Department of Expenditure, Central Pension Accounting Office, Trikoote-II, Bhikaji Cama Place, New Delhi.66 with reference to the above referred O.M. No. CPAO/IT& Tech/Web Responsive./54/2016-17/123 dated 29th August, 2016.

DCA (Tech.)

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
ट्रिकूट-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/54/2016-17/123

29.08.2016

Office Memorandum

Subject: Monitoring of Pensioners' Grievances and uploading of quarterly lists of retiring employees by Ministries/ Departments through 'Web Responsive Pensioners Service' of CPAO.

1. Quick & satisfactory disposal of pensioners' grievances 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. Banks & RAOs for necessary action through email/letter. However, no tracking/monitoring of disposal of such grievances was available either with the Ministries or with CPAO.

2. In order to fill this gap, CPAO has developed Grievance Redressal and Monitoring System in its website www.cpaonline.in under the *Web Responsive Pensioners Service*. Through this facility, pensioners' grievances can be transferred online on the login of the concerned PAO from the CPAO website for early disposal and update thereon for pensioner's information. Here, it is not out of the context to mention that most of the pensioners' grievances arise out of the wrong fixation and late finalization of pension by HOO/DDO and delay in start of pension for which late submission of pension papers from HOO to PAO is mainly responsible. Such grievances need to be resolved by concerned HOO/DDO; therefore, PAO has been given facility to mark these grievances to the concerned DDOs for their response.

3. For the time bound disposal of grievances (all grievances need to be disposed of within 30 days from the date of receipt in CPAO), marked to DDOs and strengthen monitoring, login IDs & Passwords have been created for JS (Admin) in the CPAO website along with Dashboards and meaningful MIS reports. For monitoring the timely submission of pension papers, Rule 56 of CCS (Pension) Rules provides that "every Head of Department shall have a list prepared every three months each year, of all Government servant who are due to retire within the next twelve/ fifteen months and a copy of every such list shall be supplied to the Accounts Officer concerned". In this regard, facility to upload quarterly lists of retiring employees has also been provided in CPAO website. Under this facility, HOOs/DDOs are required to prepare quarterly lists of retiring government employees and furnish the same to concerned Pay and Accounts Officers who in turn will upload it on CPAO website. Facility to monitor timely preparation/uploading of quarterly lists and

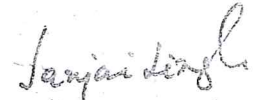
Handwritten notes and signatures at the bottom of the page, including dates like 28/9/16 and 30/09/2016, and initials like JS, PAO, and others.

submission of pension papers thereof by the HOOs/DDOs is also provided in the logins of JS (Admin) along with required MIS reports.

4. In view of above, Joint Secretaries (Admin)/Admin in charge of respective ministries/departments are requested to use this online monitoring facility for timely disposal of pensioners' grievances and timely preparation/uploading of quarterly lists of retiring officials & submission of pension papers. For familiarization with this facility, step by step user guidance with relevant screenshots are attached along with login id & password.

5. In case of any difficulty in using this facility, Sh. Davinder Kumar, Technical Director, NIC, CPAO may be contacted on Telephone No. 011-26715338 or through email - kumar.davinder@nic.in.

Refresh the team leader.



Sanjai Singh
Chief Controller (Pension)

Encl: As above.

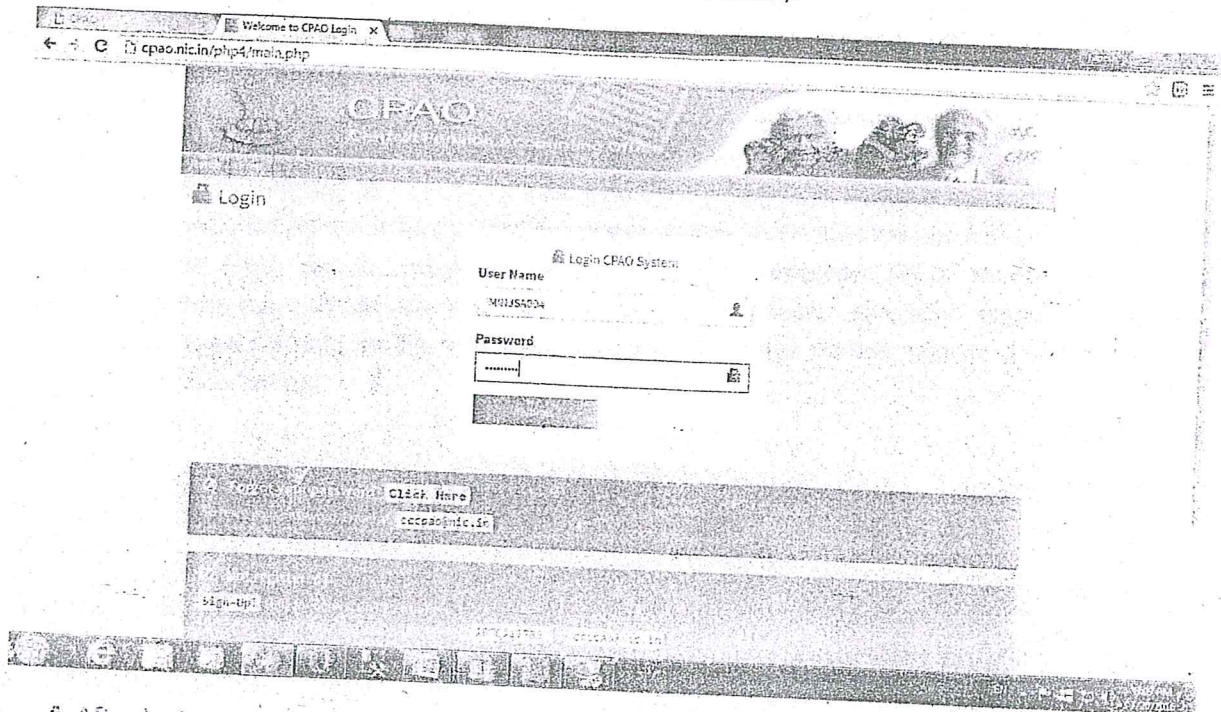
To
Joint Secretaries (Admin)/Admin in charge of Ministries/Departments

Copy to:
Pr.CCAs/CCAs/CAs/AGs/ Administrators of UTs/Delhi Admin in continuation to OM No. CPAO/IT&Tech/Web Responsive/54/2016-17/120 dated 29/8/2016 issued to them.

For JS (Admin)

User guidance on monitoring of Pensioners Grievances and Uploading of Quarterly Lists of Retiring Employees through CPAO website

1. Open CPAO web site <http://CPAO.nic.in>.
2. Click on login.
3. Enter your login Id and Password (attached with the letter).



4. After login you will get following user menu options.

FAO Date	Number of Retiree
2014-01-01	16
2014-03-31	1
2014-06-30	1
2014-09-30	1
2014-12-31	1
2015-03-31	28
2015-06-30	1
2015-09-30	1
2015-12-31	1
2016-03-31	1
2016-06-30	1
2016-07-31	1

5. On the left side of user menu, you will see user name, last update, last login, login id valid date, password valid date.

6. Grievances:-

- a. **Total Grievances:** It shows total No. of Grievances marked to PAOs by CPAO.
- b. **Total Disposed:** It shows total No. of Disposed of grievances where response from the concerned DDOs has been received.
- c. **Total Pending:** It shows total No. of Grievances Pending with DDOs where response is awaited.
- d. **Total Marked to DDO:** It shows total No. of Grievances marked to the DDOs by PAOs for response.

Note: Here it may be noted that DDOs are not online connected with PAOs through the system, therefore, marking of grievances to the DDOs by PAOs through this system is for keeping the record of forwarded grievances and enabling the management to monitor the delays in settling the grievances by DDOs. Grievances, where intervention of DDOs will be required, would be sent to concerned DDOs manually through letters/emails by the PAOs and in turn DDOs will also give their response through letters/emails to the PAOs for updating the status on this system and for further monitoring.

7. Grievances Pending Report

FINANCE

Date Last Updated till on 10-Aug-18

Last Login 11 Aug 2018

Login Id is valid till 31 Dec 2021

Password is valid till 31 Dec 2017

Grievances

- Total Grievances 237
- Total Disposed 214
- Total Pending 23
- Total Marked To DDO 23

Grievances Pending Report

Sr	Code	Description	DDO	Total	Disposed	Pending
1	07505-PAO, CPAO, Delhi	NA	5	0	0	
2	07505-PAO(CPAO), Delhi	275054, New Delhi	1	0	0	
	07505-TOTAL		6	0	0	
3	017037-PAO (Banking), New Delhi	NA	0	1	0	
	017037-TOTAL		0	1	0	
4	017102-PAO I.G. Finance, Jammu	NA	0	1	0	
	017102-TOTAL		0	1	0	
5	017640-PAO and a Govt. Officer, Jammu	NA	1	0	0	
	017640-TOTAL		1	0	0	
6	018077-PAO (Sector) Economic Affairs	NA	0	1	0	
	018077-TOTAL		0	1	0	
7	017112-PAO(HSO), Jammu, Jammu	NA	1	1	0	
	017112-TOTAL		1	1	0	
	*****PAO(Sector), Revenue, Finance, I.D	NA	4	0	0	

This report shows the period wise pendency of grievances. Through this report, grievances pending with DDOs may be monitored with the periodicity of pendency.

8. Summary (DDO wise)

Here PAO- DDO wise number of retirees is provided on the basis of quarterly lists of retiring employees uploaded by PAO. Where 0(zero) information is provided, it may indicate either there are no retiring officials or DDO has not provided the list to PAO.

FINANCE
 Data Last Updated till on 10-AUG-16
 Last Login: 11-Aug-2016
 Login Id is valid till: 21-Dec-2015
 Password is valid till: 07-Feb-2017

Grievances

- Total Grievances
- Total Disposed
- Total Pending
- Total Marked To DDO

- 1 Month Wise Retiree Count
- 2 Grievances Pending Report

Quarter wise Number of Retiree

Print	Search						
015954-PAO(Expenditure) New Delhi	15	0	0	0	0	0	
015954-PAO(Expenditure) New Delhi	200702-New Delhi	0	0	1	0	1	
015954-PAO(Expenditure) New Delhi	205707-New Delhi	0	0	0	0	0	
015954-PAO(Expenditure) New Delhi	215558-New Delhi	0	0	15	0	15	
015954-PAO(Expenditure) New Delhi	215950-New Delhi	0	0	0	0	0	
015954-PAO(Expenditure) New Delhi	215951-New Delhi	0	0	0	0	0	
015954-PAO(Expenditure) New Delhi	215952-New Delhi	0	0	0	0	0	
015954-TOTAL		0	0	16	0	16	
016001-PAO (CGA) New Delhi	15	0	0	0	0	0	
016001-PAO (CGA) New Delhi	11-03-07-02 gpo	0	0	0	0	0	

Showing 1 to 10 of 215 entries

9. Month Wise Retiree Count

It shows DDO wise monthly numbers of retiring government employees and delay thereof regarding non submission of their PPOs to CPAO. This delay may be because of non submission of pension papers to the concerned PAOs by the DDOs.



FINANCE
 Data Last Updated till on 10-AUG-16
 Last Login: 11-Aug-2016
 Login Id is valid till: 21-Dec-2015
 Password is valid till: 07-Feb-2017

- Grievances**
- Total Grievances
 - Total Disposed
 - Total Pending
 - Total Marked To DDO

Month Wise Retiree Count

015954-PAO(Expenditure) New Delhi	200702-New Delhi	2013-JULY	1	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-JULY	3	3
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-AUGUST	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2013-OCTOBER	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-DECEMBER	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-JANUARY	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-FEBRUARY	1	1
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-APRIL	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2017-MAY	3	3
015954-TOTAL			16	15
016001-PAO (CGA) New Delhi	216002-New Delhi	2016-DECEMBER	1	1
016001-TOTAL			1	1
016100-PAO(STATUTE OF GOVT. C. & F. IN INDIA) DELHI	216101-KOLKATA	2016-DECEMBER	1	1
016100-TOTAL			1	1
016977-PAO - Sectt - Economic Affs.	216972-New Delhi	2016-JULY	2	2

10. BAR CHART

(Showing PAO wise quarterly numbers of retirees)

By clicking on Bar Chart option, quarter wise –DDO wise (for a particular PAO) numbers of retiring employees can be seen through bar charts. Different colored bar charts are given for every quarter. On the X Axis of bar chart PAO code is given and on Y Axis numbers of retirees are shown.

