## GOVERNMENT OF NCT OF DELHI PRINCIPAL ACCOUNTS OFFICE A-BLOCK, VIKAS BHAWAN, NEW DELHI-02

No.F.12(04)/2018/T-1/Pr.AO/1754-1757

Dated: 24/8/2018

## OFFICE MEMORANDUM

I am directed to forward herewith a copy of the following order of Central Pension Accounting Office, Ministry of Finance, Department of Expenditure, Government of India for information and appropriate action.

- i. DCA (Admin)
- ii. DCA (Pension/Accounts)
- iii. All Pay & Accounts Officers.
- iv. Guard file.

(RAMAN T.V.) SR. ACCOUNTS OFFICER (TECH.)

## List of paper forwarded:

SI. N	Name of the Ministry / Department	O.M. No. and Date	Subject		
1.	Accounting Office,	Tech/Single Window Service/54/2018	Regarding Facilities for Pensioners through 'Web Responsive Pensioners Service' (WRPS) of CPAO.		



DEPARTMENT OF EXPENDITURE FINANCE TRAL PENSION ACCOU OOT-II, BHIKAJI CAMA PLACE, NEW DELHI-110066 PHONES: 26174596, 26174456, 26174438

CPAO/IT&Tech/Single Window Service/54/2018-19/7

26.07.2018

## Office Memorandum

Subject: Facilities for Pensioners through 'Web Responsive Pensioners Service' (WRPS) of CPAO.

Quick disposal of grievances of pensioners has been a 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 are being forwarded for final disposal to the concerned agencies i.e. Bank and PAO for necessary action.

In order to provide better services CPAO developed Grievance Redressal and Monitoring System i.e. 'Web Responsive Pensioners Service' (WRPS): a facility of online transfer of grievances lodged by Pensioners on the CPAO website for early disposal and update thereon. Pensioners have the following facilities through WRPS on CPAO's

1. View and Download the Special Seal Authorities issued by CPAO in both fresh as well as revision pension cases.

2. Check the pension processing status

3. Check last 12 months pension payment information

4. Register their grievances and check the status etc.

To facilitate pensioners, a step-by-step user guide along with relevant screenshots is attached for ready reference.

The same may be given wide publicity for the benefit of the existing pensioners as well as future retirees.

In case of any technical difficulty in using this facility NIC Cell may be contacted at e-mail ID it.support@gov.in and for any other query related to pension, Grievance Cell may be contacted on Phone No. 011-26715110 and at e-mail ID cccpao@nic.in.

This issues with the approval of Chief Controller (Pensions).

Encl: As above

1. Pr. CCAs/CCAs/CAs/AGs/Administrators of UTs

2. Heads of CPPCs of all Banks

3. Heads of Government Business Divisions of all Banks (As per list)

4. To All the Pensioners Associations (As per list)

(Praful Dabral)

Ph No.011-26166758

Sr. Accounts Officer (IT & Tech)

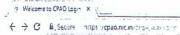
To access Web Responsive Pensioners' Service (WRPS), Registration is required so that Unique ID and Password can be generated.

New Registration may be done either by PPO Number or by Bank Account Number.

For New Registration-

- · When you have PPO Number-Click here
- When you have Bank Account Number- Click here

For already Registered Users-Click here







HOME ABOUTUS WHO'S WHO PUBLICATIONS CONTACTUS LOGIN

# Login

Enter your User Name

Password

· Employees who are yet to get PPO Number click here! for Status from Bhavishya

· In case of difficulty in resetting your password Email at - cccpao(at)nic(dot)in

 Other users and CCAs : CAs / PAOs may contact 011-26715338 Or it[dot]supportcpao(at)gov(dot)in for any help or query

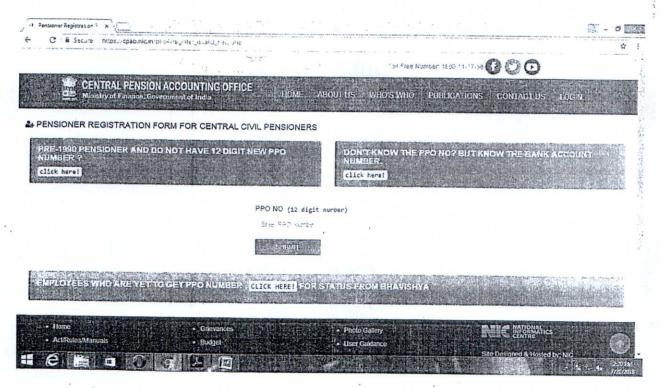




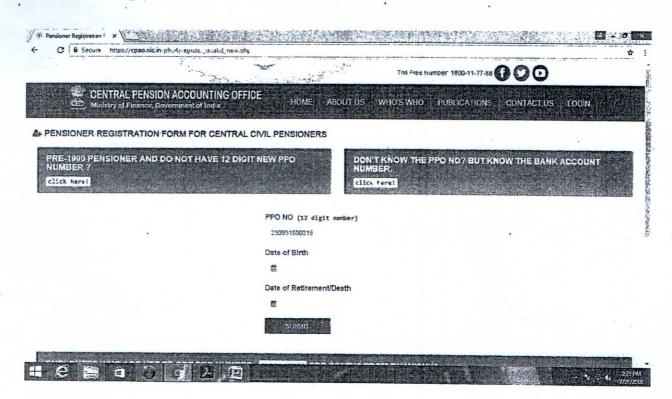




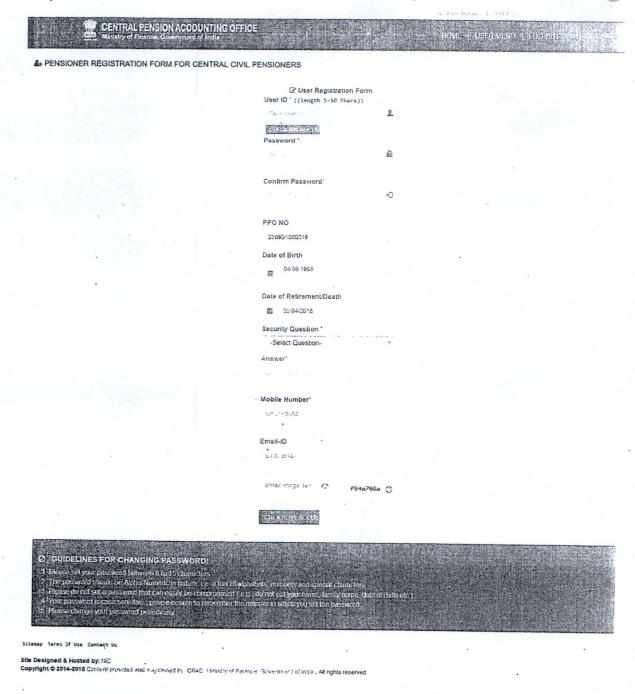
## 2. Enter 12 digit PPO No.



3. After entering your PPO Number, Enter Date of Birth and Date of Retirement/Death



4. After SUBMIT, the below screen will appear

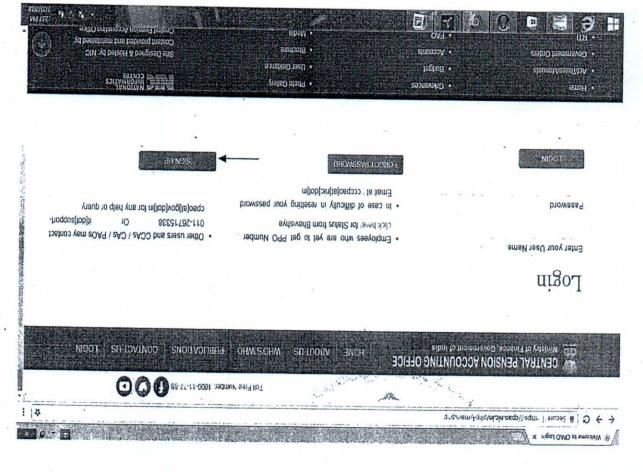


Please make unique USER ID and Password and fill other details given.

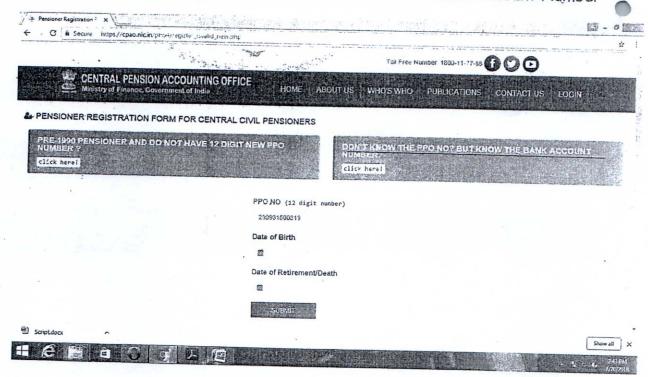
Click on Create Account. Kindly remember your Username and Password.

For New Registration - when you do not have PPO Number and have Bank Account

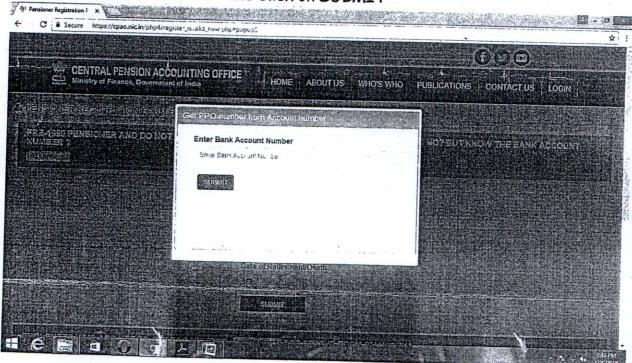
## 1. Click Sign Up



2. Click on "Don't know the PPO Number? but know the Bank Account Number"



3. Enter Bank Account Number and Click on SUBMIT



### Ø GUIDELINES FOR CHANGING PASSWORD!

- 1. Please set your password between 8 to 15 characters.
  2. The password should be Alpha Numeric in reduce, i.e. a mix of alphabets, numbers and special characters.
  3. Please on notiset a password that can easily be compromised (e.g., do not put your name, family name, date of Bathletic).
  4. Your password is case sensitive, please ensure to remember the manner in which you set the password.
  5. Please change your password periodically.

Sitemap Terms Of Use Contact Us

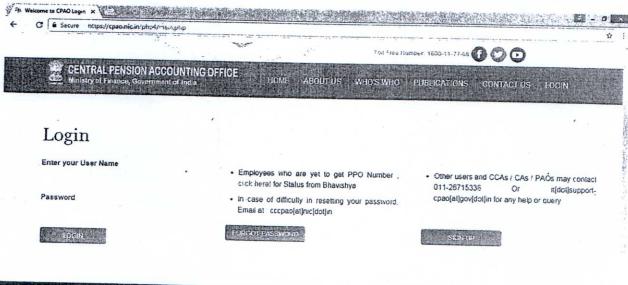
Site Designed & Hosted by: INC

Click on Create Account. Kindly remember your Username and Password.

CREATE MY ACCOL

to access, wars after registration.

# 1. Enter User Name and Password after clicking Login





35900



Search:

Date Of

Deposit

20171127

Numero to O



List of SSAs issued

2455152 09/11/2017

21/2125 2 09/09/2017

Dispatch



Paying Branch

STATE BANK OF

STATE BANK OF

AICH

### # - Jeevan Pramaan

El Jeanes Pramote. Digital une Cortificate for Pens Street

### # CPENGRAMS

## Centralized Pensioners Gnewhole Repress And Monitoring System

## # Pension Calculators

### Pre-2006 Pensioners

- Basic Pelysion Family Reliable Committed Felision Carcillator
   Gratisty Calculator
   Reviseo Persion that Later for pre-25th persioner 2.5 Aut CFC

### Post-2006 Pensioners

Back Festion Family Perislan & Communed Ferrison Color later
 'Gratumy Calculator

1056-004321 ₹35474

### Dearness Relief

Pnn:

Sr.

Describes Renef (DP Calculate)

PENSIONER NAME

HR ASIT RAHJAN

PAL

Last 24 Payments/Transactions Details

									MOIA		
2	MP ASIT RANJAN PAL	NJAN: 1056xxx4321 ₹35474 20171030		i the moo		18/3511 3 24/09/2015		STATE BANK OF INDIA			
3	HE ASIT RANJAN PAL	1056xcx4321 ₹75558	₹75558	20171009	Port	ig <b>O</b>	ADSDAT!	Q8/12/2014	STATE B	STATE BANK OF INDIA	
3	MR ASIT RANJAM PAL	1056x0-321 7359		20171009	20.61	100	O 1451247	16/12/2013	STATE B	STATE BARK OF INDIA	
5	MR ASIT RANJAN PAL	1056xxx4321	₹359	₹359 20171009		100	893153	3 28/03/2012		STATE BANK OF INDIA	
Showing 1 to 5 of 24 entries		Pre	rious 1	2 3 4 5 7		Next	971126 19/02/2003		STATE BANK OF INDIA		
List of Re	egistered Grievan	nces									
Grievance ID	e Grievance Date	Subject			Status	Remar	ks			Feadback	
L13105003	35 15 APRIL 2013	Revised dension/Arrears not paid			DISPOSED DE	Descrip	Date: 15/APR/2013 Description: Date: 15/APR/2015 Description: SSA sent by email.			Surect Face(back	
L17325016	67 21 HOVEMBER 2017	Want a copy of SSA			espectator)		Date: 23/14/9/2017 Description: COPY SENT AT PENSIONERS EMAIL ADDRESS				
W1731302	09 NOYEMBER 2017	Mistake in name/adoress, date of birth etc			DISPOSID OF		Date: .10/10//2217 Description: Copy of SSA cated 8-9-17 sent by post.			Fredback	
W1827400	30 SEPTEMBER 2016	DR arrear payme		PHYTOLEUM	Descrip	Description: In this regard please Contact your bank for payment.					
L16251010	07 OCTOBEP 2015	DR arrear paymer	DESPOSED OF		Date = 67/007/2016  Description: DA paid in the month of 4/16.						
W1732200	103 18 NOVEMBER 2017	Histake in name, address, date of birth etc.			oracer by		Date - 21/93//2017 Description : Contact your PAG for issue of correction.			Special Specia	
L16253004		Others (specify reasons egicese not received from PAO <sub>1</sub> Mistakes by postal depti			DEPENDED.	Descrip	Date 89/55F/2016 Description: Address and contact no of the pensioner found out from the branch and informed the officers			PLICAL Sections	
W1621700	22 04 AUGUST 2016	DR arrear paymer	Disposiçõe	Descrip	Date: e9/405/2016 Description: Arrear of DR PAYABLE FROM JAN2016, has already been paid in April2016. Kindly get your Passbook updated.						
W1621700	21 04 AUGUST 2016	IGUST DR arrear payment detayed			essected.	Descrip	Date : 08/AUG/2016  Description : PENSIONER/FAMILY PENSIONER - AS PER E-SCROLL  DRIS ALREADY BEING PAID IN 4/16			Siceri Farebulk	

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Pensioners can avail these following services:

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Thank You!