

**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 :

Sl. N o.	Name of the Ministry / Department	O.M. No. and Date	Subject
1.	Central Pension Accounting Office, Ministry of Finance, Department of Expenditure, Government of India	CPAO/IT & Tech/Single Window Service/54/2018 dated: 19/71 26.07.2018	Regarding Facilities for Pensioners through 'Web Responsive Pensioners Service' (WRPS) of CPAO.



CPAO/IT&Tech/Single Window Service/54/2018-19/71

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 website:-

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 cccpcapao@nic.in.

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

Encl: As above

(Signature)
(Praful Dabral)
Sr. Accounts Officer (IT & Tech)
Ph.No.011-26166758

To

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)

46369
16-8-18

(Signature)
16/8/18
A.P. (T-1)
20/8/18
D. C. H. R.

- 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](#)

Welcome to CPAO Login

Secure https://cpao.nic.in/npa/npa.html

Toll Free Number 1800-11-77-88

CENTRAL PENSION ACCOUNTING OFFICE
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

Login

Enter your User Name

Password

- Employees who are yet to get PPO Number click here! for Status from Bhavishya
- Other users and CCAs / CAs / PAOs may contact 011-26715338 Or it@support-cpaofat.gov.in for any help or query
- In case of difficulty in resetting your password Email at [cccpao\[at\]nic\[dot\]in](mailto:cccpao[at]nic[dot]in)

LOGIN FORGOT PASSWORD SIGN UP

Home Grievances Photo Gallery
Act/Rules/Manuals Budget User Guidance
Government Orders Accounts Brochure
RTI FAO Media

NIC NATIONAL INFORMATICS CENTRE
Site Designed & Hosted by NIC
Content provided and maintained by Central Pension Accounting Office

2:17 PM 7/26/2018

2. Enter 12 digit PPO No.

Pensioner Registration

Secure https://cpao.nic.in/npa/npa.html

Toll Free Number 1800-11-77-88

CENTRAL PENSION ACCOUNTING OFFICE
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

PRE-1940 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?
[click here!](#)

DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER.
[click here!](#)

PPO NO (12 digit number)
Enter PPO number
SUBMIT

EMPLOYEES WHO ARE YET TO GET PPO NUMBER [CLICK HERE!](#) FOR STATUS FROM BHAVISHYA

Home Grievances Photo Gallery
Act/Rules/Manuals Budget User Guidance
Government Orders Accounts Brochure
RTI FAO Media

NIC NATIONAL INFORMATICS CENTRE
Site Designed & Hosted by NIC

2:20 PM 7/26/2018

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

Pensioner Registration

Secure https://cpao.nic.in/ph-4/epstate_usolid_new.php

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CENTRAL PENSION ACCOUNTING OFFICE
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HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

PRE-1990 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?
[click here!](#)

DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER.
[click here!](#)

PPO NO (12 digit number)
230951500319


Date of Birth

Date of Retirement/Death

SUBMIT

Windows Taskbar: 2:23 PM 1/20/2018

4. After SUBMIT, the below screen will appear

**CENTRAL PENSION ACCOUNTING OFFICE**
Ministry of Finance, Government of India

HOME | USER MENU | LOG OUT

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

☒ User Registration Form

User ID * ((Length 5-30 Chars))

Password *

Confirm Password *

PPO NO
250931500319

Date of Birth

Date of Retirement/Death

Security Question *
Select Question

Answer *

Mobile Number *

Email-ID

Enter Image Captcha

CREATE MY ACCOUNT

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

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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 Number

1. Click Sign Up

Welcome to CPAO Login x

Secure | https://cpaonline.nic.in/np4/main.np.p

Ministry of Finance, Government of India

CENTRAL PENSION ACCOUNTING OFFICE

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

Toll Free Number: 1800-11-77-99

Facebook Twitter YouTube

Login

Enter your User Name

Password

- Employees who are yet to get PPO Number
- In case of difficulty in resetting your password
- Email at 'ccpac@nic[dot]in'
- Other users and CCAs / CAs / PAOs may contact
- 011-26715338 Or cpao[at]gov[dot]in for any help or query
- 011-26715338 Or cpao[at]gov[dot]in for any help or query

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• Advances
• Photo Gallery
• User Guidance
• Brochure
• Media

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

Pensioner Registration ? x

Secure https://cpao.nic.in/php4/egite_is-aid_new.php

Toll Free Number 1800-11-77-88

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Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

PRE-1990 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?
[click here!](#)

DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER
[click here!](#)

PPO NO (12 digit number)
290931800319

Date of Birth
[]

Date of Retirement/Death
[]

SUBMIT

ScriptDocx

Show all x

24:58 PM
1/21/2018

3. Enter Bank Account Number and Click on SUBMIT

Pensioner Registration ? x

Secure https://cpao.nic.in/php4/egite_is-aid_new.php*popup1

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HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

PENSIONER REGISTRATION FORM

PRE-1990 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?
[click here!](#)

DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER
[click here!](#)

Get PPO number from Account number

Enter Bank Account Number

Enter Bank Account No. []

SUBMIT

Date of Retirement/Death
[]

SUBMIT

24:58 PM
1/21/2018

PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS

☒ User Registration Form

User ID * ((length 5-36 Chars))

Enter User ID

Confirm Password *

Enter Password

PPO NO

230931500319

Date of Birth

04/06/1955

Date of Retirement/Death

30/04/2015

Security Question *

Select Question

Answer *

Enter Answer

Mobile Number *

Enter Mobile

Email-ID

Enter Email

Enter image to

f64e768a

CREATE MY ACCOUNT

GUIDELINES FOR CHANGING PASSWORD:

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

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

1. Enter User Name and Password after clicking Login

Welcome to CPAO Login X

Secure https://cpao.nic.in/php4/misun.php

Toll Free Number: 1600-11-77-55

CENTRAL PENSION ACCOUNTING OFFICE
Ministry of Finance, Government of India

HOME ABOUT US WHO'S WHO PUBLICATIONS CONTACT US LOGIN

Login

Enter your User Name

Password

LOG IN

FORGOT PASSWORD

SIGN UP

- Employees who are yet to get PPO Number, click here for Status from Bhavishya
- In case of difficulty in resetting your password, Email at: [cccpc@nic\[dot\]in](mailto:cccpc@nic[dot]in)
- Other users and CCAs / CAs / PAOs may contact 011-26715336 Or [it\[dot\]support-cpao\[at\]gov\[dot\]in](mailto:it[dot]support-cpao[at]gov[dot]in) for any help or query

Home Grievances Photo Gallery
Act/Rules/Manuals Budget User Guidance
Government Orders Accounts Brochure
RTI FAQ Media

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251 PM 7/20/2013

35900

Basic Pension

More info

6

No of Pension

More info

Register

Registration

More info

35474

Last Paid Amount

More info

Jeevan Pramaan

Jeevan Pramaan: Digital Life Certificate for Pensioners

CPENGRAMS

Centralized Pensioners Grievance Redressal Mechanism System

Pension Calculators

Pre-2006 Pensioners

- Basic Pension, Family Pension & Combined Pension Calculator
- Gratuity Calculator
- Revised Pension Calculator for pre-2006 pensioners - SSA/CIC

Post-2006 Pensioners

- Basic Pension, Family Pension & Combined Pension Calculator
- Gratuity Calculator

Dearness Relief

- Dearness Relief (DR) Calculator

Last 24 Payments/Transactions Details

Print					
Search:					
Sr.	PENSIONER NAME	Account NO	Amount	Date Of Deposit	More Details
1	MR ASIT RANJAN PAL	1056xxx4321	₹35474	20171127	More info
2	MR ASIT RANJAN PAL	1056xxx4321	₹35474	20171030	More info
3	MR ASIT RANJAN PAL	1056xxx4321	₹75558	20171009	More info
4	MR ASIT RANJAN PAL	1056xxx4321	₹359	20171009	More info
5	MR ASIT RANJAN PAL	1056xxx4321	₹359	20171009	More info

Showing 1 to 5 of 24 entries

Previous 1 2 3 4 5 Next

List of SSAs issued

SSA No.	Date of Dispatch	Regd. No.	Paying Branch
24584123	09/11/2017		STATE BANK OF INDIA
24584124	09/09/2017		STATE BANK OF INDIA
18053317	24/09/2015		STATE BANK OF INDIA
18053318	28/12/2014		STATE BANK OF INDIA
1451247	16/12/2013		STATE BANK OF INDIA
893153	28/03/2012		STATE BANK OF INDIA
371126	19/02/2003		STATE BANK OF INDIA

List of Registered Grievances

Grievance ID	Grievance Date	Subject	Status	Remarks	Feedback
L131050035	15 APRIL 2013	Revised pension/Arrears not paid	DISMISSED	Date : 15/4/2013 Description : Date : 15/4/2013 Description : SSA sent by email.	Feedback
L173250167	21 NOVEMBER 2017	Want a copy of SSA	DISMISSED	Date : 23/10/2017 Description : COPY SENT AT PENSIONERS EMAIL ADDRESS	Feedback
W173130220	09 NOVEMBER 2017	Mistake in name, address, date of birth etc	DISMISSED	Date : 10/11/2017 Description : Copy of SSA dated 8-9-17 sent by post.	Feedback
W162740009	30 SEPTEMBER 2016	DR arrear payment delayed	DISMISSED	Date : 07/OCT/2016 Description : In this regard please contact your bank for payment.	Feedback
L162610104	07 OCTOBER 2016	DR arrear payment delayed	DISMISSED	Date : 07/OCT/2016 Description : DA paid in the month of 4/16.	Feedback
W173220003	18 NOVEMBER 2017	Mistake in name, address, date of birth etc	DISMISSED	Date : 21/10/2017 Description : Contact your PAO for issue of correction.	Feedback
L162590048	09 SEPTEMBER 2016	Others (specify reasons eg case not received from PAO, Mistakes by postal dept)	DISMISSED	Date : 09/SEP/2016 Description : Address and contact no of the pensioner found out from the branch and informed the officers	Feedback
W162170022	04 AUGUST 2016	DR arrear payment delayed	DISMISSED	Date : 09/AUG/2016 Description : Arrear of DR PAYABLE FROM JAN2016, has already been paid in April 2016. Kindly get your Passbook updated.	Feedback
W162170021	04 AUGUST 2016	DR arrear payment delayed	DISMISSED	Date : 08/AUG/2016 Description : PENSIONER, FAMILY PENSIONER - AS PER E-SCROLL DR IS ALREADY BEING PAID IN 4/16	Feedback

Pensioners can avail these following services:

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.

Thank You!