

**PRINCIPAL ACCOUNTS OFFICE
GOVT. OF NCT OF DELHI
A-BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI**

No. F.12(04)/2018/T-I/Pr. AO/ 2444 - 2445

Date: 20/12/18

CIRCULAR

The Assistant Controller of Accounts, Office of CPAO, Ministry of Finance, Govt. of India in OM No. CPAO/CO-ord/(95)/2017-18/456 dated 12-12-2018 has pointed out the huge pendency against the Ministries/Departments including Delhi Government in the Grievance Redressal Monitoring System. It has also been informed that in some cases the pendency is beyond 90 days.

As per the enclosed statement 320 grievances are outstanding out of which 159 grievances are pending beyond 90 days which is quite serious and immediate action would be required at the level of PAOs for disposal of all outstanding grievances.

It is therefore advised that PAOs would personally view the pending grievances related to pension through the facility provided on CPAO website and arrange their settlement in a time bound manner. An action taken report may be sent to this office in next 15 days period.

This issues with the approval of the Controller of Accounts.



(K.V. Babu)

Dy. Controller of Accounts (Accounts)

To

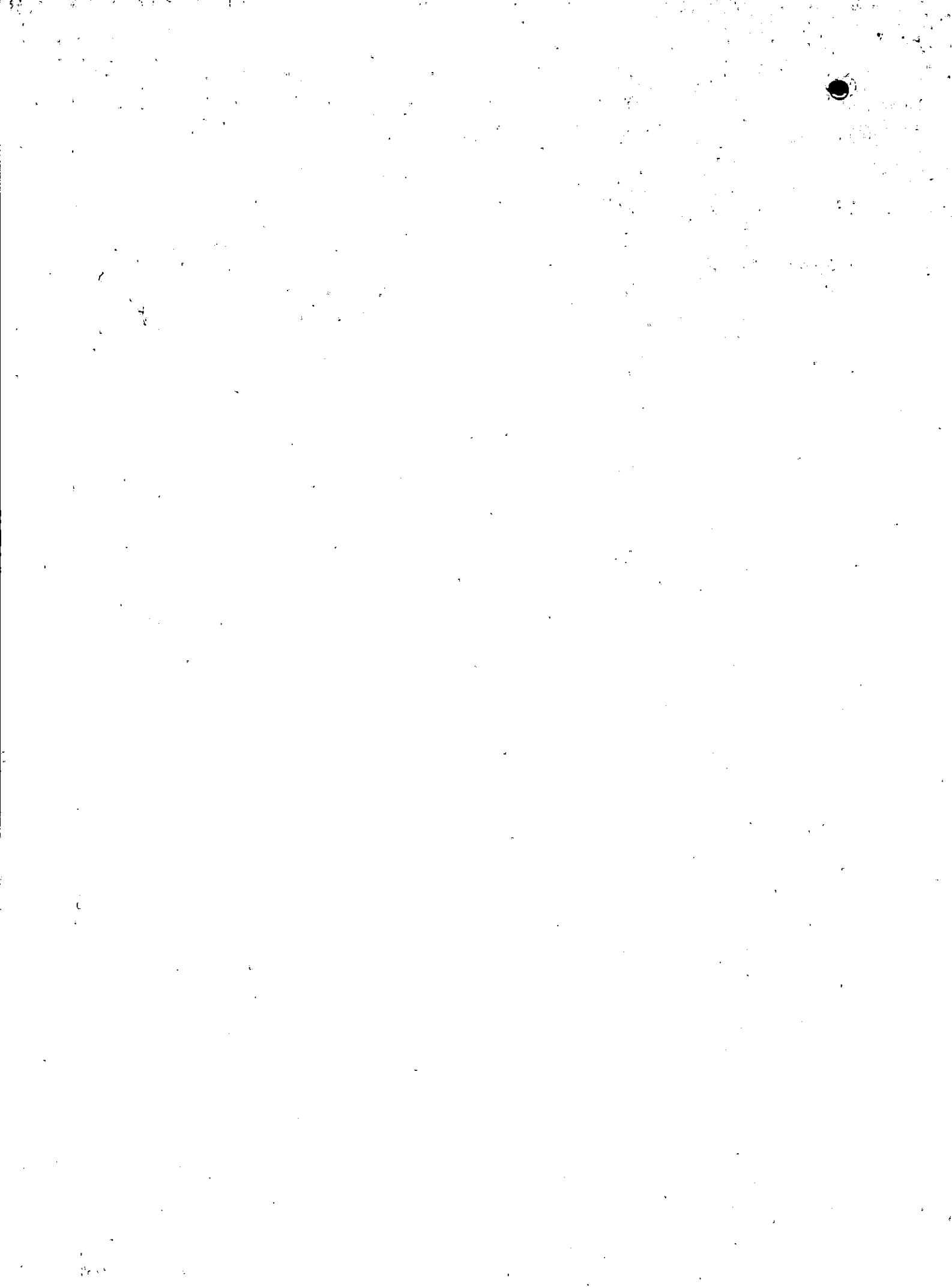
**All Pay & Accounts Officers,
Pay & Accounts Offices,
Govt. of NCT of Delhi,
Delhi/New Delhi.**

No. F.12(04)/2018/T-I/Pr. AO/

Date:

Copy forwarded for information to the Assistant Controller of Accounts, Central Pension Accounting Office, Ministry of Finance, Govt. of India, Trikot-2, Bhikaji Cama Place, New Delhi-110066 with reference to his OM No. CPAO/CO-ord/(95)/2017-18/456 dated 12-12-2018.

Dy. Controller of Accounts (Accounts)



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F.No. CPAO/Co-ord/(95)/2017-18/... 45 C

Government of India
Ministry of Finance, Department of Expenditure
Central Pension Accounting Office
Trikoort-2, Bhikaji Cama Place, New Delhi-110066

Dated: 12th December, 2018

OFFICE MEMORANDUM

Sub: Settlement of pending grievances related to pension through WRPS -regarding.

'Web Responsive Pensioners Service' (WRPS) of CPAO was launched by Hon'ble Finance Minister on September, 2016 as a step towards providing online grievance redressal mechanism to Central Civil Pensioners. Login id's & passwords have been provided to all the PAOs & respective Pr. CCAs/CCAs/CAs for monitoring of the grievances pertaining to their office.

After reviewing the reports of Grievance Redressal Monitoring System, it has been observed that there is huge pendency against the Ministries/Departments and in some cases, the pendency is beyond 90 days (copy enclosed).

In view of the above, it is requested to issue necessary instructions to the PAOs for quick redressal of the pension grievances and monitoring of the disposal of grievances on a day to day basis. It is also to be ensured that all the grievances are settled on priority within 30 days of their receipt and the status is updated on the facility provided on CPAO website.

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

Encl: As Above

Shahid
12/12/18

(Md. Shahid Kamal Ansari)
(Asstt. Controller of Accounts)

To
CCAs/CAs of Ministries/Departments (as per list attached)

Copy for information to:-

1. PS to-CC(P), CPAO
2. Sr. AO, IT & Tech, CRAO
3. Sr. TD, NIC for uploading the same on our website

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MINISTRY WISE GRIEVANCES DISPOSED/PENDING (WRPS)

As on date 30-11-2018

Sl. No.	Ministry/Department	Total Cases	Resolved by PAO	Pending at PAO	Total Disposed by PAO	Total Pending (10-01-18)	Resolved (10-01-18)	Pending (10-01-18)	Total Resolved	Total Pending
1	ATOMIC ENERGY	147	92	0	92	55	1	3	6	45
2	CIVIL AVIATION	74	39	0	39	35	2	0	6	27
3	DELHI ADMINISTRATION	320	109	0	112	208	7	20	22	159
4	FINANCE	81	21	0	27	54	1	2	5	46
5	FINANCE - C.B.E.C.	151	67	0	66	85	2	5	4	74
6	HOME AFFAIRS	1012	874	8	853	148	30	28	27	63
7	PERSONNEL, PUBLIC GRIEVANCES	73	13	0	20	53	2	2	1	48
8	TELECOMMUNICATION	40	4	0	4	36	0	0	2	34
	TOTAL	1998	1219	8	1227	871	73	58	108	494