

F.No.C-30013/9/2016 Ad.IV –A  
Government of India  
Ministry of Finance  
Department of Revenue  
Central Board of Excise and Customs

5<sup>th</sup> floor , HUDCO Viashala Building,  
Bhikaji Cama Place, New Delhi.  
Dated 24 October, 2016

To

All the Chief Commissioners/Directors General under CBEC.

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

Sir,

I am directed to forward herewith a copy of Department of Expenditure, Central Pension Accounting Office's (CPAO) OM No. CPAO/IT&Tech/Web. Responsive/54/2016-17/123 dated 29.08.2016 on the subject mentioned above for information and necessary action.

Yours faithfully,


Encls. As above.

  
(B. Ginkhan Mang)

Under Secretary to the Govt. of India

Copy to:

1. DG (Systems), New Delhi with the request to kindly upload this circular on the Website of CBEC.

  
(B. Ginkhan Mang)  
Under Secretary to the Govt. of India

भारत सरकार  
वित्त मन्त्रालय, व्यय विभाग  
केन्द्रीय पेंशन लेख कार्यालय  
ट्रिकूट-II भीकाजी कामा प्लेस  
नई दिल्ली-110066  
फोन : 26174596, 26174456, 26174438



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27/9/16  
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 & PAOs 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](http://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

31/8/16  
US (A&SA/B)  
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4/10/16  
US (A&SA/B)  
Pl forward to all Subordinate/Attached offices including Admin branches of DR for n. 9.  
SO (A&SA/B)  
5/10/16  
Mh  
5/10/2016  
8.00 2

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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](mailto:kumar.davinder@nic.in).

*Sanjai Singh*

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.



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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

S.No	Grievance No	DDO Name	Status	Pending	Disposed	Total
1	072505-PAO(CPAO), Delhi	NA		0	0	0
2	072506-PAO(CPAO), Delhi	275206-New Delhi		0	0	0
3	017057-PAO(Banking), New Delhi	NA		1	0	1
017057-TOTAL						
4	017138-PAO(G. Mewat),Hyderabad	NA		1	0	1
017138-TOTAL						
5	017140-PAO (Traffic Control) Meerut	NA		0	0	0
017140-TOTAL						
6	018577-PAO (Sect.) Economic Affairs	NA		1	0	1
018577-TOTAL						
7	017138-PAO(RSO), Hapur, Maharashtra	NA		1	0	1
017138-TOTAL						
8	017138-PAO (Sect), D/o Revenue, M/o Finance, NO	NA		0	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 19-AUG-16

☰ User Menu Home

Last Login: 11/Aug/2016

Login id is valid till: 31/Dec/2025

Password is valid till: 07/Feby/2017

**Grievances**

- ☑ Total Grievances: 23
- ☑ Total Disposed: 23
- ☑ Total Pending: 0
- ☑ Total Marked To DDO: 0

1. Month Wise Retiree Count

2. Grievances Pending Report

**Quarter wise Number of Retiree** Summary (DDO wise) Bar Chart

Retiree	DDO	2016-JULY	2016-AUGUST	2016-OCTOBER	2016-DECEMBER	TOTAL
015954-PAO(Expenditure) New Delhi	PA	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	200702-New Delhi	0	0	1	0	1
015954-PAO(Expenditure) New Delhi	205767-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	0	0	15	0	15
015954-PAO(Expenditure) New Delhi	215960-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215961-New Delhi	0	0	0	0	0
015954-PAO(Expenditure) New Delhi	215966-New Delhi	0	0	0	0	0
<b>015954-TOTAL</b>		<b>0</b>	<b>0</b>	<b>16</b>	<b>0</b>	<b>16</b>
016001-PAO (CGA) New Delhi	PA	0	0	0	0	0
016001-PAO (CGA) New Delhi	116007-Nagpur	0	0	0	0	0

Showing 1 to 10 of 216 entries

Previous 1 2 3 4 5 ... 22 Next

### 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 18-AUG-16

☰ User Menu Home

Last Login: 11/Aug/2016

Login id is valid till: 31/Dec/2025

Password is valid till: 07/Feby/2017

**Grievances**

- ☑ Total Grievances: 23
- ☑ Total Disposed: 23
- ☑ Total Pending: 0
- ☑ Total Marked To DDO: 0

**Month Wise Retiree Count**

Retiree	DDO	RETIRED IN (YEAR MONTH)	TOTAL RETIREE	NOT RECEIVED BONUS
015954-PAO(Expenditure) New Delhi	200702-New Delhi	2016-JULY	1	0
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-JULY	3	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-AUGUST	2	2
015954-PAO(Expenditure) New Delhi	215955-New Delhi	2016-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
<b>015954-TOTAL</b>			<b>16</b>	<b>16</b>
016001-PAO (CGA) New Delhi	216002-New Delhi	2016-DECEMBER	1	1
<b>016001-TOTAL</b>			<b>1</b>	<b>1</b>
016100-PAO INSTITUTE OF GOVT. & FIN. N. DELHI	116101-POLKATA	2016-DECEMBER	1	1
<b>016100-TOTAL</b>			<b>1</b>	<b>1</b>
016977-PAO (Secret.) Economic Affair	216978-New Delhi	2016-JULY	2	0

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### 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.

