



Govt. of India

Ministry of Finance

O/o the Pr. Chief Controller of Accounts
Central Board of Indirect Taxes and Customs
(Expenditure Coordination Section)

1st Floor, DGACR, Building, I.P. Estate, New Delhi-110002

E-Mail: expdr-coord@gov.in

By mail

No.Pr.CCA/CBIC/Expdr-Coord./Cir-Instructions/Vol-III/E-1050672/2023-24/270 Dated:

01/04/2024

CIRCULAR

Subject : Updation of User ID provided by the CPAO to all Ministries/Pay and accounts Offices and CPPCs.

Please find enclosed herewith Office Memorandum no. CPAO/IT & Tech/Dev. Of Dashboard/107/2023-24/13195/152 dated 01.12.2023 issued by IT & Tech Division, CPAO, New Delhi.

All Zonal Heads are hereby requested to direct all the PAOs under their control to go through the above-mentioned Office Memorandum and subsequent orders in this regard by DOP&PW, O/o CGA and CPAO and to follow the guidelines in the OM to redress the grievances of pensioners/family pensioners.

This issues with the approval of the Competent Authority.

(Sudhir Kumar Sharma)
Asstt. Accounts Officer

Encl: as above.

Copy to:

1. The Dy.CA O/o CA (WZ), CBIC, Mumbai.
2. The ACA O/o DCA(EZ), CBIC, Kolkata.
3. The Dy. CA O/o DCA(SZ), CBIC, Chennai.
4. The Dy. CA, (NZ), O/o Pr.CCA, CBIC.
5. All PAOs of NZ, CBIC
6. Sr. AO (ITD) is requested to upload on the ARPIT Portal.

E-1050672

भारत सरकार
वित्त मन्त्रालय, व्यय विभाग
केन्द्रीय पेंशन लेख कार्यालय
त्रिकूट-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/Dev. Of Dashboard/107/2023-24/13195/152

01.12.2023


Office Memorandum

Subject: Updation of User ID provided by the CPAO to all Ministries/Pay and accounts Offices and CPPCs.

CPAO has a dashboard to monitor ministry wise pendency of pension cases/grievances in r/o pensioners and family pensioners. Now, CPAO has upgraded the dashboard so that a reminder email will be sent by the CPAO in a fixed timeline to concerned Pr. CCAs/CCAs/CAs/PAOs and head of concerned CPPCs for quick action to redress the grievances of pensioners.

2. Ministry wise/CPPC wise **user ID and password** is also being provided by the CPAO (sent through e-mail dated 01.12.2023) to view the grievances of pensioners.
3. Therefore, in order to redress the grievances of pensioners/family pensioners, all ministries/PAOs/CPPCs are required to update their login IDs and create a new password for security reasons. As & when PAO/CPPC will login its user ID, a window of update profile will be flashed (for first time users and afterwards on quarterly basis) on the screen and users can **update their email ID and mobile number** (screenshot enclosed) to view the grievance of the pensioner/family pensioners.
4. All the Pr. CCAs/CCAs/CAs (with independent charge)/AGs/CPPCs are requested to direct all under their control to follow above-mentioned guidelines to redress the grievance of pensioners/family pensioners to avoid hardship to them.

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


(Ajay Chaudhary)
Sr. Accounts Officer (IT & Tech)

To,

1. All Pr. CCAs/CCAs/CAs/AGs/CPPCs

Copy to:

1. PS to CC (P)
2. PA to CA
3. Sr. TD, NIC (CPAO)
4. PA to Dy. CA

393/CDM
21/12/23

557-Coord Exp
21/12/23

Handwritten notes:
21/12
AHO (CDM)
Ms. Pooja
- Pl. circulate after approval

General Information

Pay & Account Officer Name

Mobile No. *

Email ID *

Email ID

Digital Signature *

YES NO

SUBMIT

Last Login

Login Id is valid till

Password is valid till

Grievances

Total Grievances

Total Disposed

Total Pending

Total Marked To DDO

- 11 Entry & PPO allocation for officials due to retirement upto 30 months
- 12 NEW PPO & Assn/ seeding report
- 13 Examination of feasibility of implementation of JUB CPC for revision of pensions of Pre-30 permanent
- 14 12 Digs PPO Number to be Allotted to Pre-30 Pensioners (List)
- 15 Revision Status Report of JUB PC (Pre 2016)
- 16 Manage DDO
- 17 7 CPC Revision with Enhanced Pension up to 54 years of age for Pre-30 Pensioners
- 18 Details of Pending under JUB CPC
- 19 PPO Number Allocation Utility For NPSAR Pensioners
- 20 PPO ENQUIRY FOR NPS AR