



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](mailto: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](mailto:cccpao@nic.in).

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

Encl: As above

(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)

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

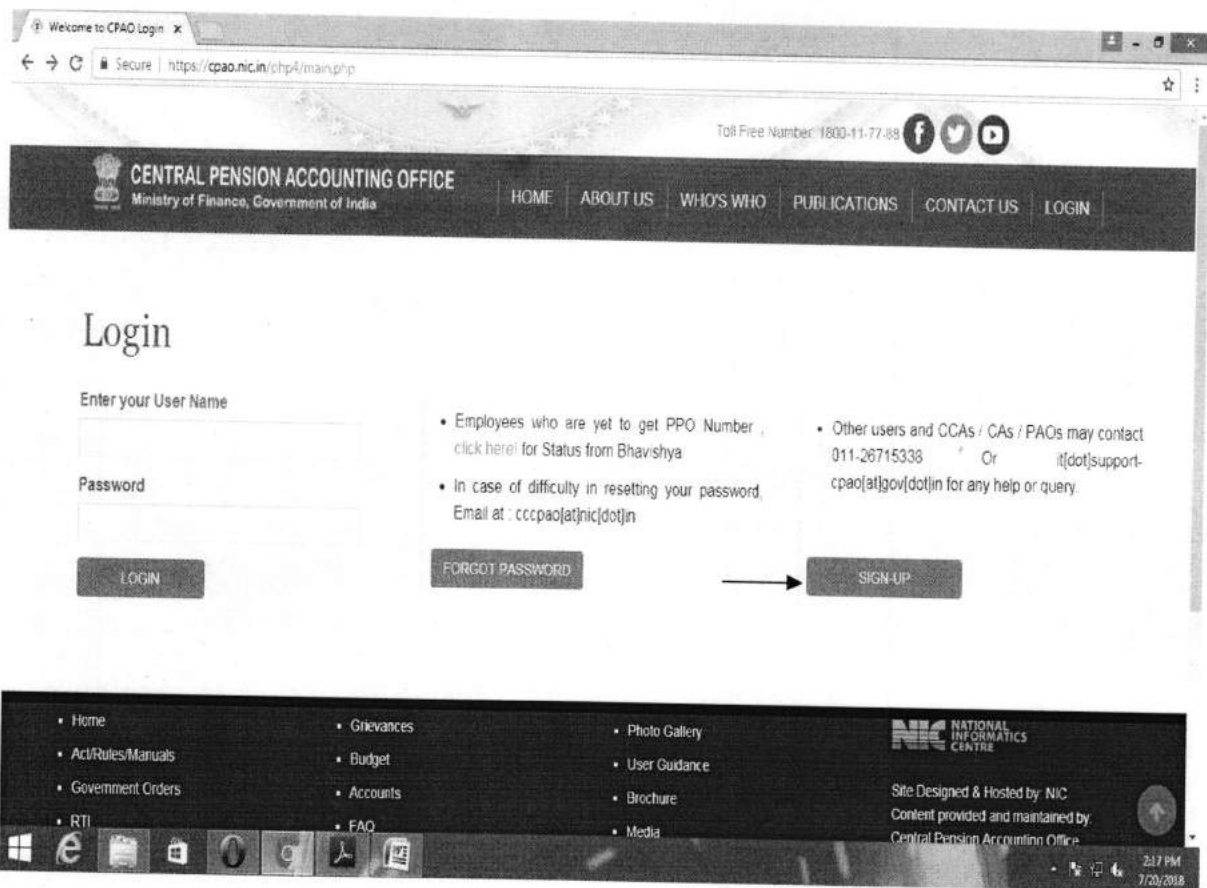
New Registration may be done either by PPO Number or by Bank Account Number.

For New Registration-

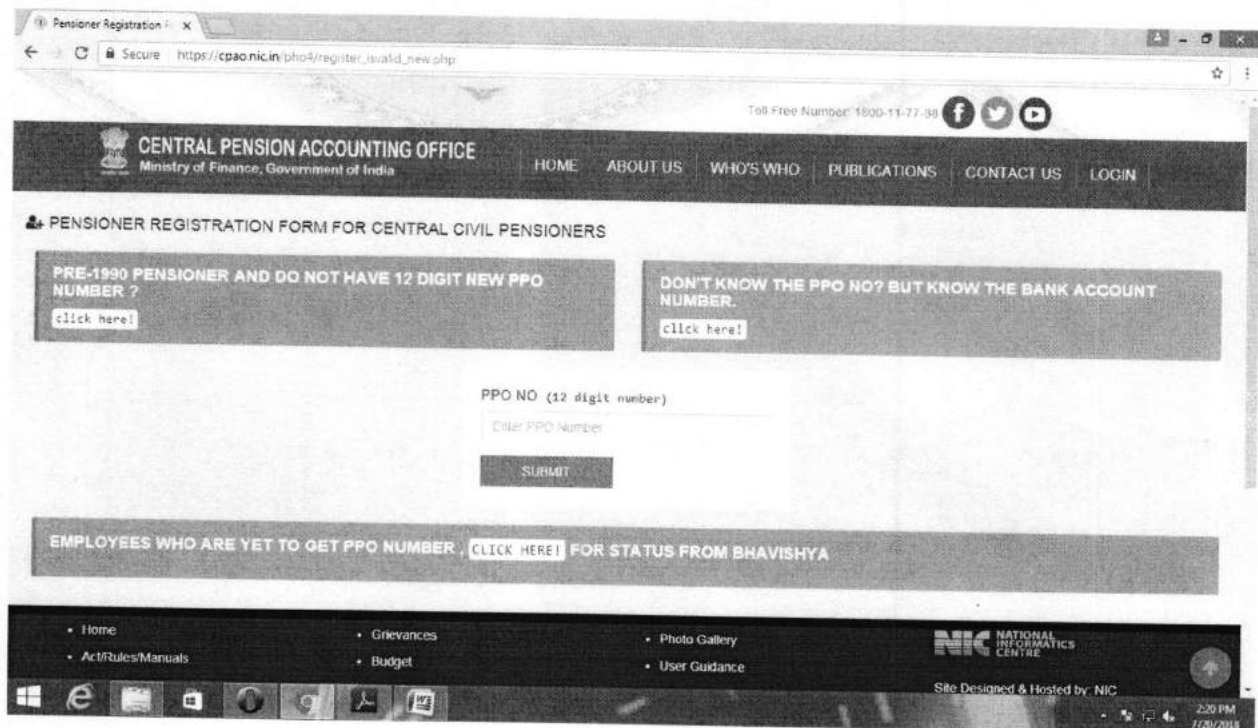
- When you have PPO Number- Click [here](#)
- When you have Bank Account Number- Click [here](#)

For already Registered Users- Click [here](#)

# 1. Click Sign Up



# 2. Enter 12 digit PPO No.



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

The screenshot shows a web browser window with the URL [https://cpao.nic.in/np4/register\\_invalid\\_new.php](https://cpao.nic.in/np4/register_invalid_new.php). The page header includes the logo of the Central Pension Accounting Office, Ministry of Finance, Government of India, and navigation links: HOME, ABOUT US, WHO'S WHO, PUBLICATIONS, CONTACT US, and LOGIN. The main heading is "PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS".

There are two call-to-action boxes:

- PRE-1990 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?** with a [click here!](#) button.
- DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER.** with a [click here!](#) button.

The registration form contains the following fields:

- PPO NO (12 digit number):** 230901590319
- Date of Birth:** [Calendar icon]
- Date of Retirement/Death:** [Calendar icon]
- SUBMIT** button

The Windows taskbar at the bottom shows the system time as 2:23 PM on 1/20/2018.

#### 4. After **SUBMIT**, the below screen will appear

Toll Free Number: 1800-11-77-00

**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))**

Enter user id

**CHECK AVAILABILITY**

**Password \***

Password

**Confirm Password\***

Retype Password

**PPO NO**

230931500319

**Date of Birth**

**Date of Retirement/Death**

**Security Question \***

**Answer\***

Enter Answer

**Mobile Number\***

Enter phone

**Email-ID**

Enter Email

Enter Image Text

**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

The screenshot shows the CPAAO login page. At the top, there is a navigation bar with the CPAAO logo and the text "CENTRAL PENSION ACCOUNTING OFFICE Ministry of Finance, Government of India". To the right of the logo are links for HOME, ABOUT US, WHO'S WHO, PUBLICATIONS, CONTACT US, and LOGIN. Below the navigation bar is a "Login" section with two input fields: "Enter your User Name" and "Password". Below these fields are three buttons: "LOGIN", "FORGOT PASSWORD", and "SIGN UP". An arrow points from the "FORGOT PASSWORD" button to the "SIGN UP" button. To the right of the input fields, there are two bullet points: "Employees who are yet to get PPO Number, click here for Status from Bhavishya" and "Other users and CGAs / CAs / PAOs may contact 011-26715338 Or it[dot]support-cpaof[at]gov[dot]in for any help or query." Below the input fields and buttons, there is a footer section with a list of links: Home, Grievances, Photo Gallery, Act/Rules/Manuals, Budget, User Guidance, Government Orders, Accounts, Brochure, RTI, FAQ, and Media. The footer also includes the NIC logo and the text "Site Designed & Hosted by: NIC Content provided and maintained by: Central Pension Accounting Office". The system tray at the bottom right shows the time as 2:17 PM on 7/23/2016.

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

The screenshot shows a web browser window with the URL [https://cpao.nic.in/php4/register\\_svalid\\_new.php](https://cpao.nic.in/php4/register_svalid_new.php). The page header includes the logo of the Central Pension Accounting Office, Ministry of Finance, Government of India, and a navigation menu with links for HOME, ABOUT US, WHO'S WHO, PUBLICATIONS, CONTACT US, and LOGIN. The main heading is "PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS". Below this, there are two buttons: "PRE-1990 PENSIONER AND DO NOT HAVE 12 DIGIT NEW PPO NUMBER ?" and "DON'T KNOW THE PPO NO? BUT KNOW THE BANK ACCOUNT NUMBER.". The second button is highlighted. The form fields are: "PPO NO (12 digit number)" with the value "230931500319", "Date of Birth" with a calendar icon, and "Date of Retirement/Death" with a calendar icon. A "SUBMIT" button is at the bottom of the form. The Windows taskbar at the bottom shows the time as 2:41 PM on 7/20/2018.

## 3. Enter Bank Account Number and Click on SUBMIT

The screenshot shows the same website as above, but with a modal dialog box open. The dialog box is titled "Get PPO number from Account number" and contains a sub-heading "Enter Bank Account Number". Below the sub-heading is a text input field with the placeholder text "Enter Bank Account Number" and a "SUBMIT" button. The background of the website is dimmed. The Windows taskbar at the bottom shows the time as 2:45 PM on 7/20/2018.

4. Below page will appear. Enter Unique ID and password and fill all the details. Please note your PPO Number also.

Toll Free Number: 1800 11 77 88

**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))

Enter user id

**Password \***

Password

**Confirm Password \***

Re-type Password

**PPO NO**

2306931500319

**Date of Birth**

**Date of Retirement/Death**

**Security Question \***

**Answer \***

Enter Answer

**Mobile Number \***

Enter Phone

**Email-ID**

Enter Email

Enter Image Text

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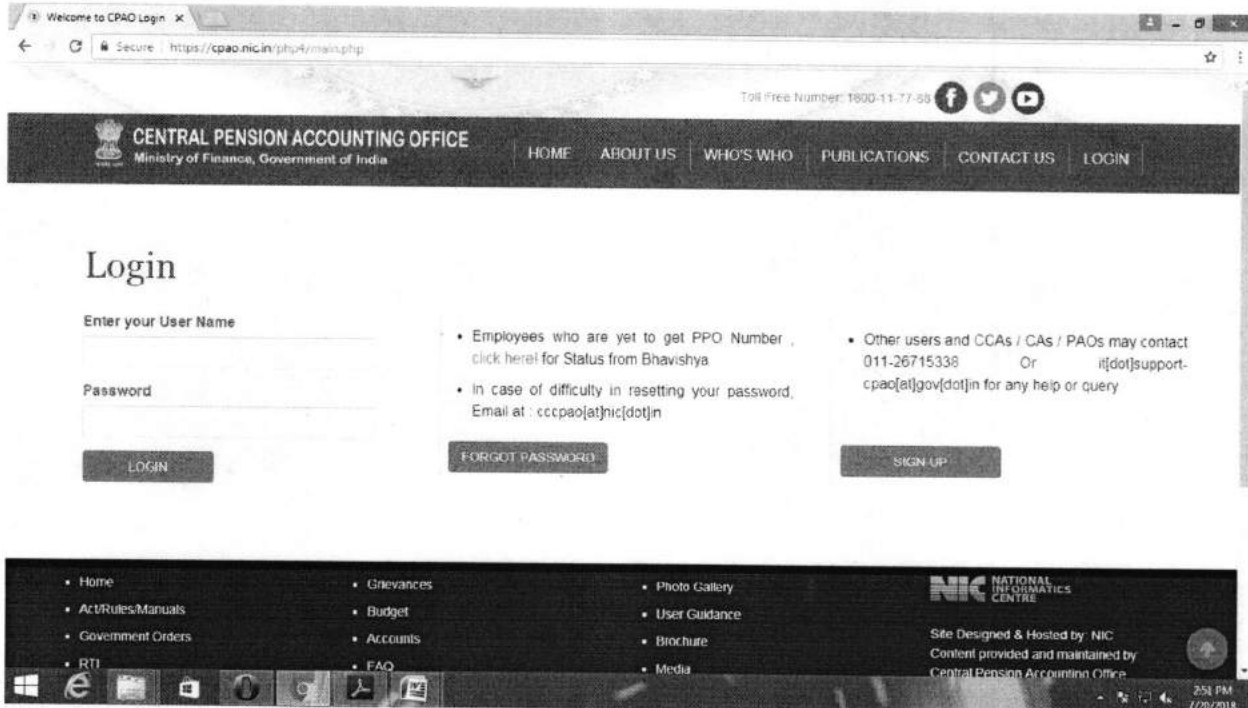
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Click on **Create Account**. Kindly remember your Username and Password.



## To access WRPS after registration

### 1. Enter User Name and Password after clicking Login



The screenshot shows a web browser window displaying the login page of the Central Pension Accounting Office (CPAO). The browser's address bar shows the URL <https://cpao.nic.in/ptu4/main.php>. The page header includes the CPAO logo, the text "CENTRAL PENSION ACCOUNTING OFFICE" and "Ministry of Finance, Government of India", and a navigation menu with links for HOME, ABOUT US, WHO'S WHO, PUBLICATIONS, CONTACT US, and LOGIN. A toll-free number, 1800-11-77-55, is also displayed. The main content area is titled "Login" and features two input fields: "Enter your User Name" and "Password". Below these fields are three buttons: "LOGIN", "FORGOT PASSWORD", and "SIGN UP". To the right of the input fields, there are two bullet points providing contact information for users who need assistance. The footer of the page contains a list of links such as Home, Act/Rules/Manuals, Government Orders, RTI, Grievances, Budget, Accounts, FAQ, Photo Gallery, User Guidance, Brochure, and Media. It also includes the NIC National Informatics Centre logo and a note stating "Site Designed & Hosted by NIC Content provided and maintained by Central Pension Accounting Office". The system tray at the bottom right shows the time as 2:51 PM on 1/20/2018.

Welcome to CPAO Login x

Secure | <https://cpao.nic.in/ptu4/main.php>

Toll Free Number: 1800-11-77-55

**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

LOGIN 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 : [cccpao@nic.gov.in](mailto:cccpao@nic.gov.in)
- Other users and CCAs / CAs / PAOs may contact 011-26715338 Or [it@support-cpao@gov.in](mailto:it@support-cpao@gov.in) for any help or query

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

**NIC NATIONAL INFORMATICS CENTRE**

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

2:51 PM  
1/20/2018

## 2. After Login , the below screen will appear

CPAOPensioner
PAL SHRI ASIT RANJAN

Pensioner Dashboard Control panel
Home Dashboard

35900

Basic Pension

More info

6

No of Revision

More info

Register

Grievance

More info

35474

Last Paid Amount

More info

# Jeevan Pramaan

Jeevan Pramaan: Digital Life Certificate for Pensioners

# CPENGRAMS

Centralized Pensioners Grievance Redressal Monitoring System

# Pension Calculators

Pre-2006 Pensioners

- Basic Pension, Family Pension & Commuted Pension Calculator
- Gratuity Calculator
- Revised Pension Calculator for pre-2006 pensioners - Sixth CPC

Post-2006 Pensioners

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

Dearness Relief

- Dearness Relief (DR) Calculator

Last 24 Payments/Transactions Details

Sr.	PENSIONER NAME	Account NO	Amount	Date Of Deposit	More Details
1	MR ASIT RANJAN PAL	10560004321	₹35474	20171127	More info
2	MR ASIT RANJAN PAL	10560004321	₹35474	20171030	More info
3	MR ASIT RANJAN PAL	10560004321	₹75558	20171009	More info
4	MR ASIT RANJAN PAL	10560004321	₹359	20171009	More info
5	MR ASIT RANJAN PAL	10560004321	₹359	20171009	More info

Showing 1 to 5 of 24 entries

List of SSAs issued

SSA No.	Date of Dispatch	Regd. No.	Paying Branch
2455831	09/11/2017		STATE BANK OF INDIA
2182235	09/09/2017		STATE BANK OF INDIA
1005530	24/09/2015		STATE BANK OF INDIA
1108170	08/12/2014		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	DISPOSED BY	Date : 15/APR/2013 Description : Date : 15/APR/2013 Description : SSA sent by email	Leave Feedback
L173250167	21 NOVEMBER 2017	Want a copy of SSA	DISPOSED BY	Date : 23/NOV/2017 Description : COPY SENT AT PENSIONERS EMAIL ADDRESS	Leave Feedback
W173130220	09 NOVEMBER 2017	Mistake in name/address/date of birth etc	DISPOSED BY	Date : 18/NOV/2017 Description : Copy of SSA dated 8-9-17 sent by post.	Leave Feedback
W162740009	30 SEPTEMBER 2016	DR arrear payment delayed	DISPOSED BY	Date : 07/OCT/2016 Description : In this regard please contact your bank for payment.	Leave Feedback
L162810104	07 OCTOBER 2016	DR arrear payment delayed	DISPOSED BY	Date : 07/OCT/2016 Description : DA paid in the month of 4/16.	Leave Feedback
W173220003	18 NOVEMBER 2017	Mistake in name/address/date of birth etc	DISPOSED BY	Date : 21/NOV/2017 Description : Contact your PAO for issue of correction.	Leave Feedback
L162530048	09 SEPTEMBER 2016	Others (specify reasons eg case not received from PAO), Mistakes by postal dect	DISPOSED BY	Date : 09/SEP/2016 Description : Address and contact no of the pensioner found out from the branch and informed the officers.	Leave Feedback
W162170022	04 AUGUST 2016	DR arrear payment delayed	DISPOSED BY	Date : 09/AUG/2016 Description : Arrear of DR PAYABLE FROM JAN2016, has already been paid in April2016. Kindly get your Passbook updated.	Leave Feedback
W162170021	04 AUGUST 2016	DR arrear payment delayed	DISPOSED BY	Date : 08/AUG/2016 Description : PENSIONER, FAMILY PENSIONER - AS PER E-SCROLL DR IS ALREADY BEING PAID IN 4/16	Leave Feedback

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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!