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 cccpaonlnc.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
4. After SUBMIT, the below screen will appear

<table>
<thead>
<tr>
<th>PENSIONER REGISTRATION FORM FOR CENTRAL CIVIL PENSIONERS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>User ID</strong> <em>(Length 5-16 characters)</em></td>
</tr>
<tr>
<td><strong>Password</strong></td>
</tr>
<tr>
<td><strong>Confirm Password</strong></td>
</tr>
<tr>
<td><strong>PPO NO</strong></td>
</tr>
<tr>
<td><strong>Date of Birth</strong></td>
</tr>
<tr>
<td><strong>Date of Retirement</strong></td>
</tr>
<tr>
<td><strong>Security Question</strong></td>
</tr>
<tr>
<td><strong>Answer</strong></td>
</tr>
<tr>
<td><strong>Mobile Number</strong></td>
</tr>
<tr>
<td><strong>Email ID</strong></td>
</tr>
</tbody>
</table>

**GUIDELINES FOR CHANGING PASSWORD**
1. Please use a password that is easy to remember.
2. The password should be a mix of alphabets, numbers, and special characters.
3. Please do not use a password that can easily be guessed (e.g., do not use your name, date of birth, etc.).
4. Your password may be case sensitive, please ensure to remember the manner in which you set the password.
5. Please change your password periodically.

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

3. Enter Bank Account Number and Click on SUBMIT
4. Below page will appear. Enter Unique ID and password and fill all the details. Please note your PPO Number also.

Click on Create Account. Kindly remember your Username and Password.
To access WRPS after registration

1. Enter User Name and Password after clicking Login

![Login Form]

- Enter User Name
- Enter Password
- Login

- Employees who are yet to get PPO Number, click here to get Status from Bhavishya
- In case of difficulty in resetting your password, Email at nic.pension@gov.in
- Other users and CCAs / CAAs / PAOs may contact
  011-26715336 Or
  cdac@gmail.com for any help or query.
2. After Login, the below screen will appear

Pensioner Dashboard

# Jeevan Pramaan
- Jeevan Pramaan Life Certificate for Pensioners

# CPENGAMS
- Centralized Pensioners Grievance Database And Resolution System

# Pension Calculators
- Basic Pension, Family Pension & Contributory Pension Calculator
- Gratuity Calculator
- Arrears Pension Calculator for pre-2006 pensioners - 7th CPC

Pensioners' Relief
- Enhanced Pension (LoP) Calculator

Last 24 Payments/Transactions Details

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>PAYEE NAME</th>
<th>Account No.</th>
<th>Amount</th>
<th>Date Of Disposal</th>
<th>More Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>M.K.P. RAMAN</td>
<td>1234567890</td>
<td>₹25476</td>
<td>2017/01/01</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>M.K.P. RAMAN</td>
<td>1234567890</td>
<td>₹25476</td>
<td>2017/02/01</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>M.K.P. RAMAN</td>
<td>1234567890</td>
<td>₹25476</td>
<td>2017/03/01</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>M.K.P. RAMAN</td>
<td>1234567890</td>
<td>₹25476</td>
<td>2017/04/01</td>
<td></td>
</tr>
</tbody>
</table>

Showing 1 to 6 of 9 entries

List of Grievances

<table>
<thead>
<tr>
<th>Grievance ID</th>
<th>Grievance Date</th>
<th>Subject</th>
<th>Status</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1310350555</td>
<td>15-04-2021</td>
<td>Rej. pension/Arrears not paid</td>
<td>Approved</td>
<td>Feedback</td>
</tr>
<tr>
<td>L1310350555</td>
<td>15-04-2021</td>
<td>Rej. pension/Arrears not paid</td>
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3. Check last 12 months pension payment information

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Thank You!