

# **USER MANUAL**

## **CPENGRAMS**

(Centralized Pension Grievance Redress and Monitoring System)  
**(Pensioners' Association Module)**

**URL : <http://pgportal.gov.in/cpengrams/>**

**D/o Pension & Pensioners' Welfare  
M/o Personnel, P.G. & Pensions  
Government of India**

**National Informatics centre  
D/o Electronics & Information Technology  
M/o Communication & Information Technology  
Government of India**

<b>S.No.</b>	<b>Topics</b>	<b>Page No.</b>
1.	Introduction	1
2.	Features	1
3.	General Operating Instructions	
	How to Reach CPENGRAMS	2
	Login Page	3
	Home Page	4
	Lodge New Grievance	7
	Attach Document	9
	Reminder/Clarification	11
	Reports	12
	User Profile	14
	Help	15
	Logout	15
4.	Annexure	
	Glossary	15

## CPENGRAMS (Pensioners' Association Module)

CPENGRAMS is an online web-enabled system developed by NIC in association with the Department of Pension & Pensioners' Welfare with an objective of speedy redress and effective monitoring of pension related grievances.

### CPENGRAMS has following Features:

- Online registration of grievances.
- Attachment of documents while lodging the grievance.
- Send the Reminder/Clarification for the registered grievance.
- Consolidated view of all the grievances lodged by the Pensioner's Association.
- Query / Report on grievances lodged by the associations.
- E-mail / SMS alert to the Pensioner(s) as soon as he/she lodges a complaint.

## How to Reach CPENGRAMS Login Page

### Option-I

To reach CPENGRAMS Login Page access the below given URL  
(<http://pgportal.gov.in/cpengrams> )

### Option-II

- Go To Pensioners Portal (<http://pensionersportal.gov.in>)
- Click on CPENGRAMS

Figure 1 : Pensioners' Portal Home Page

### Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS)

- [Individual Pensioners click here to lodge the grievance](#)
- [Pensioners' Associations click here to logon](#)
- [Ministry/Department/Organisation click here to logon](#)

Figure 2 : Click the Highlighted Link to Reach CPENGRAMS Login Page

## LOGIN PAGE

This page provides a security mechanism that prevents unauthorized users from accessing the system. In order to get pass for the login page, the pensioners' association user must provide a valid username and password.

To maintain the secrecy of the system, it is highly recommended that user (Pensioners Association) may immediately change their account password whenever there is need. Also user password should not be shared. The following screenshot shows the login page.

**Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS)**  
Department of Pension & Pensioners' Welfare

**SALIENT FEATURE OF CPENGRAMS**

- Quick Redress and Efficient Monitoring of Grievances
- Consolidate Analysis of all the Grievances Lodged by the Pensioner's Associations
- Immediate E-mail/SMS Alert sent to the Pensioner/complainant on Lodging of Grievance
- Facilitates Document Upload while Lodging the Grievance

**Login Here**

Username

Password

Log In as Pensioner's Association

**Sign In**

\* Recommended Browsers \* 1. Microsoft Internet Explorer 7.0 or higher for Windows (get latest Internet Explorer browser) \*\*\*\*2. Mozilla Firefox 3.0 or

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Figure 3: The Login Page

### The Login Window

(1) - **Username field:** This is where the user must enter a valid user name.

(2) - **Password field:** This is where the user must enter a valid password.

(3) - **Log In as Pensioner's Association check-box:**

Tick this check-box to access the Pensioner's Association Interface

(4) – **Sign In button:**

Once a valid Username/Password combination has been entered, the user may attempt to Sign In by pressing this button.

Upon a successful login, the user will be redirected to the “**Home Page**” as shown in next page.

## HOME PAGE

The Home page is the starting place for everything that you can do in the system. To start using the system, you can click the links on the Home page. You can also click one of the tabs i.e. “**Home**” along the **Top Menu** of the page.

Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS)

User id :- PABOR  
(Central Govt. Pensioners Association, Bhubaneswar)

### STATUS OF GRIEVANCE

TOTAL GRIEVANCES [26]	
Total Grievances	: 26
Pending Grievances	: 16
Grievance Closed in last one month	: --
Total disposed of cases	: 10

Figure 4: Home Page

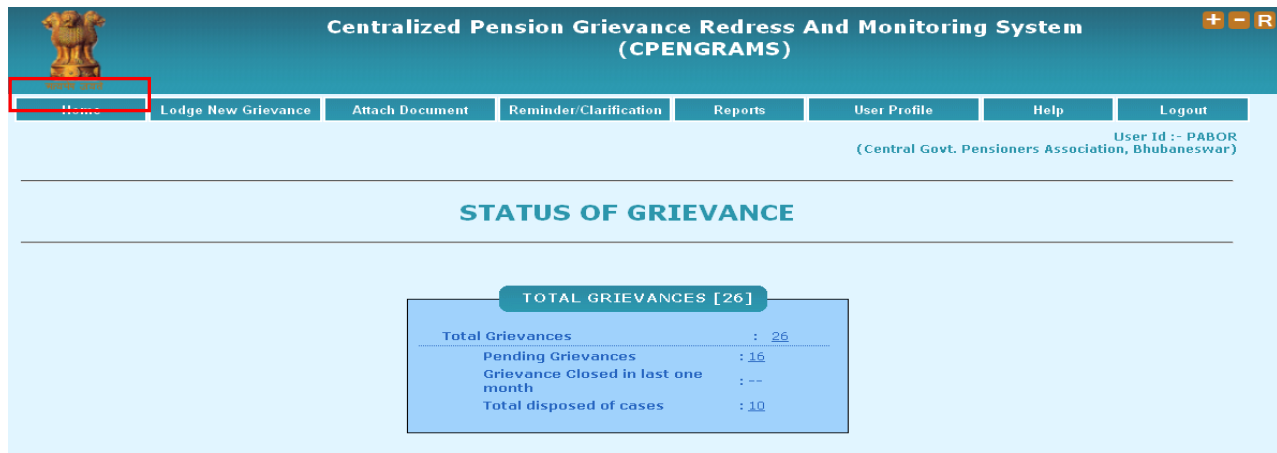
### Top Menu

- a.) Home
- b.) Lodge New Grievance
- c.) Attach Document
- d.) Reminder/Clarification
- e.) Reports
- f.) User Profile
- g.) Help
- h.) Logout

Each of the above (a to h) are explained in the subsequent pages...

### Note:

The displayed **Main Content** in the center changes as per selection of the option from a to g.



**Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS)**

Home | Lodge New Grievance | Attach Document | Reminder/Clarification | Reports | User Profile | Help | Logout

User Id :- PABOR  
(Central Govt. Pensioners Association, Bhubaneswar)

### STATUS OF GRIEVANCE

TOTAL GRIEVANCES [26]	
Total Grievances	: 26
Pending Grievances	: 16
Grievance Closed in last one month	: --
Total disposed of cases	: 10

Figure 5 : Home Page

### What Each Option on the Home Page Does:

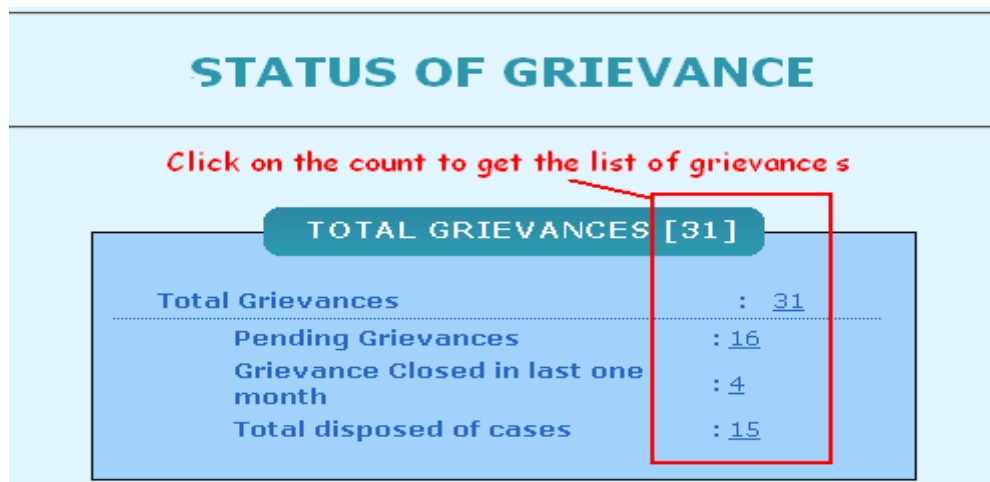
On the home page is displayed the information about “STATUS OF GRIEVANCE”.

“Total Grievances” displays the total of “number of pending grievances” and the “number of cases disposed off” i.e.

**Total Grievances = Pending Grievances + Total disposed of cases**

On the home page under the option “STATUS OF GRIEVANCE” we also display the number of “Grievance Closed in last one month”.

As we click on the respective counts of the status details we get the list of Grievances:



**STATUS OF GRIEVANCE**

Click on the count to get the list of grievance s

TOTAL GRIEVANCES [31]	
Total Grievances	: 31
Pending Grievances	: 16
Grievance Closed in last one month	: 4
Total disposed of cases	: 15

Figure 6 : Click "Count" To get Grievance List



The screenshot displays the CPENGRAMS web application interface. At the top, there is a header with the system name and a logo. Below the header is a navigation menu with options: Home, Lodge New Grievance, Attach Document, Reminder/Clarification, Reports, User Profile, Help, and Logout. The user is logged in as PABOR (Central Govt. Pensioners Association, Bhubaneswar). The main content area is titled "Disposed Grievance" and contains a table with the following data:

Registration No.	Name	Date of Receipt
<a href="#">DOPPW/E/2012/01086</a>	Sachidananda Dash	05/07/2012
<a href="#">DOPPW/E/2012/01205</a>	Baishnaba Charan Mohanty	21/07/2012
<a href="#">DOPPW/E/2012/01350</a>	Alekh Samal	17/08/2012
<a href="#">DOPPW/E/2012/01461</a>	Bodhiram Acharya	07/09/2012

Below the table is a "Back" button.

Figure 7 : List of grievances for respective counts will be displayed as shown above



## LODGE NEW GRIEVANCE

To register a new grievance you have to click on the “**Lodge New Grievance**” button and the “**Grievance Registration Form**” screen appears as follows:

To register a grievance, Pensioner’s details and his/her grievance description is submitted. Along with the description of the grievance, relevant document in support of the grievance can also be uploaded (in PDF format only). The registration form also has some mandatory fields marked as \*

**Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS)**

Home | Lodge New Grievance | Attach Document | Reminder/Clarification | Reports | User Profile | Help | Logout

User Id :- PABOR  
(Central Govt. Pensioners Association, Bhubaneswar)

### GRIEVANCE REGISTRATION FORM

(Entries prefixed with \* must be filled)

\* Ministry/Department from which Retired: --Select--

\* Office from which retired: [Text Field]

\* Receive Date: 03/10/2012

Language of Letter:  English  Hindi  Others

\* Address: [Text Field]

PIN Code: [Text Field]

Country: India

\* State: --Select--

Mobile No.: [Text Field]

Phone No.(with STD Code): [Text Field]

Email-ID: [Text Field]

PPO Number: [Text Field]

\* PPO Holder Name: [Text Field]

Last post Held: [Text Field]

\* Type of Retirement/Nature of pension: --Select type of retirement/pension--

Year of Retirement: [Text Field]

\* Have the Pensioner approached his/her Ministry/Deptt. with this grievance ? --Select--

Grievance Letter No.(if any): [Text Field]

Grievance Letter Date: [Text Field]

Reference Number (if any): [Text Field]

Reference Date: [Text Field]

Client Status: General Public

\* Please enter Grievance Description upto 4000 characters: [Text Area]

Do you want to upload PDF/Attachment ?  Yes  No

I hereby state that the facts mentioned above are true to the best of my knowledge and belief.

Submit Reset

Figure 8 : Grievance Registration Form

After filling up all the details properly click → “**Submit**” button to finally register the grievance and you will be provided with a Registration No. as shown below. This registration number is also sent to the Complainant/Pensioner via Email and SMS if provided during registration.

“**Reset**” button is also provided to clear/empty all the input fields.



**Figure 9 : Auto Generated Registration Number**

## ATTACH DOCUMENT

To upload relevant documents for the already registered grievance you have to click on the “Attach Document” button. Here on this page provide the Registration Number for which you want to upload/attach the document and click on the “Submit” button. As the “Submit” button is clicked you are redirected to the “Upload Scanned Document” page as shown below.

Centralized Pension Grievance Redress And Monitoring System  
(CPENGRAMS)

Home | Lodge New Grievance | **Attach Document** | Reminder/Clarification | Reports | User Profile | Help | Logout

User Id :- PABOR  
(Central Govt. Pensioners Association, Bhubaneswar)

### Grievance Document Upload Form

Enter Registration No.

**Figure 10 : Provide Registration Number to Go to the Document Upload Page**

Before uploading the document please make sure that the document you are going to upload is in the “PDF” format, as only “PDF” documents are allowed for uploading.

The following screenshot shows a page that will most likely appear for uploading scanned documents in “PDF” format.

Centralized Pension Grievance Redress And Monitoring System  
(CPENGRAMS)

Home | Lodge New Grievance | **Attach Document** | Reminder/Clarification | Reports | User Profile | Help | Logout

Upload Scanned Document to your Registered Grievance  
(Only pdf file with size upto 4 MB is allowed)

Registration No. **DOPPW/E/2012/00686**

Please Select a File

User Id :- PABOR  
(Central Govt. Pensioners Association, Bhubaneswar)

**Figure 11 : Browse to upload document**

Here on this page click “**Browse**” button to select the document you want to upload. After that click on the “**open**” button and then click “**Upload**” button to successfully upload your document.

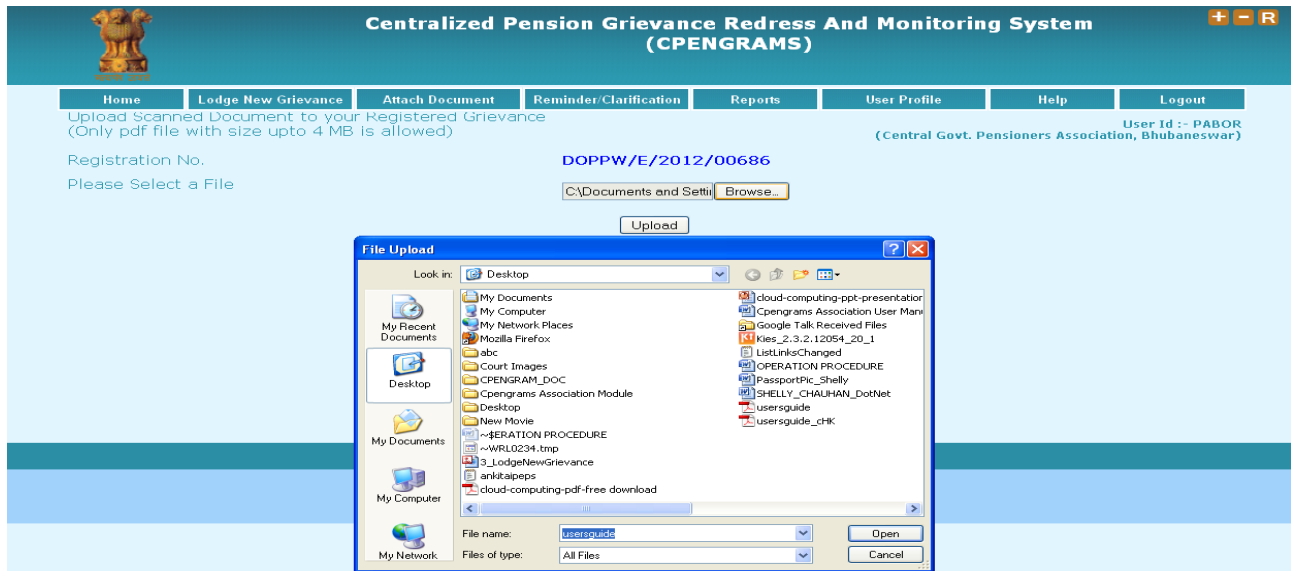


Figure 12 : Attach/Upload Document Page

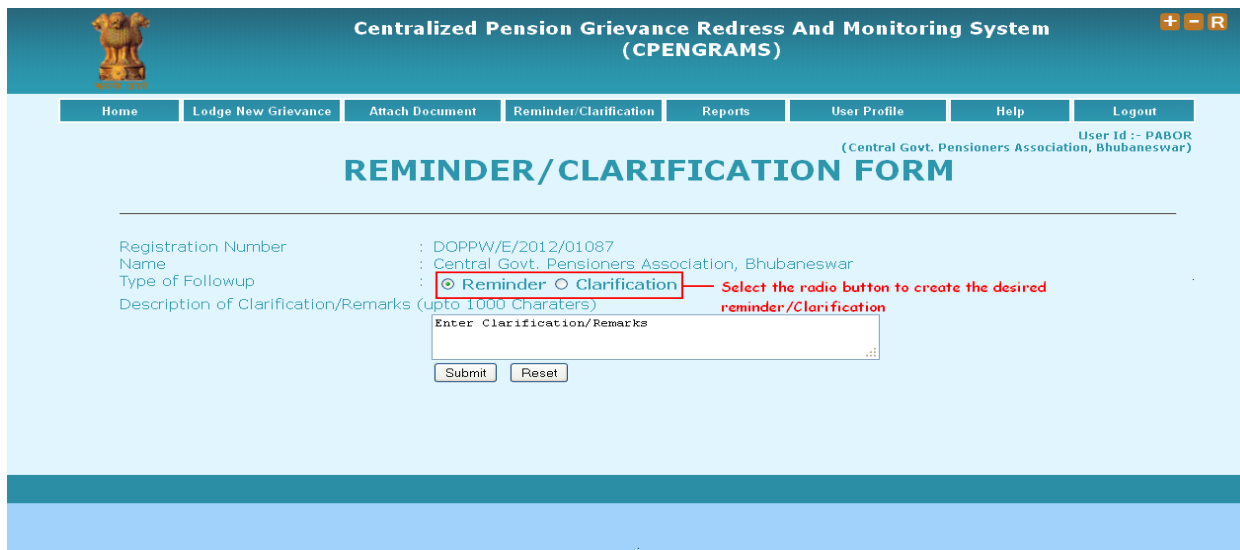
## REMINDER/CLARIFICATION

This option is used to send a new “**Reminder/Clarification**” for the already registered grievances



The screenshot shows the 'REMINDER/CLARIFICATION FORM' page. At the top, there is a navigation bar with the following links: Home, Lodge New Grievance, Attach Document, Reminder/Clarification, Reports, User Profile, Help, and Logout. The user is logged in as 'PABOR' (Central Govt. Pensioners Association, Bhubaneswar). The main content area contains a single input field labeled '\* Registration Number' and a 'Submit' button below it.

Figure 13: Enter the Registration No. And click submit button to go to Reminder/Clarification Page



The screenshot shows the 'REMINDER/CLARIFICATION FORM' page with the following details filled in:

- Registration Number : DOPPW/E/2012/01087
- Name : Central Govt. Pensioners Association, Bhubaneswar
- Type of Followup :  Reminder  Clarification
- Description of Clarification/Remarks (upto 1000 Charaters) : Enter Clarification/Remarks

A red box highlights the radio buttons, with a red arrow pointing to the 'Reminder' option and the text: "Select the radio button to create the desired reminder/Clarification". Below the input fields are 'Submit' and 'Reset' buttons.

Figure 14 : Reminder/Clarification Page

Here on this page there are two options in the form of radio buttons:

- **Reminder:**  
Select this radio button to send “**Reminder**”.
- **Clarification**  
Select this radio button to send “**Clarification**”.

After creating the desired option click on the “**Submit**” button.

“**Reset**” button is also provided to clear/empty all the input fields.

## REPORTS

This option helps you in generating customized query based reports. The report can be generated based on different criteria as per requirement.

**Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS)**

User Id :- PABOR  
(Central Govt. Pensioners Association, Bhubaneswar)

**Reports**

From Date : 01/01/2000

To Date : 12/10/2012

Registration Number :

Name of PPO Holder : ALEKH

PPO Number :

Address :

Status :  All  Pending  Disposed

Result Type :  Summary  List

Registration No.	Name	Date of Receipt
DQPPW/E/2012/00686	Alekh Samal	05/05/2012

**Figure 15 : Report Generation Page**

Here on this page, provide the required criteria and select the desired **“Result Type”** i.e. **“Summary”** or **“List”** to generate your report then click on **“View”** button.

To see the grievance details and action taken on the grievance click on the desired registration number, you will get the following screen:

GRIEVANCE DETAILS	
<a href="#">Print</a>	
<b>Registration Number</b>	: DOPPW/E/2012/00686
<b>Registration Date</b>	: 05 May 2012
<b>Complainant's Name</b>	: Central Govt. Pensioners Association
<b>PPO Holder Name</b>	: Alekh Samal
<b>PPO Number</b>	: 12020041204
<b>Office Retired From</b>	: Reservation Office, East Coast Rly, Bhubaneswar/Ministry of Railways, ( Railway Board)
<b>Grievance Category</b>	: Revision of Pension
<b>Address</b>	: PP-37, Pandab Nagar, Road No.4, Tankapani Road,, Bhubaneswar -18, Dist , Khurda -751018
<b>State/UT</b>	: Odisha
<b>Contact No.</b>	: 06742430055 , 9338557705
<b>E-mail ID</b>	: cgpabbsr@yajoo.com
<b>Grievance Description :</b>	
<p>The Rialway Board under its letter No.F(E)111/2008/PN 1/12 dated 8/8/2008 and 18/11/2008 notified revision of Pension with effect from 2008. I being a Reilway pre-2006 retiree requested the authorities for revision of my pension with effect from 2008. No action has been initiated till now.</p>	
GRIEVANCE STATUS	
Status as on 15 May 2012	
Registration Number	: DOPPW/E/2012/00686
Name Of Complainant	: Central Govt. Pensioners Association
Date of Receipt	: 05 May 2012
Received by	: Department of Pension and Pensioners Welfare
Forwarded To	: ECoRly Khurda Division
Officer name	: S.Nayak
Officer Designation	: DPO KUR
Contact Address	: Sr.DPO Office, Khurda Road Divn Jatni Khurda
Contact Number	: 09437584296
e-mail	: dpokurecor@gmail.com
Date of Action	: 09 May 2012

**Figure 16 : Grievance Details and Action Status Page**

## USER PROFILE

In the user profile Pensioners Associations user have direct access to view & edit association information and password.

Here on this page we have two tabs:

- User Details
- Change Password

### 1. User Details

Click on this tab to view User Details and Click **“Update”** button after making the desired changes, to save the changes.

The screenshot displays the 'Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS)' interface. The top navigation bar includes 'Home', 'Lodge New Grievance', 'Attach Document', 'Reminder/Clarification', 'Reports', 'User Profile', 'Help', and 'Logout'. The 'User Profile' section is active, showing the 'User Details' tab. The form contains the following information:

USER DETAILS	
Organisation Name	Central Govt. Pensioners Association, Bhubaneswar
PG Officer Name	Nil
PG Officer Designation	Nil
Address	3716, Siram Nagar Old Town Bhubaneswar, ORISSA
Pincode	751002
Email Address	cgpobbs@yahoo.com
Phone No.	2341626

Buttons for 'Update' and 'Cancel' are located at the bottom of the form.

Figure 17 : Pensioners' Association User Details Page

### 2. Change Password

Click on this tab to change your user password. On this page user needs to enter following three fields:

- **Enter old Password:** Here existing/current password is to be entered.
- **Enter New Password:** Here new password is to be entered which user is willing to set.
- **Confirm New Password:** Here user needs to re-enter the new password for the confirmation purpose.
- Also enter the characters shown on the image, in the textbox, given just below the image.
- After filling all the details click on the **“Submit”** button.



The screenshot shows the 'User Profile' section of the CPENGRAMS application. The 'Help' button in the top navigation bar is highlighted with a red box. Below it, the 'CHANGE PASSWORD FORM' is displayed. The form includes fields for 'Enter Old Password', 'Enter New Password', and 'Confirm New Password'. A CAPTCHA image with the characters 'a r 9' is shown, along with a text input field for the characters and a 'Can't read? Try different words' link. A 'Password Policy' section lists requirements: only a-z, A-Z, 0-9 and special characters (@, #, %, \$) are allowed; password must contain at least one capital letter, one small letter, one digit, and one special character; and password must be 6 to 50 characters long. 'Submit' and 'Cancel' buttons are at the bottom of the form.

Figure 18 : Change Password Page

## HELP

On clicking “**Help**” button you will get online manual in “PDF” format.

## LOGOUT

The User will come out of the CPENGRAMS on clicking the “**Logout**” button.

The screenshot shows the 'Logout Page' of the CPENGRAMS application. The header includes the CPENGRAMS logo and the text 'Centralized Pension Grievance Redress And Monitoring System (CPENGRAMS) Department of Pension & Pensioners' Welfare'. The main content area features a 'SALIENT FEATURE OF CPENGRAMS' box with the following text: 'Quick Redress and Efficient Monitoring of Grievances', 'Consolidate Analysis of all the Grievances Lodged by the Pensioner's Associations', 'Immediate E-mail/SMS Alert sent to the Pensioner/complainant on Lodging of Grievance', and 'Facilitates Document Upload while Lodging the'. To the right, a 'MESSAGE DESK' box displays the message: 'Logged out successfully Thanks for using Centralized PenGRAMS' and a 'Login Again' button.

Figure 19 : Logout Page

## Glossary

PPGID : Personnel Public Grievance Information Division

UM : User Manual