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 Personnnel, P.G. & Pensions
Government of India

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

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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

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.

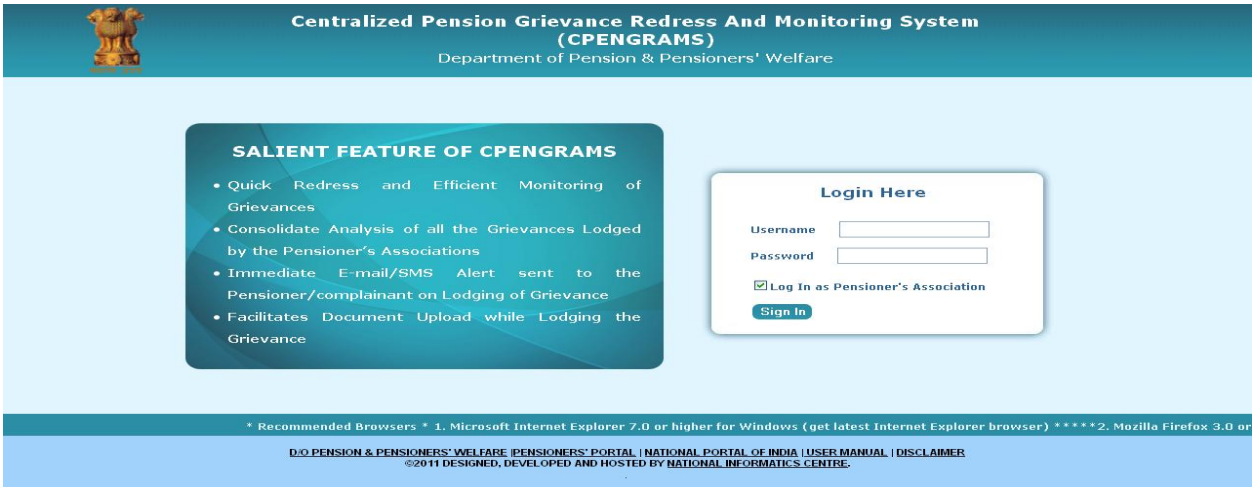


Figure 3: The Login Page

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.

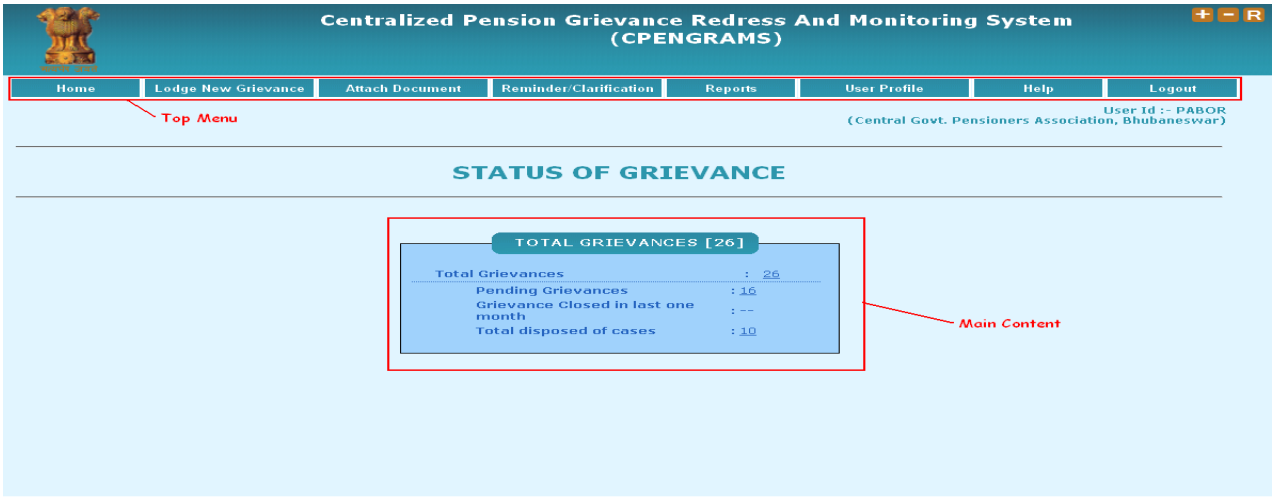


Figure 4: Home Page

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.

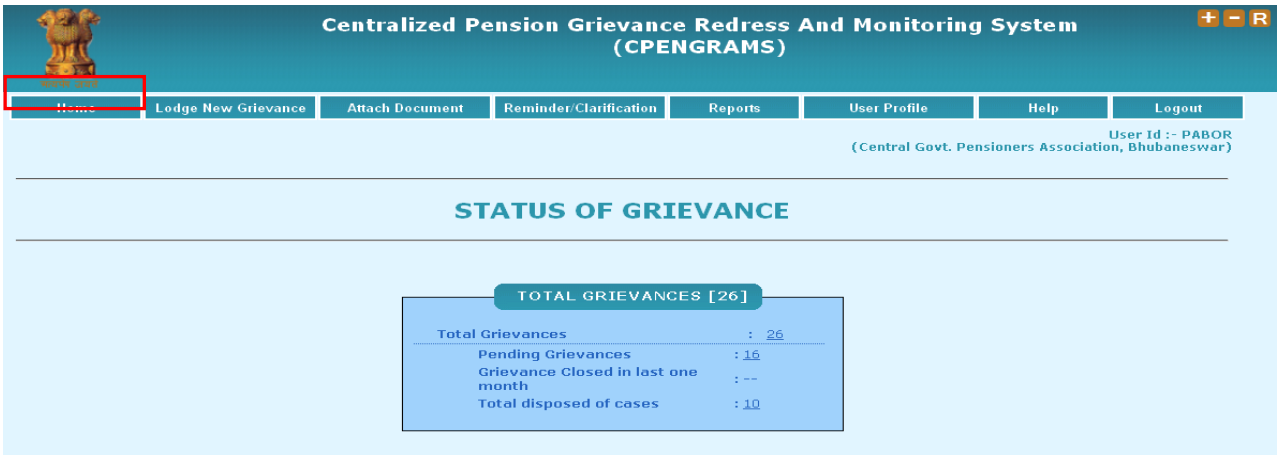


Figure 5 : Home Page

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:

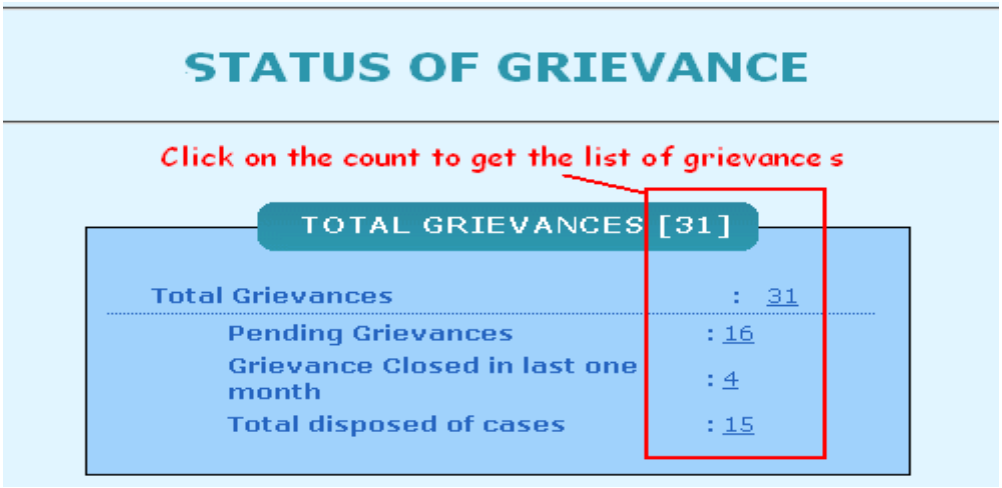


Figure 6 : Click "Count" To get Grievance List

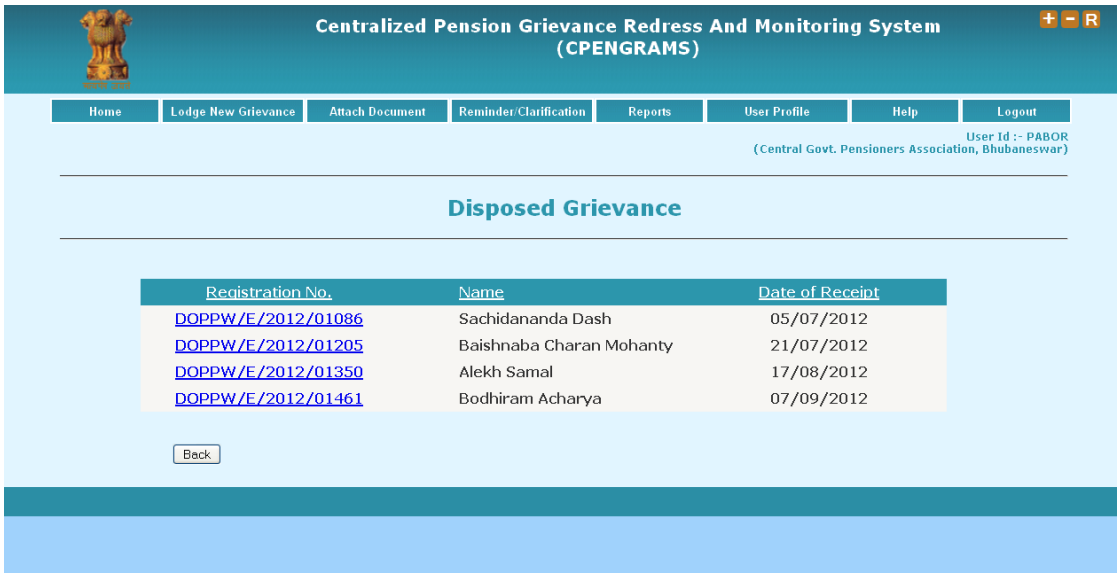


Figure 7 : List of grievances for respective counts will be displayed as shown above

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 *

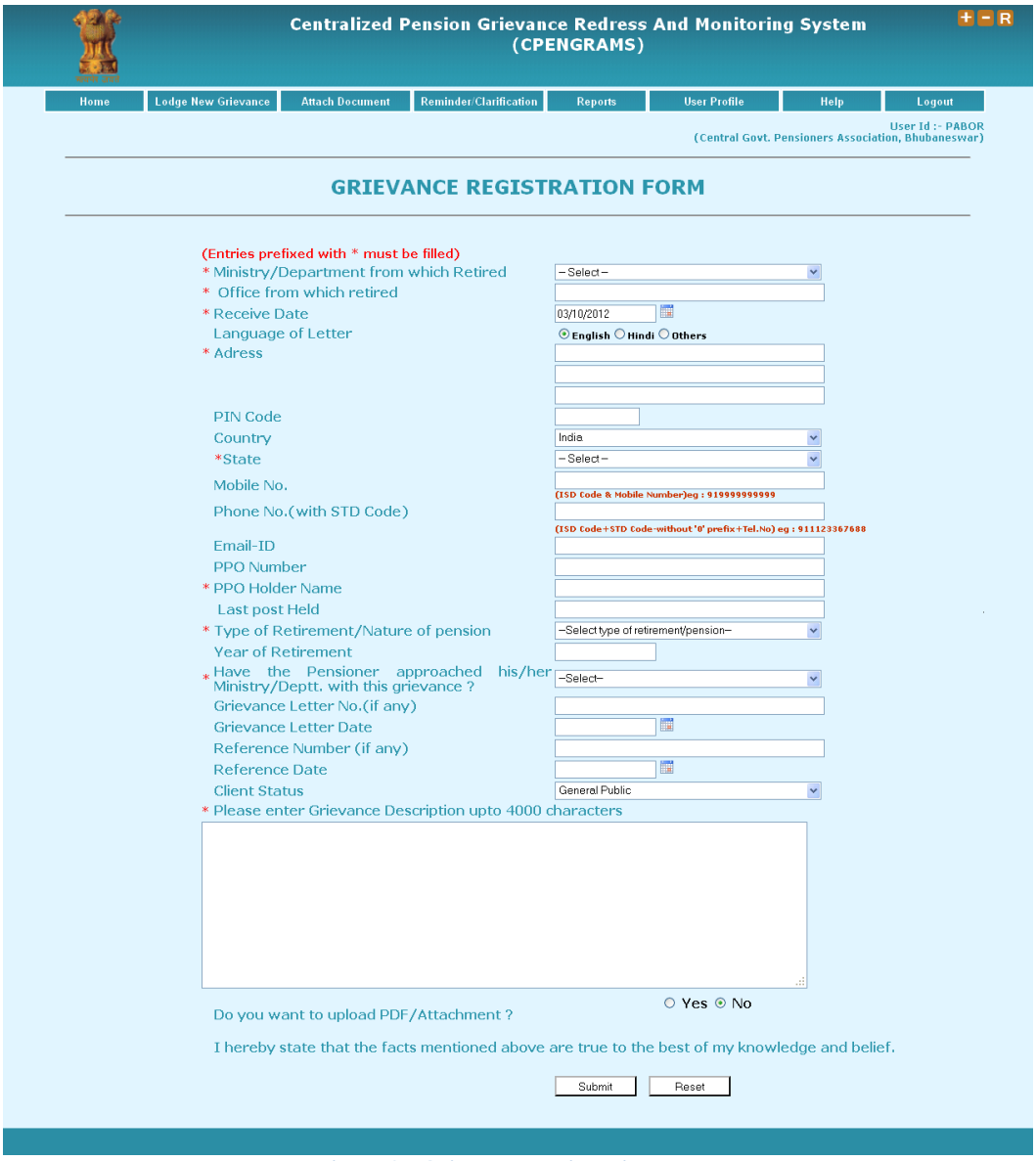


Figure 8 : Grievance Registration Form

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.

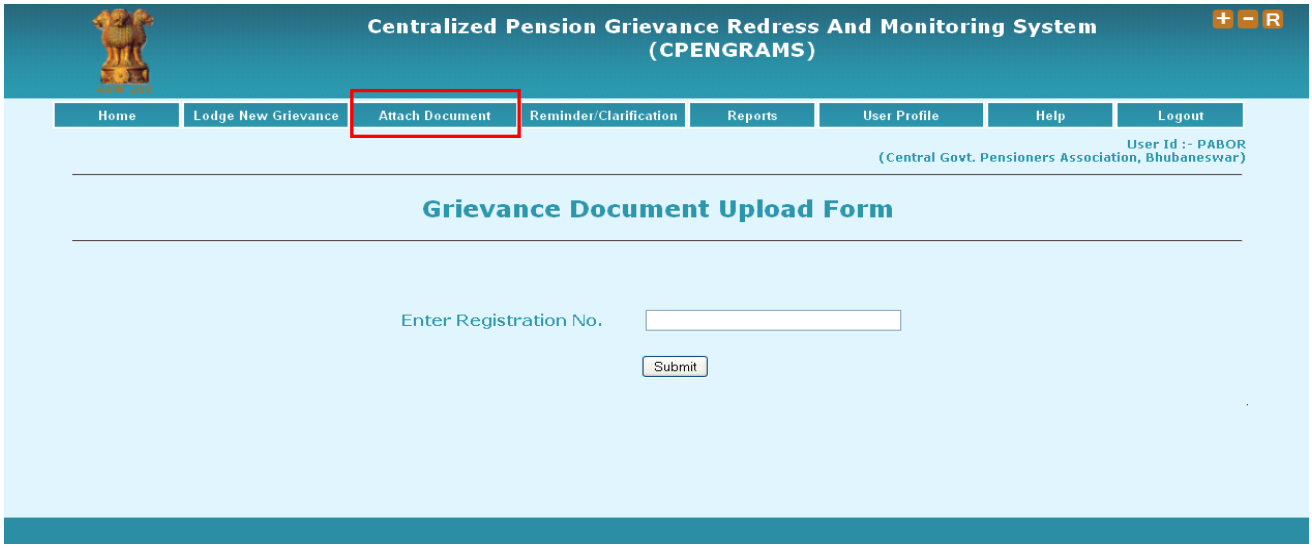


Figure 10 : Provide Registration Number to Go to the Document Upload Page

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.

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.

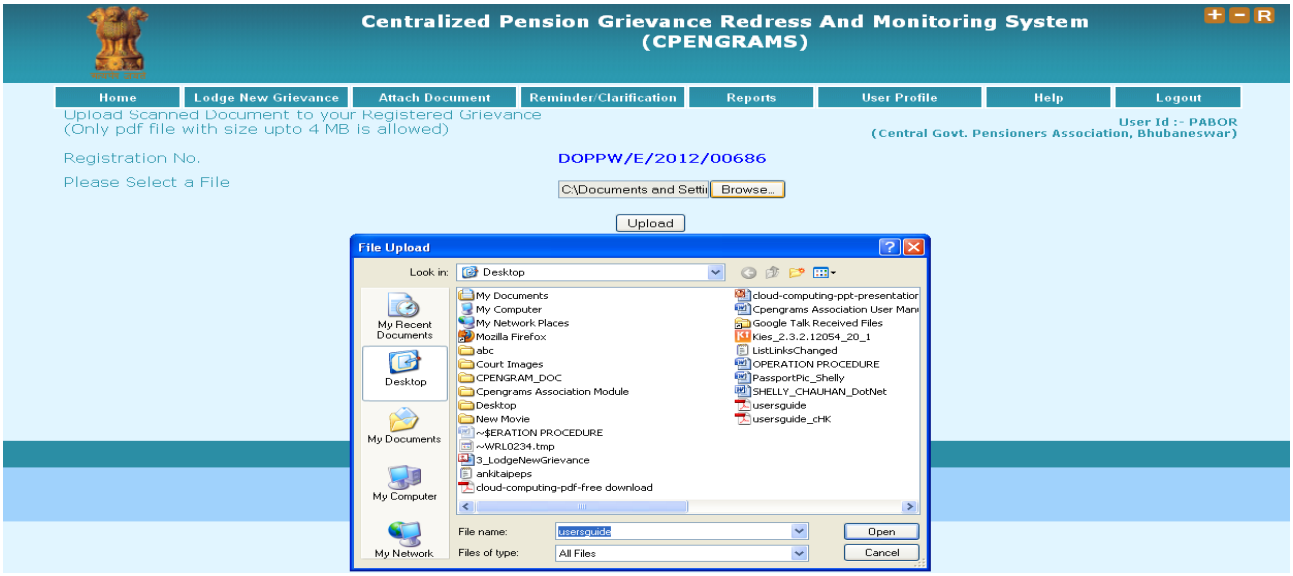


Figure 12 : Attach/Upload Document Page

REMINDER/CLARIFICATION

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

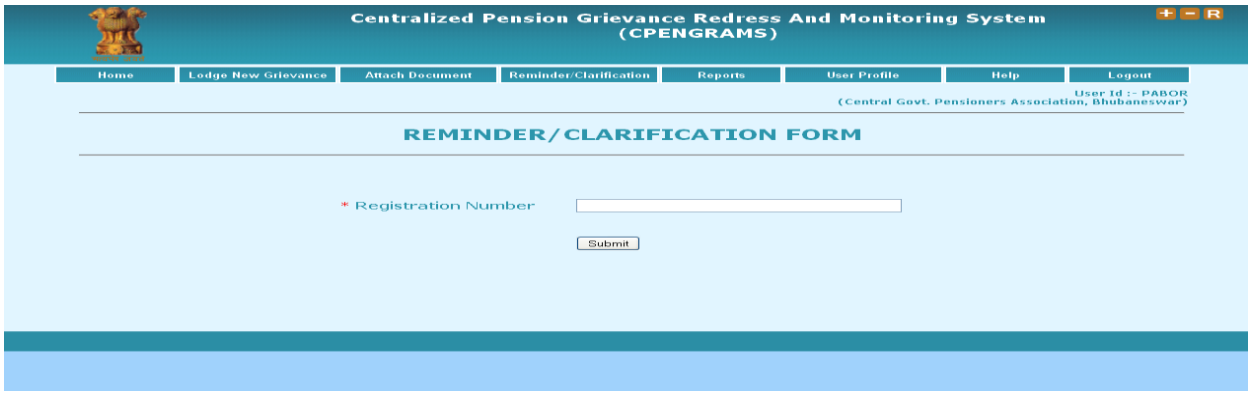


Figure 13: Enter the Registration No. And click submit button to go to Reminder/Clarification Page

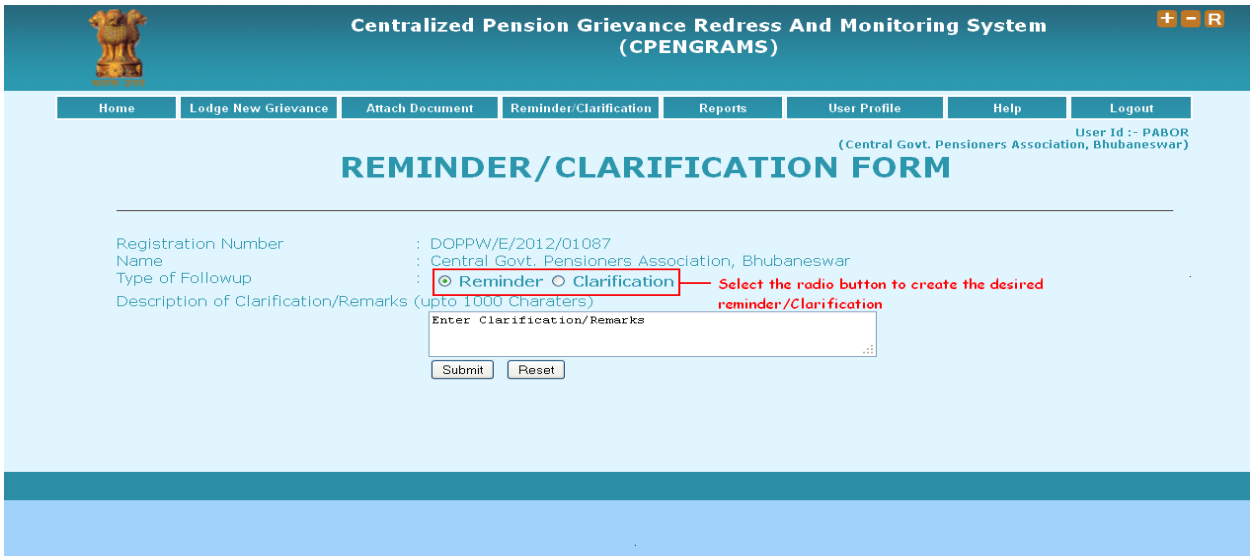


Figure 14 : Reminder/Clarification Page

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.

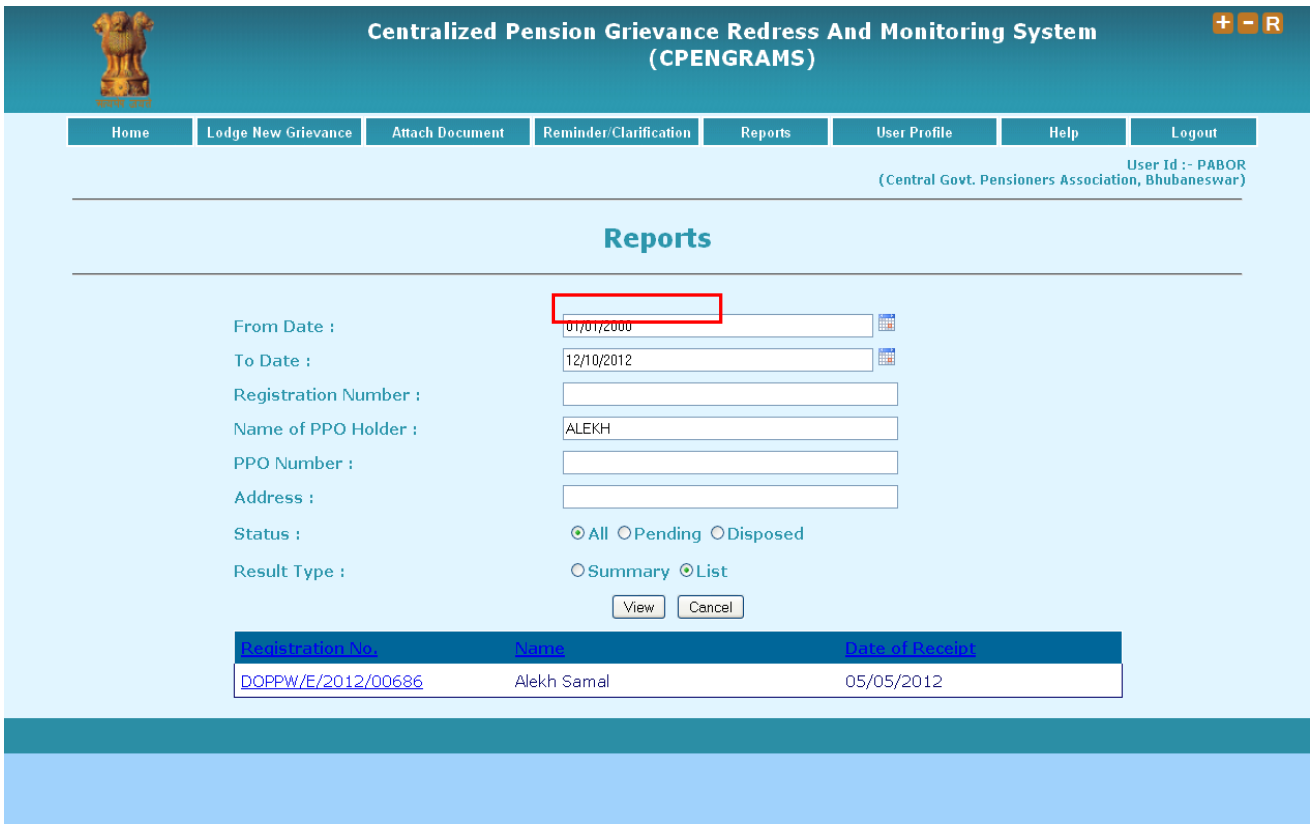
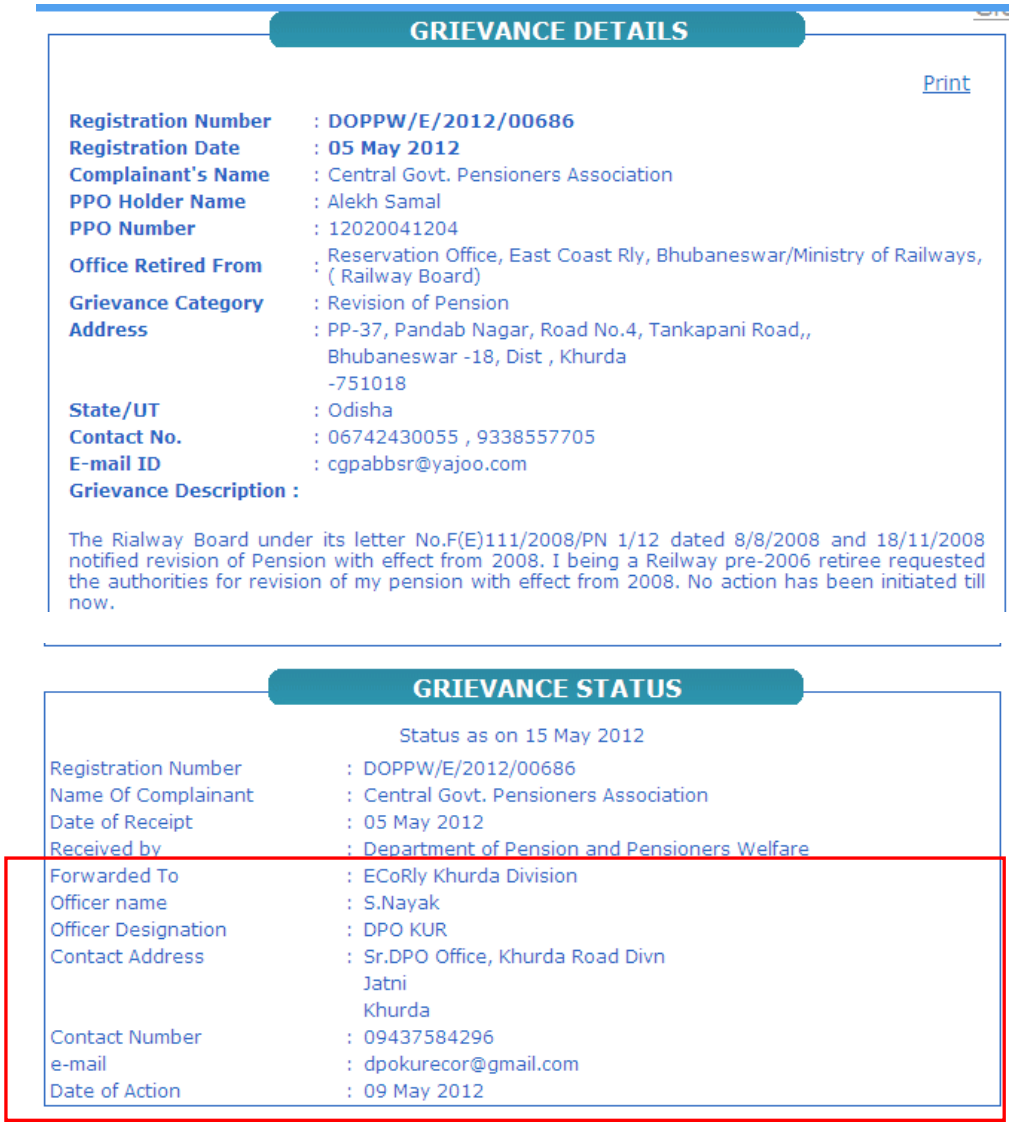


Figure 15 : Report Generation Page

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

Print

Registration Number	: **DOPPW/E/2012/00686**
Registration Date	: **05 May 2012**
Complainant's Name	: Central Govt. Pensioners Association
PPO Holder Name	: Alekh Samal
PPO Number	: 12020041204
Office Retired From	: Reservation Office, East Coast Rly, Bhubaneswar/Ministry of Railways, (Railway Board)
Grievance Category	: Revision of Pension
Address	: PP-37, Pandab Nagar, Road No.4, Tankapani Road,, Bhubaneswar -18, Dist , Khurda -751018
State/UT	: Odisha
Contact No.	: 06742430055 , 9338557705
E-mail ID	: cgpabbsr@yajoo.com

Grievance Description :

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.

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.

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.

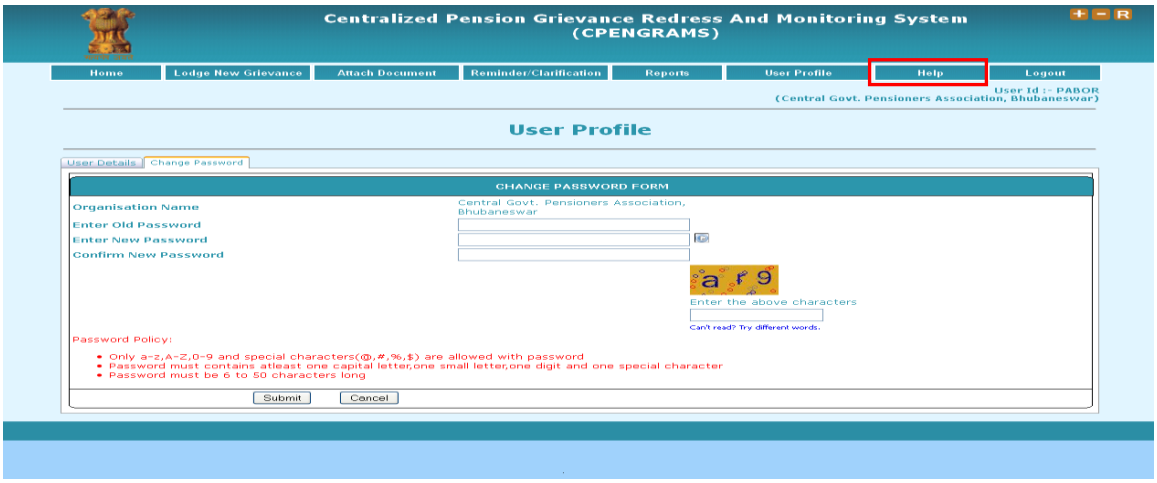


Figure 18 : Change Password Page

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.

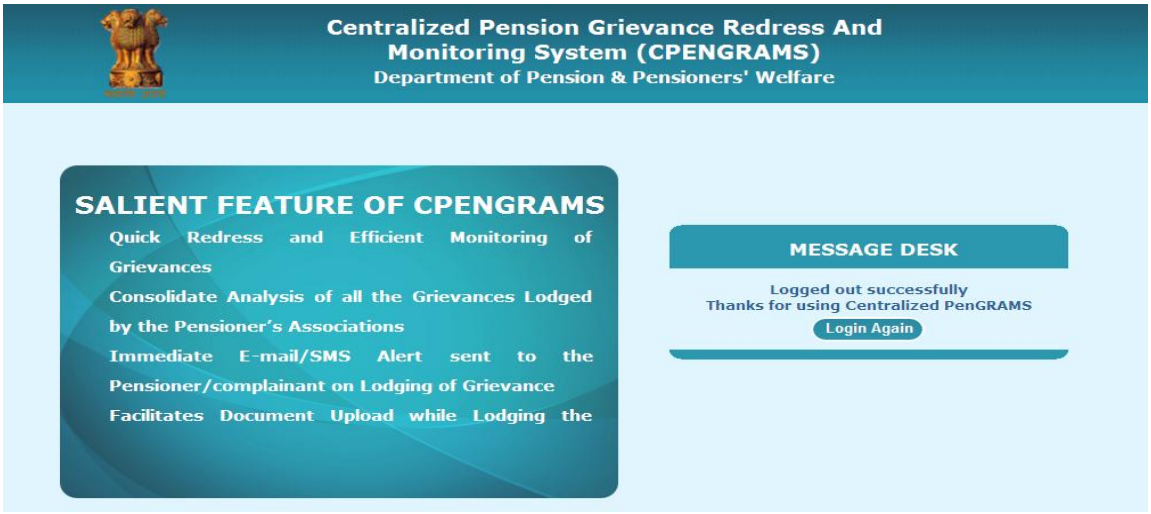


Figure 19 : Logout Page

Glossary

PPGID : Personnel Public Grievance Information Division

UM : User Manual