

# ePension Manual

**About ePension System :** ePension System (<http://epension.up.nic.in/UPOPS>) is a web based application developed using Open Source Technology. This system has automated the business process involved in the processing of pension and it's dissemination to the beneficiaries.

**Intended Audience :** User is supposed to have prior knowledge of computer handling and internet browsing. He / She is supposed to compile information on ePension form (available on the portal) prior to proceed for the data entry in ePension system.

**Scope :** This manual is for Dealing Assistant roll and describes how to capture Personal & Service details of the pensioner along with their biometric credentials.

Roll described:  
Dealing Assistant

## Administrative Structure

### Offices

### Rules and Regulations

### Contact Us

### Downloads

### Pensioner's Half

### Pensioner's Status

### Government Orders

### Site compatibility

## PENSIONS AND OTHER RETIREMENT BENEFITS

### Home Page

राजकीय कर्मचारियों को उनकी सेवकनिवृत्ति, मृत्यु के उपरान्त अधिवर्षता, पारिवारिक, रिटायरिंग, अशक्तता, संग्राम सेनानी पेंशन स्वीकृत किये जाने की व्यवस्था है, जो सिविल सर्विस रेगुलेशन तथा रिट्रैमेंट बेनिफिट रूल्स 1961 से आछादत हात है। प्रारम्भ में यह कार्य महालेखाकार उत्तर प्रदेश इलाहाबाद द्वारा किया जाता था जो अगस्त 1985 तक लागू रहा। इसके उपरान्त शासनादेश दिनांक 06/08/1985, 19/03/1987 तथा 31/03/1987 द्वारा १४ विभागों में कार्यरत मुख्य लेखाधिकारियों को तथा दिनांक 30/09/1988 द्वारा अखिल भारतीये सेवा, प्रादेशिक सिविल सेवा, न्यायिक सेवा तथा उत्तर प्रदेश वित्त एवं लेखा सेवा सहित विभागों के समस्त राजकीय सेवकों कि पेंशन स्वीकृति सम्बन्धी कार्य पेंशन निदेशालय को सौपा गया किन्तु पुनः इसमें परिवर्तन करते हुए शासनादेश दिनांक 26/05/1993 द्वारा समूह 'घ' के शाशकीय सेवकों की पेंशन स्वीकृति का कार्य उनके कार्यालयाध्यक्षों को सौपा गया तथा शासनादेश दिनांक २४/०६६/१९९६ द्वारा पेंशन निदेशालय में व्यवहृत होने वाले विभागों में से २७ विभागों की पेंशन स्वीकृति सम्बन्धी कार्य सौपा गया। वैभागीकरण की व्यवस्था अधिक प्रभावी न रह सकी जिसे शासनादेश दिनांक ०८/१०/१९९९ द्वारा परवर्तित करते हुए समूह ख एवं ग के कर्मिकों कि पेंशन के साथ बेसिक विभाग की पेंशन स्वीकृति का कार्य मंडलीय संयुक्त निदेशक कोषागार एवं पेंशन वर्तमान में अपर निदेशक कोषागार एवं पेंशन तथा समूह 'क' के अधिकारियों सहित उत्तर प्रदेश राज्य के सभी कृषि विस्वविधायलयों , राज्याधीन इंजीनियरिंग कालेज , उत्तर प्रदेश खाड़ी बोर्ड , भातखंडे संगीत महाविधालय, वेटनरी कालेज मथुरा , उत्तर प्रदेश परिवहन निगम के समस्त वर्ग के अधिकारियों कर्मचारियों कीपेंशन स्वीकृति का काम पेंशन निदेशालय को सौपा गया। दिनांक 01.01.2006 से लागू छठे वेतन आयोग कि संस्तुतियों के अनुसार दस माह के औसत वेतन अथवा अंतिम परिलब्धियां लाभप्रद हों , के आधार पर पेंशन, उपादान तथा राशिकरण से सम्बंधित प्राधिकार पत्र निर्गत किए जाने की व्यवस्था लागू की गई है। उक्त पेंशन स्वीकृति का कार्य अब तक विभाग से पेंशन प्रपत्र प्राप्त करके निदेशक पेंशन / अपर निदेशक कोषागार एवं पेंशन कार्यालय प्राधिकार पत्र निर्गत करके किया जा रहा था जिसमे गति, सुरक्षा व शुद्धता की दृष्टि से इसे और अधिक प्रभावी बनाने हेतु प्रस्तुत आन लाइन पेंशन स्वीकृति व्यवथा लागू की जा रही है। इस व्यवस्था के तहत पेंशनर्स हित में पेंशनर्स पहचान पत्र व बायोमेट्रिक डिवाइस से उनके अंगूठे के निशान भी डाटाबेस में रखे जायेंगे जिससे वर्ष में एक बार जीवित प्रमाण पत्र प्राप्त करने की व्यवस्था को सुगम ढंग से सम्पादित कराया जा सके







Welcome : operator 2053\_8000/opr123\_2053  
Last login : unknown

## UTTAR PRADESH ONLINE PENSION SYSTEM

[Home](#) [Logout](#)

### DASHBOARD

#### Dealing Assistant

»

[ePension Form\[Fresh\]](#)

[ePension Form\[Revision\]](#)

[Revision Compliance List](#)

Click to Enter a Fresh Case

Welcome screen for the Dealing Assistant

Welcome operator 2053\_8000

Roles : Dealing Assistant

#### Pending

- [Compliance Cases \[\]](#)
- [Revision Cases \[\]](#)
- [Incomplete Filled Cases \[\]](#)

#### Announcements

For any queries relating to this online Pension System, please call on 0522 2287 044 in office hours. All queries will be answered in English / Hindi only

Click to Fill Revision Case

Click to see the list of Revision Compliance cases

Activate Windows  
Go to PC settings to activate Windows.

# Filling a Fresh Pension case



Welcome : operator 2053\_8000/opr123\_2053  
Last login : unknown

# UTTAR PRADESH ONLINE PENSION SYSTEM

Home Logout

## E-PROFORMA ENTRY

STEP - 1

- Dealing Assistant
- ePension Form[Fresh]
- ePension Form[Revision]
- Revision Compliance List

Fresh Case

Please Provide Employee Id

Employee Id (GPF/PRAN Number) • INDU-5688

Submit

1. Enter Employee Id Here

2. Click on Submit to proceed

Activate Windows  
Go to PC settings to activate Windows.



Welcome  
Last login

: Delaig Assistant/opr123\_2281  
: unknown

## UTTAR PRADESH ONLINE PENSION SYSTEM

[Home](#) [Logout](#)

### ENTRY OF E-PENSION FORM

**Dealing Assistant**

»

[ePension Form\[Fresh\]](#)

[Fresh Compliance List](#)

[ePension Form\[Revision\]](#)

[Revision Compliance List](#)

Employee Name : SRI DIWAKER SINGH (CPU-59370)



Upload Annexures

Click here to upload files of Annexure-3 & 4

1. Files should be in PDF format
2. File size should not be greater than 1.5 MB



e-Pension Form

Click to enter the Information of retiring employee



# Upload Annexures



Welcome : Delaing Assistant/opr123\_2281  
Last login : unknown

UTTAR PRADESH ONLINE PENSION SYSTEM

[Home](#) [Logout](#)

## ENTRY OF E-PENSION FORM

Dealing Assistant

»

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

Employee Name : SRI DIWAKER SINGH (CPU-59370)

### Upload Annexures

Annexure-3:

Browse...

No file selected.

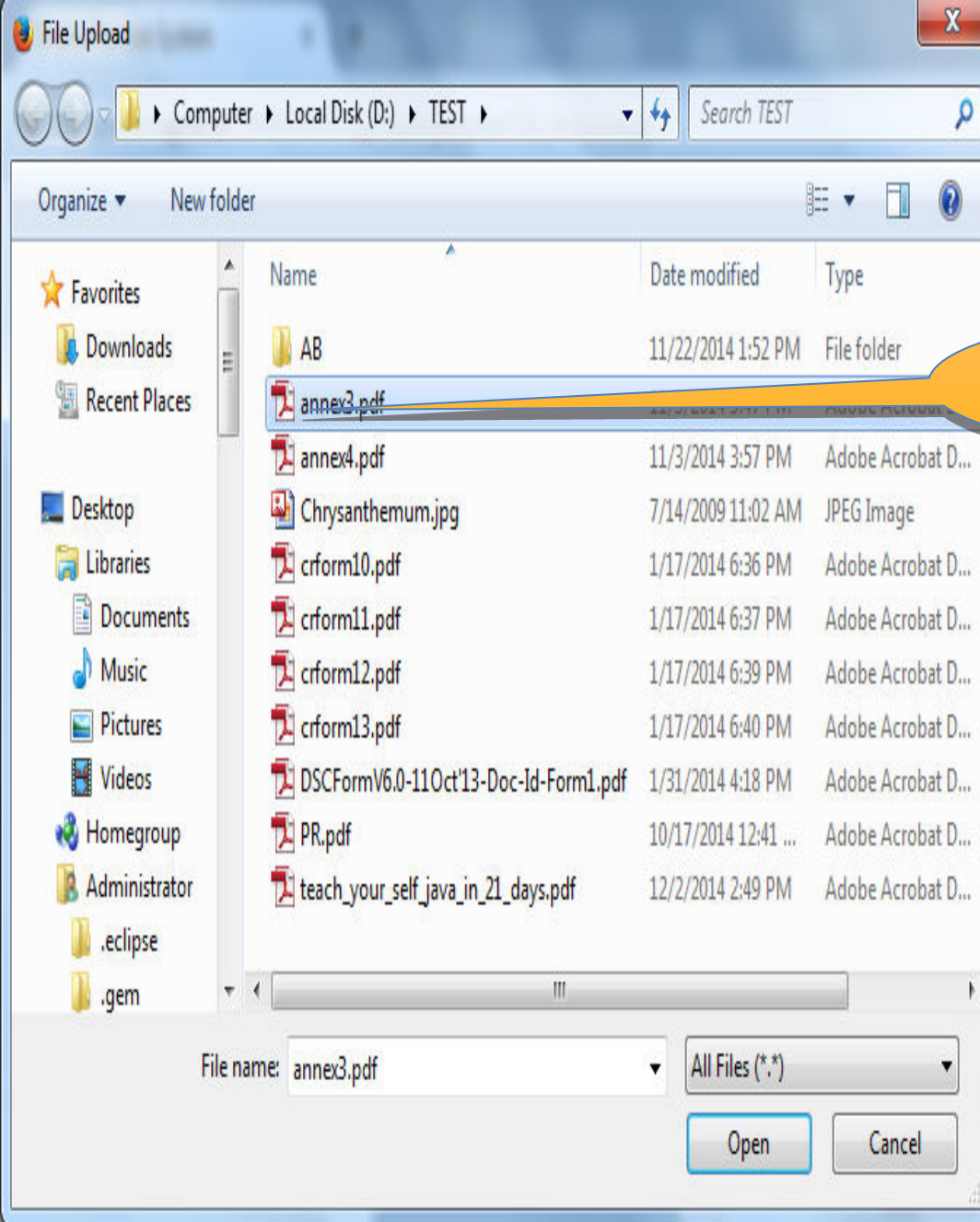
Annexure-4:

Browse...

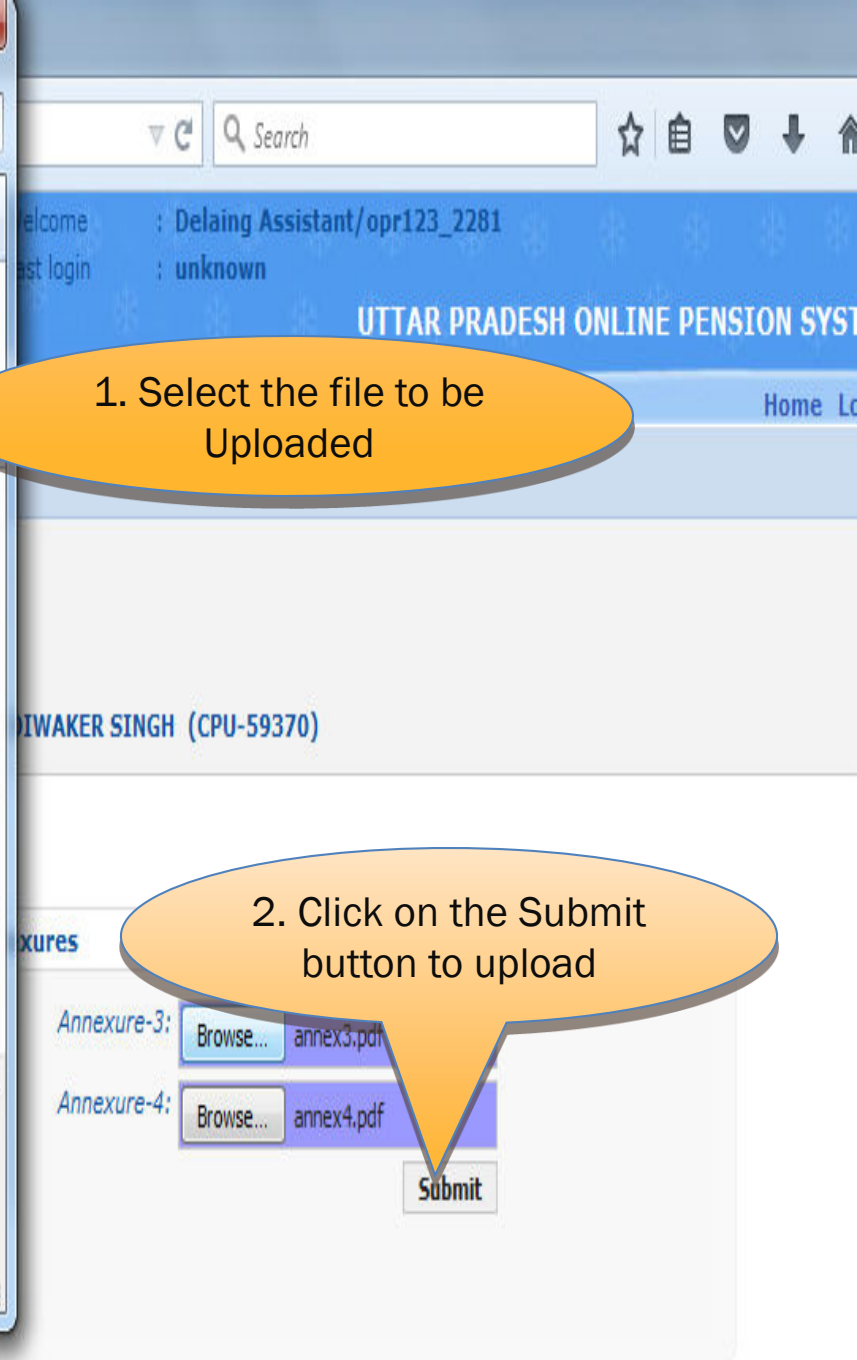
No file selected.

Submit

Click on the "Browse"  
buttons to upload  
Annexure - 3 & 4



1. Select the file to be Uploaded



2. Click on the Submit button to upload

## Crop Photograph and Signatures

(Select the respective area with the help of mouse and click on the buttons displayed below to save)

Save Photograph

Save Pensioner Signature

Save Signature

- 1- सरकारी सेवक/पensioner का नाम-----
- 2- सरकारी सेवक का अन्तिम पदनाम व विभाग /कार्यालय का नाम-----  
-----  
-----
- 3- सरकारी सेवक का पति/पत्नी के साथ संयुक्त फोटो (मृत्यु होने की दशा में एकल फोटो)

1. Drag mouse cursor to crop photo

अधिक से अधिक  
6.5cm x 4.5 cm साइज़ की फोटो  
(फोटो के आधे भाग तक कार्यालयाध्यक्ष /  
उच्चाधिकारी द्वारा प्रमाणित कार्यालय की मोहर  
सहित)





# Crop Photograph and Signatures

(Select the respective area with the help of mouse and click on the buttons displayed below)

Save Photograph

Save Pensioner Signature

Save Spouse Signature

Done

1. Select area by mouse cursor to crop photo

2. Click on Button to save selected area of photo



# Crop Photograph and Signatures

(Select the respective area with the help of mouse and click on the buttons displayed below)

Save Photograph

Save Pensioner Signature

Save Spouse Signature

Done

Photograph Saved Successfully.

OK

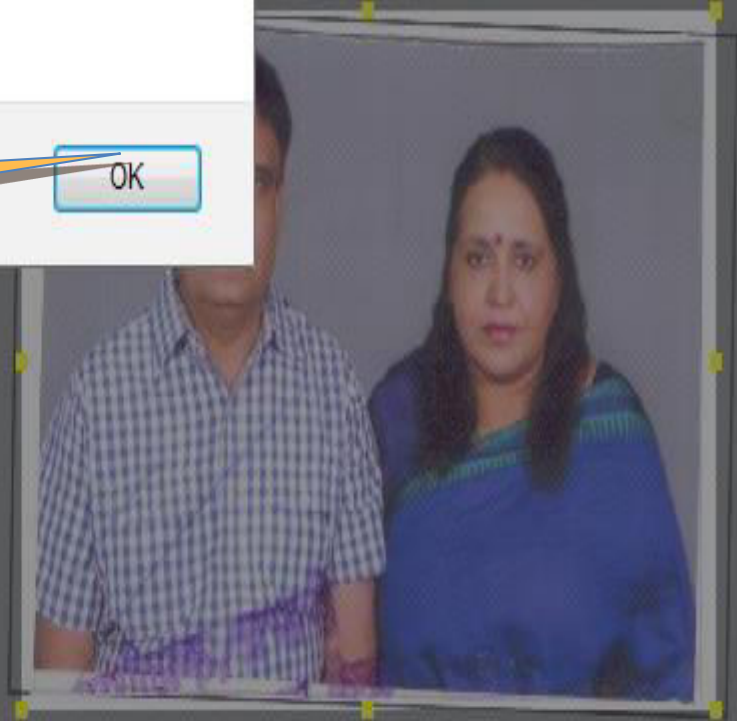
1. Message showing that  
phototgraph saved  
successfully

3- सरकारी सेवक का पति/पत्नी के

अधिक से अधिक

उच्चाधिकारी द्वारा प्रमाणित कार्यालय की मोहर  
सहित)

ने की दशा मे एकल फोटो)





# Crop Photograph and Signatures

(Select the respective area with the help of mouse and click on the buttons displayed below to save)

Save Photograph

Save Pensioner Signature

Save Spouse Signature

Done

Pensioner Signature Saved Successfully

OK

4-पेंशनर के हस्ताक्षर

5- पारिवारिक

1. Similarly select pensioner signature area to crop

# Crop Photograph and Signatures

Select the respective area with the help of mouse and click on the buttons displayed below to

Save Photograph

Save Pensioner Signature

Save Spouse Signature

Done

Spouse Signature Saved Successfully

OK

1. Similarly crop spouse signature area



Welcome  
Last login

: Delaig Assistant/opr123\_2281  
: unknown

## UTTAR PRADESH ONLINE PENSION SYSTEM

[Home](#) [Logout](#)

### ENTRY OF E-PENSION FORM

Dealing Assistant

»

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

Employee Name : SRI DIWAKER SINGH (CPU-59370)

Annexture-3	Annexture-4	Joint Photo	Pensioner Signature	Spouse Signature
				

PDF Icon Indicates that files are successfully Uploaded

1. Click any icon to see the uploaded file or cropped photos
2. If cropped image is not appropriate try to scan the document clearly and upload again



Upload Annexures



e-Pension Form



Welcome  
Last login

: Delaing Assistant/opr123\_2281  
: unknown

UTTAR PRADESH ONLINE PENSION SYSTEM

Home Logon

## ENTRY OF E-PENSION FORM

Dealing Assistant

Employee Name : SRI DIWAKER SINGH (CPU-59370)

ePension Form[Fresh]

Fresh Complia

ePension Form

Revision Compliance List

Automatically cropped photo pasted on the  
Annexture-3

Annexture-3	Annexture-4	Joint Photo	Pensioner Signature	Spouse Signature



Click to close



Welcome  
Last login

: Dealing Assistant/opr125\_2281  
: unknown

UTTAR PRADESH ONLINE PENSION SYSTEM

Home

## ENTRY OF E-PENSION FORM

Dealing Assistant

Employee Name : SRI DIWAKER SINGH (CPU-59370)

ePension Form[Fresh]

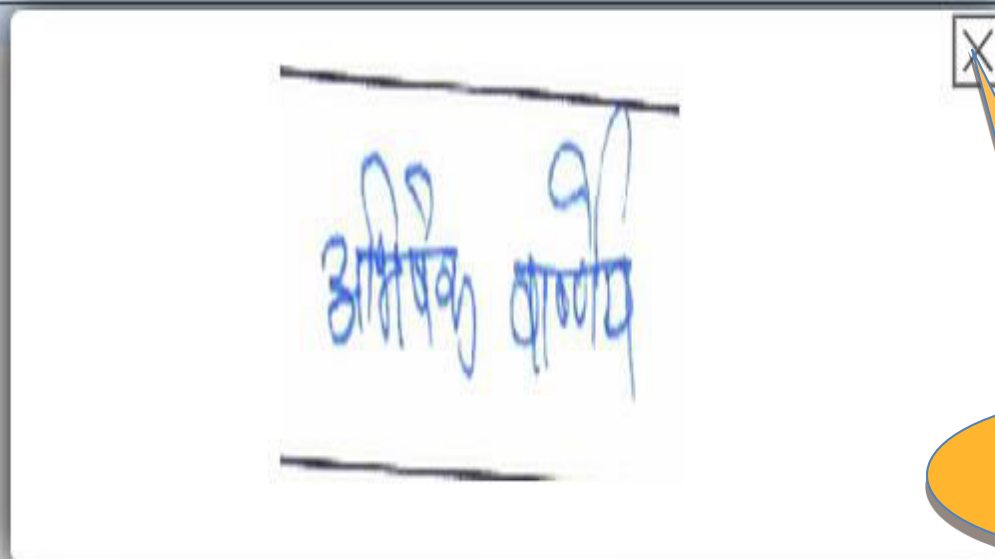
Fresh Compliance List

ePension Form

Revision Compliance List

Automatically cropped pensioner signature view

Annexture-3	Annexture-4	Joint Photo	Pensioner Signature	Spouse Signature



Click to close





Welcome  
Last login

: Delaing Assistant/opr123\_2281  
: unknown

UTTAR PRADESH ONLINE PENSION SYSTEM

Home Logou

## ENTRY OF E-PENSION FORM

Dealing Assistant

>>

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

Employee Name : SRI RAJEEV KUMAR VARMA (CPU-57964)

Annexture-3	Annexture-4	Joint Photo	Pensioner Signature	Spouse Signature
				



Pension Form

Click to fill details regarding  
Pensioner's Service, Family and  
emoluments for the calculation  
of Pension and Gratuity.

Personal Detail	Deductions	Gratuity Nominee	Service Detail	LTA Nominee	Family Details
<b>PERSONAL DETAILS</b>					
<b>Employee's Information</b> Pension Type* <input type="text" value="-Select-"/> <input type="button" value="Next"/> Employee ID* <input type="text" value="CPU-52570"/> Name* <input type="text" value="SRI CHAKRER SINGH"/> Class* <input type="text" value="3"/> Emp Marital Status* <input checked="" type="radio"/> Married <input type="radio"/> Unmarried Sex* <input type="radio"/> Male <input checked="" type="radio"/> Female Date of Birth* <input type="text" value="22/05/1975"/> Date of Joining* <input type="text" value="22/05/1999"/> Date of Retirement* <input type="text"/> Date of Death/Missing* <input type="text"/> Father/Husband Name* <input type="text" value="SRI GANGADHARI SINGH"/> Spouse's Name* <input type="text"/> <input checked="" type="radio"/> Alive <input type="radio"/> Late Pension Nominee Name* <input type="text"/>			<b>Pensioner's Information</b> Name* <input type="text"/> Date* <input type="text"/> 5* <input type="text"/>		
<b>BASIC SERVICE</b> Designation* <input type="text" value="G.P.A."/> Post Name* <input type="text" value="Panchayat Rd(Accor"/> Loc* <input type="text"/> Name* <input type="text"/> Category* <input type="text"/>					
<b>BASIC SALARY DETAILS</b> Last Post Grade* <input type="text" value="10400"/> Pay Band* <input type="text" value="PB-1-5200-20200"/> Grade Pay* <input type="text" value="107"/> Dearness Allowance (in %)* <input type="text"/> Pay Commission* <input type="text" value="5"/> Avg. Basic Pay (Last 10 m)* <input type="text" value="10"/> Grade Pay* <input type="text" value="1000"/>					
<b>PENSIONER'S DETAILS REQUIRED FOR PAYMENT</b> Treasury Code* <input type="text"/> Bank Account No. <input type="text"/> PAN No. <input type="text"/> <input type="button" value="Next"/>					

Pensioner's detail has been broadly grouped in six categories as shown by six tabs above. To fill information under any category click on the respective tab.

Fill the E-pension Form

1. Avoid special characters(!,@,#,\$ etc.) while filling addresses and other fields.
2. Phone number should be of exactly 10 numeric characters.
3. Avoid to navigate through tabs use next buttons at bottom of tab instead.

Click on Next button to save the entered data. System will navigate you to the next tab.

Employee Name : SRI DIWAKER SINGH (CPU-59370)

Personal Detail

Deductions

Gratuity Nominee

Service Detail

LTA Nominee

Family Details

### DEDUCTIONS

Provisional Gratuity	<input type="radio"/> Yes <input checked="" type="radio"/> No	Amount (₹)	<input type="text"/>
Stopped Gratuity	<input checked="" type="radio"/> Yes <input type="radio"/> No	Amount (₹)	<input type="text" value="50000"/>
Total Provisional Pension Paid	<input type="radio"/> Yes <input checked="" type="radio"/> No	Amount (₹)	<input type="text"/>
Deduction in Pension	<input type="radio"/> Yes <input checked="" type="radio"/> No		

### RECOVERIES

SN.	Type of Recovery	Account Head	Amount (₹)
1	<input type="text" value="-Select-"/>	<input type="text"/>	<input type="text"/>

Add More Recoveries

### TOTAL RECOVERY

Total Recovery Amount

<<Previous Next>>

Screen for the tab Deductions, showing various heads under which deductions are to be done

Click on Next button to save the entered data. System will navigate you to the next tab.



Welcome  
Last login

: Delaing Assistant/opr123\_2281  
: unknown

## UTTAR PRADESH ONLINE PENSION SYSTEM

Home Logout

Employee Name : SRI DIWAKER SINGH (CPU-59370)

Personal Detail

Deductions

Gratuity Nominee

Service Detail

LTA Nominee

Family Details

Gratuity Nominee is not applicable in Superannuation case, Please click Next>>>

<<Previous

Next>>>

No need to fill Gratuity  
Nominees in case of  
superannuation .Click on Next  
button .

<<BACK

Dealing Assistant

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

ePension Form[Fresh]

ePension Form[Revision]

Revision Compliance List

Service period details are calculated automatically by the system using joining and retirement dates and are read-only. You can change Non qualifying service details and all other calculation of date is done automatically.

Click on Next button to save the service detail. System will navigate you to the next tab.

## TOTAL SERVICE PERIOD

Years 16

Months 4

Days 8

## NON QUALIFYING SERVICE

Years

Months

Days

Basic Service

Non  
Qualifying  
ServiceSuspension  
PeriodAny Other Non  
Qualifying  
Service PeriodTotal Non  
Qualifying  
Service

## NET QUALIFYING SERVICE PERIOD

Years 16

Months 4

Days 8

## QUALIFYING SIX MONTHLY

33

For Gratuity

33

&lt;&lt;Previous

Next&gt;&gt;&gt;



Employee Name : SRI DIWAKER SINGH (CPU-59370)

Personal Detail

Deductions

Gratuity Nominee

Service Detail

LTA Nominee

Family Details

SN.

Name +

Relation\*

% Of LTA\*

1

Name\*

SUMAN

Wife

100

Account No.

45454545454

Code

HGU0009877

Mobile No.

7878787878

Screen for the tab LTA Nominee.

Click to add more LTA nominees.

Click on Next button to save the entered data. System will navigate you to the next tab.

ADD More LTA Noninees

<<Previous

Next>>>>

Dealing Assistant

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

Employee Name : SRI DIWAKER SINGH (CPU-59370)

Personal Detail

Deductions

Gratuity Nominee

Service Detail

LTA Nominee

Family Details

SN.	Name +	DOB*	Relation*	Marital Status*	Disability*
1	Name* SUMAN Address House No/Locality* LKO Street/Dist/PIN* LKO	17/09/1985	Wife	Married	No
2	Name* NEELAM Address House No/Locality* LKO Street/Dist/PIN* LKO State/Province* LKO	16/09/2015	Daughter	Married	No

Screen for the tab Family Detail.

Click on save button to save the entered data. System will prompt to fill captcha

Click to add more Family members.

Add More Family Details


<<Previous

save


This screen will appear once Dealing Assistant uploads the Annexure 3&4 and fills ePension form successfully.

Annexture-3	Annexture-4	Joint Photo	Pensioner Signature	Spouse Signature
				

e-Pension form already filled.



**Upload Annexures**




**e-Pension Form**

**1.Ensure Completeness of Pensioner Data & Upload of Annexure-3 & 4**

**2. Click at [Submit] Button, To Send Filled Case to DDO**

To forward the case to DDO fill the captcha and click on Submit button

Enter The Value Of Captcha below

337277


Enter The String in Image

Submit

## ENTRY OF E-PENSION FORM

Dealing Assistant

»

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

Please Provide Employee Id

- Data of SRI DIWAKER SINGH submitted to DDO
- Enter Employee Id (GPF/PRAN Number) below for NEW CASE.

Employee Id (GPF/PRAN Number)\*

Message  
confirming that  
case sent to DDO  
successfully

Submit

Processing A fresh compliance case



https://mail.gov.in/iwc/svc x



Online Pension System x

New Tab x

← → ↻ ⬆

epension.up.nic.in/DEMOUPOPS/app/DealingAssistant/da\_ComplianceList

☆ ☰



Welcome : Delaing Assistant/opr123\_2281

Last login : unknown

UTTAR PRADESH ONLINE PENSION SYSTEM

Home Logout

ONLINE PENSION MANAGEMENT

Dealing Assistant

»

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List


One item found.1

Employee Id	Pensioner Name	Objection By	Date	View
CPU-45415	SRI VISHNUDEV	APPRAUTH BASTI	15/07/015	<a href="#">CPU-45415</a>

This screen shows the list of compliance cases ie the cases which are returned due to the objections observed in the filled data.

List of compliance cases for re-entry opened by clicking highlighted bar

Click here to process the case



EN

▲ ▾

Windows Icons

5:50 PM

8/31/2015

Previous  
Uploaded  
Documents ,  
photo &  
signatures

Case is a Compliance case

Objection By Approver

1 प्रपत्र संलग्न नहीं है

2 फोटो सही नहीं है

3 सिग्नेचर मैच नहीं हो रहा है

Objection By AAO

1 डेट ऑफ बिरथ ठीक नहीं है

2 नाम मैच नहीं हो रहा है

Objection By Approver

1 फैमिली मेंबर के नाम ठीक नहीं है

Annexture-3

Annexture-4

Joint Photo

Pensioner Signature

Spouse Signature

e-Pension form already filled.

Objections to be  
resolved



Upload Annexures



e-Pension Form

## Dealing Assistant

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ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

Employee Name : SRI RAJEEV KUMAR VARMA (CPU-57964)

## Case is a Compliance case

Objection By Approver


- 1 प्रपत्र संलग्न नहीं है
- 2 फोटो सही नहीं है
- 3 सिगनेचर मैच नहीं हो रहा है

Objection By AAO

- 1 डेट ऑफ बिरथ ठीक नहीं है
- 2 नाम मैच नहीं हो रहा है

Objection By Approver

- 1 फैमिली मेबर के नाम ठीक नहीं है

Annexure-3	Annexure-4	Joint Photo	Pensioner Signature	Spouse Signature
				

e-Pension form already filled.



Upload Annexures



e-Pension Form

1.Ensure Completeness of Pensioner Data &amp; Upload of Annexure-3 &amp; 4

2. Click at [Submit] Button, To Send Filled Case to DDO

Enter The Value Of Captcha below

7 3 9 7 6 1 

Enter The String in Image




Submit

Links and Process of editing the information to remove the objections are similar as in the fresh case.

The process of entry is same as in fresh case refer to slide 7 to 28

Follow the steps as described in the slides no 8 to 24 to remove the objections. After all objections are removed ePension system will automatically take you to the next screen

- ePension Form[Fresh]
- Fresh Compliance List
- ePension Form[Revision]
- Revision Compliance List

Annexure-3	Annexure-4	Joint Photo	Pensioner Signature	Spouse Signature
				

e-Pension form already filled.



**Upload Annexures**



**e-Pension Form**

**1.Ensure Completeness of Pensioner Data & Upload of Annexure-3 & 4**

**2. Click at [Submit] Button, To Send Filled Case to DDO**

Enter The Value Of Captcha below

3 3 7 2 7 7



Enter The String in Image

**Submit**

This screen will appear once Dealing Assistant removed objections ,uploads the Annexure 3&4, and fills ePension form successfully.

Fill the captcha and click on the Submit button to complete the objection removal process and submit the case again to DDO



## ENTRY OF E-PENSION FORM

Dealing Assistant

»

ePension Form[Fresh]

Fresh Compliance List

ePension Form[Revision]

Revision Compliance List

Please Provide Employee Id

- Data of SRI DIWAKER SINGH submitted to DDO
- Enter Employee Id (GPF/PRAN Number) below for NEW CASE.

Message confirming that  
objections have been  
removed and case sent to  
DDO successfully

Employee Id (GPF/PRAN Number)\*

Submit