



रक्षा लेखा नियंत्रक का कार्यालय, गुवाहाटी उदयन विहार, नारंगी, गुवाहाटी-781171

OFFICE OF THE CONTROLLER OF DEFENCE ACCOUNTS

UDAYAN VIHAR, NARANGI, GUWAHATI: 781171.

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No-DDP/I/NPS/18/ORDER/VOL- XXVIV

Dated: 09.08.2018

TO

- (I) The Area Accounts Office  
Bivar Road Shillong- 793001
- (II) The PAO(ORs) ARC Shillong  
Happy Valley, Shillong- 793007
- (III) All the AOs GE/AGE(I)

**SUBJECT: UPDATE ON PERFORMANCE OF PAY AND ACCOUNTS OFFICES (PAO) IN THE NATIONAL PENSION SYSTEM FOR THE MONTH OF APRIL, 2018.**

**REFERENCE: HQrs office CGDA letter no. AT-II/NPS/PAOs Performance dated 23.07.2018.**

The monthly update/status on PAOs performance received vide NSDL letter No. AS/RN/VH/201819961 dated- 20.06.2018 is reproduced here for guidance and necessary action.

**1. Delay in PRAN Generation:** It has been observed by NSDL that total PRANs generated during the period December 2017 to May 2018 is 144. However all the PRANs were generated after 60 days from the date of joining. Therefore, it is strictly instructed to submit the subscriber registration forms within 30 days in order to reduce the financial loss of subscriber as well.

**Annexure\_delay\_PRAN Generation** provides PAO wise count of PRANs generated beyond 60 days.

**2. Non-IRA PRANS:** Non-IRA PRANs are such PRANs for which complete information such as Address and Contact details, Nominee details, Bank details, etc. are not available with CRA. Such subscribers need to submit CSRF at the earliest to make the status of their PRAN 'IRA Compliant'. The details of 15 Non-IRA PRANs are provided by NSDL. Therefore it is advised to call for the CSRF forms from the subscribers mentioned in '**Annexure\_non\_IRA PRANS**' and make their PRAN IRA compliant.

**3. Subscriber Coverage:** Subscriber coverage is an analysis which determines whether all the underlying Subscribers are receiving monthly credits or not (excluding Arrear credit). It is pointed out by NSDL that in the month of March, 2018 the percentage of Subscriber coverage was 33.18 %, however it decreased to 34.62 % in the month of April and further to 15.88 % in the month of May. It is therefore advised to regularly upload the contribution to increase the subscriber coverage.

**Annexure\_Sub\_coverage** provides PAO wise count of PRANs receiving Regular Credits and coverage below 90% is highlighted for easy reference.

4. **Subscriber Mobile number, Email ID & nomination details not updated:** The details of subscribers whose Mobile No., Email ID and Nomination details are not updated is provided as **Annexure\_Sub Contact Details** for ready reference. It is advised to call for the **S2 Form** to update the subscriber details for smooth functioning of NPS.

5. **Pending grievances:** Grievances raised by subscriber should be resolved in 30 days. however 17 grievances of **Area Accounts office, Shillong** is Still pending after a lapse of 50 days. It is requested to take necessary action to resolve the Grievance at the earliest.

6. **Online Withdrawal :** As per NSDL 8 withdrawal requests (**Annexure\_pending Withdrawal Authorization**) are pending for authorization by the associated PAOs which also includes 6 cases of Partial (Conditional) withdrawal requests. It is therefore advised to expedite the withdrawal process by authorizing the requests and forwarding the online generated form duly verified to NSDL Mumbai for further action.

A feedback report may be forwarded to this office and you are further advised to utilize the various functionalities provided in the NPSCAN system in order to minimize the grievance raised by the subscribers and aid in effective monitoring at this end.

*In case any further assistance or clarification required in this regard, you may contact Mr. Vijay Hegde at 022-24994298 (e-mail ID- vijayh@nsdl.co.in) or Mr. Rajneesh Nangia at 022-24994294 (e-mail ID- Rajneeshn@nsdl.co.in).*

**Enclosure: As above.**



**Dr. K. Lalbiakchhunga)**

Asstt. Contoller

Copy to:

1. The CGDA  
Ulan Batar Road, Palam  
Delhi Cantt- 110010
2. The officer incharge  
EDP Section  
(Local)

: The receipt of your above cited communication is hereby acknowledged. This is for your information please.

:with the request to upload in the CDA Guwahati website.



**(Dr. K. Lalbiakchhunga)**

Asstt. Contoller