



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

OFFICE OF THE CONTROLLER OF DEFENCE ACCOUNTS

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

Dated: 21.06.2018

TO

- (I) The Area Accounts Office  
Bivar Road Shillong- 793001
- (II) The PAO(ORs) ARC Shillong  
Happy Valley, Shillong- 793007
- (III) The PAO(ORs) 58 GTC  
Happy valley, Shillong- 793007
- (IV) 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.**

The monthly update/status on PAOs performance received vide NSDL letter No. AS/RN/VH/201816699 dated- 16.05.2018 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 November 2017 to April 2018 is 155. 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 February, 2018 the percentage of Subscriber coverage was 84.67%, however it decreased to 31.68% in the month of March and further to 17.70% in the month of April. 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 5 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.

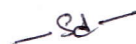
**6. Online Withdrawal :** As per NSDL 8 withdrawal requests (**Annexure\_pending Withdrawal Authorization**) are pending for authorization by the associated PAOs which also includes 6 cases of Partial (Conditional) withdrawal requests. It is therefore advised to expedite the withdrawal process by authorizing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

**'This has been issued with the approval of CDA'.**

Enclosure: As above.

  
(J. N. Doley)  
Asstt. Contoller

Copy to:

1.  The officer incharge  
EDP Section  
(Local)

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

  
(Nilanjan Chakraborty)  
Asstt. Accounts officer



**Annexure\_Delay in PRAN Generation**

PrAO Reg. No.	PAO Reg. No.	PAO Office	Count of PRANs generated beyond 60 days			
			61 to 90 days	91 to 180 days	Beyond 180 days	Total
3000071	2012776	Area Accounts Office, Shillong	1	5	32	38
3000071	2023302	Accounts Office [GE], Shillong	0	0	2	2
3000071	2023313	Office of the AO GE (AF), Tezpur	0	0	11	11
3000071	2023324	Accounts Office GE (A/F), Borjar	0	1	0	1
3000071	2023346	Accounts Office, GE Narangi	0	0	1	1
3000071	2023361	Office of the AO GE (AF), Chabua	0	0	23	23
3000071	2023372	Accounts Office, GE Missamari	0	4	0	4
3000071	2023383	Accounts Office GE (I) Air Force, Shillong	0	0	5	5
3000071	2023394	Accounts Office, GE (AF), Jorhat	0	0	2	2
3000071	2023405	Accounts Office (GE), Tezpur	0	0	9	9
3000071	2024901	Accounts Office (GE), Jorhat	0	0	5	5
3000071	2024956	Account Office (GE), 859 EWS, Arunachal Pradesh	0	4	8	12
3000071	2043145	PAO, Office Of The Assistant Accounts Officer Age(I), Tawang	0	10	32	42

## Annexure\_Non IRA PRANs

PAO Reg. No.	PAO Reg. No.	PAO Name	Subscriber PRAN	Category on the basis of credits received
3000071	2000283	MO, CDA, Guwahati	110010423204	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2000305	PAO (ORs), 58 GTC, Shillong	110090345209	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110000345175	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110010345457	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110010345507	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110010345510	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110020345496	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110040345464	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110050345097	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110060540494	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110080345137	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110080345171	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	110090345694	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2012776	Area Accounts Office, Shillong	111000345234	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)
3000071	2024890	Accounts Office AGE (I), Kumbhirgram	110090345128	Non-IRA PRANs with NIL credit in last one year (May 2017 to Apr 2018)



## Annexure\_Sub Coverage

PrAO Reg. No.	PAO Reg. No.	PAO Office	Count of underlying Subscribers			Count of unique Subscribers receiving Regular Credit			% Subscriber Coverage		
			Feb_2018	Mar_2018	Apr_2018	Feb_2018	Mar_2018	Apr_2018	Feb_2018	Mar_2018	Apr_2018
3000071	2000283	MO, CDA, Guwahati	167	167	167	158	159	160	94.61%	95.21%	95.81%
3000071	2000294	PAO (ORs), ARC, Shillong	12	12	12	11	11	11	91.67%	91.67%	91.67%
3000071	2000305	PAO (ORs), 58 GTC, Shillong	1	1	1	0	0	0	0.00%	0.00%	0.00%
3000071	2012776	Area Accounts Office, Shillong	2170	2173	2170	1723	0	0	79.40%	0.00%	0.00%
3000071	2023291	Asstt Accounts Office (GE) 583 EP, Guwahati	1	1	1	0	0	0	0.00%	0.00%	0.00%
3000071	2023302	Accounts Office [GE], Shillong	109	108	108	99	98	0	90.83%	90.74%	0.00%
3000071	2023313	Office of the AO GE (AF), Tezpur	24	35	35	21	34	0	87.50%	97.14%	0.00%
3000071	2023324	Accounts Office GE (A/F), Borjar	78	78	77	76	75	74	97.44%	96.15%	96.10%
3000071	2023335	Accounts Office, AGE(I) Rangiya	34	34	34	33	33	0	97.06%	97.06%	0.00%
3000071	2023346	Accounts Office, GE Narangi	23	24	24	23	24	0	100.00%	100.00%	0.00%
3000071	2023350	Accounts Office A.G.E. (I), Umroi	78	77	77	76	0	0	97.44%	0.00%	0.00%
3000071	2023361	Office of the AO GE (AF), Chabua	19	24	42	19	18	0	100.00%	75.00%	0.00%
3000071	2023372	Accounts Office, GE Missamari	29	29	29	28	28	0	96.55%	96.55%	0.00%
3000071	2023383	Accounts Office GE (I) Air Force, Shillong	146	145	147	138	138	138	94.52%	95.17%	93.88%
3000071	2023394	Accounts Office, GE (AF), Jorhat	39	41	41	38	38	0	97.44%	92.68%	0.00%
3000071	2023405	Accounts Office (GE), Tezpur	70	83	83	69	69	39	98.57%	83.13%	46.99%
3000071	2023416	Accounts Office, GE Dinjan	37	37	37	37	36	36	100.00%	97.30%	97.30%
3000071	2023420	Accounts Office (GE), Silchar	85	85	85	85	85	0	100.00%	100.00%	0.00%
3000071	2023431	Accounts Office, GE Guwahati	40	40	40	39	38	38	97.50%	95.00%	95.00%
3000071	2023442	Accounts Office, AGE(I) Lekhapani	16	16	16	14	14	14	87.50%	87.50%	87.50%
3000071	2024890	Accounts Office AGE (I), Kumbhirgram	34	34	34	33	29	33	97.06%	85.29%	97.06%
3000071	2024901	Accounts Office (GE), Jorhat	33	33	33	1	0	0	3.03%	0.00%	0.00%
3000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	57	57	57	54	41	0	94.74%	71.93%	0.00%
3000071	2024923	Accounts Office (GE), 869 EWS, Imphal	90	90	90	89	88	87	98.89%	97.78%	96.67%
3000071	2024934	Account Office (GE), 586 EP, Guwahati	8	8	8	8	8	0	100.00%	100.00%	0.00%
3000071	2024945	Accounts Office, AGE (I), Agartala	20	20	20	16	16	0	80.00%	80.00%	0.00%
3000071	2024956	Account Office (GE), 859 EWS, Arunachal Pradesh	31	30	38	29	29	0	93.55%	96.67%	0.00%
3000071	2040975	PAO, Accounts Office Garrison Engineer 872 EWS, Dhemaji	10	10	10	10	10	0	100.00%	100.00%	0.00%
3000071	2043145	PAO, Office Of The Assistant Accounts Officer Age(I), Tawang	43	40	42	40	0	0	93.02%	0.00%	0.00%



## Annexure\_Sub Contact Details

PrAO Reg. No.	PAO Reg. No.	PAO Name	Count of PRANs without Mobile No.	Count of PRANs without Email ID	Count of PRANs without Nominee Details
3000071	2000283	MO, CDA, Guwahati	0	47	1
3000071	2000294	PAO (ORs), ARC, Shillong	0	3	2
3000071	2012776	Area Accounts Office, Shillong	190	1483	65
3000071	2023291	Asstt Accounts Office (GE) 583 EP, Guwahati	1	1	0
3000071	2023302	Accounts Office [GE], Shillong	7	75	13
3000071	2023313	Office of the AO GE (AF), Tezpur	0	8	1
3000071	2023324	Accounts Office GE (A/F), Borjar	1	54	0
3000071	2023335	Accounts Office, AGE(I) Rangiya	1	17	1
3000071	2023346	Accounts Office, GE Narangi	0	12	0
3000071	2023350	Accounts Office A.G.E. (I), Umroi	1	57	7
3000071	2023361	Office of the AO GE (AF), Chabua	2	20	1
3000071	2023372	Accounts Office, GE Missamari	0	7	1
3000071	2023383	Accounts Office GE (I) Air Force, Shillong	2	58	2
3000071	2023394	Accounts Office, GE (AF), Jorhat	1	22	1
3000071	2023405	Accounts Office (GE), Tezpur	7	29	2
3000071	2023416	Accounts Office, GE Dinjan	2	22	1
3000071	2023420	Accounts Office (GE), Silchar	9	41	0
3000071	2023431	Accounts Office, GE Guwahati	0	29	8
3000071	2023442	Accounts Office, AGE(I) Lekhapani	0	9	3
3000071	2024890	Accounts Office AGE (I), Kumbhirgram	0	12	0
3000071	2024901	Accounts Office (GE), Jorhat	3	20	1
3000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	3	38	7
3000071	2024923	Accounts Office (GE), 869 EWS, Imphal	1	9	1
3000071	2024934	Account Office (GE), 586 EP, Guwahati	0	2	0
3000071	2024945	Accounts Office, AGE (I), Agartala	1	6	1
3000071	2024956	Account Office (GE), 859 EWS, Arunachal Pradesh	2	8	0
3000071	2040975	PAO, Accounts Office Garrison Engineer 872 EWS, Dhemaji	0	4	0
3000071	2043145	PAO, Office Of The Assistant Accounts Officer Age(I), Tawang	2	13	0

## Annexure\_Pending Grievances



Reg. No.	PAO Name	Subscriber PRAN	Grievance Token No.	Grievance Logged Date	Grievance Text	
0071	2012776	Area Accounts Office, Shillong	110004559186	10318960	03/03/2018	I want to see my date of joining and date of birth of all members also home address.
3000071	2012776	Area Accounts Office, Shillong	110111395691	10337868	25/03/2018	contribution for the month Feb 2018 is not credit in my account. please do the needful. ghanshyam Singh
3000071	2012776	Area Accounts Office, Shillong	110111395691	10343770	03/04/2018	contribution for the month Feb 2018 has not been credited.
3000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	110013692530	10312899	20/02/2018	It is informed that since last 3 years, I have been pursued to PAO through letters as well as verbally for solving my PRAN detail & PRAN update but still the request is pending so you are requested to suggest me to where I go for solving the above problem or doing court case for non solving the problem as I had many times intimated for the same. A screen short is attached herewith for your ready reference. If you are unable to resolve the problem so I shall bound to go to the court against CRA NSDL / PAO. The pending is going since last 3 years.
3000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	110013692530	10351563	18/04/2018	Since last 3 years, my problem not yet resolve by CRA authority. Pls see the art file and resolve the same at the earliest. Due to this problem, I unable to seed the aadhar No. in the PRAN a/c.



## Annexure\_Pending Withdrawal Authorisation

AO Reg. No.	PAO Reg. No.	PAO Office	Subscriber PRAN	Withdrawal Type	Acknowledgement ID	Request Initiation Date
3000071	2012776	Area Accounts Office, Shillong	110090345131	Partial (Conditional Withdrawal)	1000000012	5/19/2016
3000071	2012776	Area Accounts Office, Shillong	110070345258	Partial (Conditional Withdrawal)	1000001857	6/30/2017
3000071	2012776	Area Accounts Office, Shillong	110013020452	Partial (Conditional Withdrawal)	1000005458	2/7/2018
3000071	2012776	Area Accounts Office, Shillong	110031601234	Partial (Conditional Withdrawal)	1000005457	2/7/2018
3000071	2012776	Area Accounts Office, Shillong	110031038878	Partial (Conditional Withdrawal)	1000007264	3/23/2018
3000071	2012776	Area Accounts Office, Shillong	110000814099	Partial (Conditional Withdrawal)	1000008246	4/13/2018
3000071	2023383	Accounts Office GE (I) Air Force, Shillong	110070423182	Death	1810083364	1/19/2018
3000071	2024945	Accounts Office, AGE (I), Agartala	110070626945	Death	1710577135	16/11/2017



PAO Name	Reg. No	Transaction ID/ FRN	Reason for Rejection
Area Accounts Office, Shillong	2012776	1334716	Contribution already uploaded
Office of the AO GE (AF), Tezpur	2023313	1323352	Status of PRAN is inactive
Accounts Office A.G.E. (I), Umroi	3000071	1003819800825	Auto-cancelled SCF
Accounts Office (GE), Tezpur	3000071	1323208	Contribution already uploaded
Accounts Office (GE), Jorhat	3000071	1003996400886	Auto-cancelled SCF
Accounts Office (GE), 868 EWS, Nagaland	3000071	1335210	Contribution already uploaded

Annexure\_SCF Rejection

PAO	PAO Reg. No.	PAO Name	Unique Reference No.	Payment	Amount	Reason for SCF Fund Return
3000071	2023350	Accounts Office A.G.E. (P) Umroi	AXRJ181171030334	27/04/2018	342492.00	Remittance received for expired Tran Id
3000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	AXRJ181161027253	26/04/2018	110864.00	Amount Mismatch

Annexure\_SCF\_Fund\_Return

Technology, Trust & Reach

