



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- XXVII

Dated: 19.10.2016

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: MONTHLY UPDATE ON PAOs PERFORMANCE.**

In the monthly update/status on PAOs performance received vide NSDL letter No. MK/BD/2016101113 dated- 19.08.2016 is reproduced here for guidance and necessary action as per instructions of HQrs office..

**1. WITHDRAWAL STATUS UPDATE:** As per NSDL ibid letter, Nine (06) request of withdrawal is still lying pending under Area Accounts office, Shillong jurisdiction which is annexed as **ANNEXURE- AU1**. Therefore, it is requested to provide the requisite documents as given in ANNEXURE-AU1 to CRA at the earliest to clear the case. In this connection, please refer to NSDL Circular uploaded in CDA Guwahati website or NSDL website ([www.npscra.nsd.co.in](http://www.npscra.nsd.co.in)) in which clear guidelines on account of withdrawal ( death/resignation) has been given.

**2. PENDING WITHDRAWAL INITIATION (SUPERANNUATION CASES) ANNEXURE-AU12 & AU19:** CRA system generates the 'Claim ID' six months prior to the date of subscriber's superannuation. Claim Id is communicated to the subscribers through letter, email and sms for initiating the withdrawal request. You are therefore advised to complete necessary formalities and initiate withdrawal at the earliest.

**3. REJECTION OF SCF IN NPSCAN:** Subscriber Contribution File (SCF) uploaded by the Nodal office may get rejected due to various reasons. The list of PAOs/CDDO with rejected SCFs in the month of JULY 2016 has been enclosed as **Annexure AU-14**. You are therefore requested to verify whether correct SCF is uploaded subsequently against these rejected files and to ensure that SCFs are correctly uploaded henceforth.

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. Mandar Karlekar at 022-24994651 (e-mail ID- mandark@nsdl.co.in) or Mr. Prasenjit Mukherjee at 022-24994565 (e-mail ID- prasenjitm@nsdl.co.in).***

Enclosure: As above.



**(I. M. SARKAR)**  
Sr. Accounts Officer

Copy to:

1. ✓ The officer incharge  
EDP Section  
(Local)

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



**(I. M. SARKAR)**  
Sr. Accounts Officer

## Annexure AU-1

List of pending Withdrawal Requests kept On Hold/Rejected due to multiple discrepancies observed upto 31st July 2016

Sr. No.	PrAO Reg. No.	PAO Reg. No.	PAO Office Name	PRAN	Subscriber Name	Withdrawal Type	Discrepancy Remarks
1	3000071	2012776	Area Accounts Office, Shillong	110010345507	L MAR AO	Death	1. Legal heir certificate submitted by the claimant is invalid. a legal heir certificate OR a certified copy of family member's certificate issued by Executive Magistrate indicating the relationship of the Claimant. 2. Address mentioned on Withdrawal form is different from the Address Proof provided in the Withdrawal form. Kindly submit another set of documents as Address Proof which matches with address provided on Withdrawal form. 3. Birth Certificate for the minor nominee (YAPANGTULA) is not attested by mapped Nodal Office.
2	3000071	2012776	Area Accounts Office, Shillong	110080345171	KARTIK DEB	Death	1. Nomination details were not provided at time of PRAN allotment. Hence, a legal heir certificate OR a certified copy of family member's certificate issued by Executive Magistrate is required indicating the relationship of the claimant as well with supporting documents.
3	3000071	2012776	Area Accounts Office, Shillong	110020345160	DONDOR LYNGDOH	Death	1. As per the PFRDA guidelines, No Objection Certificate (NOC) is required to be submitted by the Nodal Office that no-family pension/disability pension has been paid to the family member of the deceased subscriber and that they have no objection for release of the accumulated NPS wealth in favour of the Claimant(s).
4	3000071	2012776	Area Accounts Office, Shillong	110020345496	NABANITA KALITA	Death	Legal Heir Certificate/Family member Certificate not submitted 1. At the time of PRAN allotment, nomination details were not provided by the deceased subscriber. Hence, Claimant needs to submit a legal heir certificate OR a certified copy of family members certificate issued by Executive Magistrate indicating the relationship of the Claimant with the subscriber. 2. If the Nominee/legal heirs are not claiming the deceased subscriber pension funds, a Relinquishment Deed from all the legal heirs (those who are not claiming) on a Stamp paper of Rs. 100/- is required, Further, KYC documents (Photo ID Proof and Address Proof) of all the legal heirs duly attested by the mapped Nodal Office is to be submitted. 3. If nominee/claimant is minor than copy of birth certificate of minor is required.

Sr. No.	PrAO Reg. No.	PAO Reg. No.	PAO Office Name	PRAN	Subscriber Name	Withdrawal Type	Discrepancy Remarks
5	3000071	2012776	Area Accounts Office, Shillong	110091065011	PRATAP BORGOHAIN	Death	Address mentioned on Withdrawal form different from the Address Proof provided in the Withdrawal form Claimant no 2 SANTOSH KUMAR BORGOHAIN photograph is not present of JINNA MONI BORGOHAIN and the same should be attested by JINNA MONI BORGOHAIN on withdrawal form. Kindly submit page no. 3 Claimant no 3 JAGDISH CHANDRA BORGOHAIN photograph is not present of JINNA MONI BORGOHAIN and the same should be attested by JINNA MONI BORGOHAIN on withdrawal form. Kindly submit page no. 3 Bank details are not mentioned of claimant 3 JAGDISH CHANDRA BORGOHAIN on page no. 2 Kindly submit the same. Address mentioned on withdrawal form is not matching with the address proof provided. Birth proof of minor JAGDISH CHANDRA BORGOHAIN is not submitted. Kindly submit the same. As per CRA records, name of the claimant is "SANTOSH KUMAR BORGOHAIN". However, birth proof submitted are in the name of "SONTOSH KUMAR BORGOHAIN". Hence, we require a confirmation from mapped Nodal Office stating that "SANTOSH KUMAR BORGOHAIN" and "SONTOSH KUMAR BORGOHAIN" is one and the same person. (No Affidavit)
6	3000071	2012776	Area Accounts Office, Shillong	110080345560	RAJBEER DUTTA	Death	(Bank Passbook) Provided is not clearly visible. kindly resubmit the same with the authorisation of the mapped nodal office.

Annexure AU-11

Status of pending Grievance Raised Against PAO

Sr. No.	PAO Reg. No.	PAO Reg. No.	PAO Name	Total Pending Grievance	Grievance pending for more than 90 days out of Total Pending Grievances
1	3000071	2012776	Area Accounts Office, Shillong	1	1



Annexure AU 12 ✓

Superannuation cases pending withdrawal

Sr. No.	PrAO Reg. No.	PAO Reg. No.	PAO Name	PRAN No.	Subscriber Name	Date of Retirement	Claim ID	Claim Generation date
1	3000071	2012776	Area Accounts Office, Shillong	110040326493	SHRI THOGESWAR KALITA	9/30/2016	1610535040	2/29/2016

## Annexure AU 14

## Rejection of SCF in NPSCAN

Sr. No.	PrAO Reg. No.	PAO Reg. No.	PAO Office Name	Transaction ID/File Reference No.	SCF Rejection Month	Reason for Rejection/Cancellation
1	3000071	2012776	Area Accounts Office, Shillong	928489	July-2016	i. Nodal office mapping does not exist ii. PRAN does not exist iii. Status of PRAN is inactive
2	3000071	2012776	Area Accounts Office, Shillong	928741	July-2016	Contribution already uploaded
3	3000071	2023324	Accounts Office GE (A/F), Borjar	929633	July-2016	File for this batch id is already uploaded
4	3000071	2023324	Accounts Office GE (A/F), Borjar	929635	July-2016	Contribution already uploaded
5	3000071	2023324	Accounts Office GE (A/F), Borjar	929636	July-2016	File for this batch id is already uploaded
6	3000071	2023361	Office of the AO GE (AF), Chabua	917977	July-2016	Contribution already uploaded
7	3000071	2023420	Accounts Office (GE), Silchar	917427	July-2016	Contribution already uploaded
8	3000071	2024923	Accounts Office (GE), 869 EWS, Imphal	931469	July-2016	Contribution already uploaded
9	3000071	2024956	Account Office (GE), 859 EWS, Arunachal Pradesh	927122	July-2016	Contribution already uploaded

Annexure AU 19

Online withdrawal request pending for authorisation

Sr. No.	PAO Reg. No.	PAO Reg. No.	PAO Name	PRAN No.	Subscriber Name	Request Initiation/Maker Date	Claim ID	Status
1	3000071	2012776	Area Accounts Office, Shillong	111000952492	KHUKAN ROY	6/3/2016	1610338692	Withdrawal Request is yet to authorised by Nodal Office