

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- XXV

Dated: 18.12.2015.

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: QUARTERLY UPDATE ON PAOs PERFORMANCE.**

In the quarterly update/status on PAOs performance received vide NSDL letter No. MK/BD/201581038 dated- 18.11.2015.

**1. WITHDRAWAL STATUS UPDATE:** As per NSDL ibid letter, Nine (09) 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.

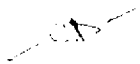
**2. GRIEVANCES RAISED AGAINST PAOs PENDING RESOLUTION:** As per the PFRDA (Redressal of Subscriber Grievance) Regulations, 2015 every grievance should be resolved and a final reply should be provided to the complainant within stipulated time. A summary of grievances raised against the underlying PAOs and pending for resolution has been provided as **ANNEXURE AU-II**. You are therefore advised to ensure resolution of this grievances at the earliest. Further, an alert for Nodal Offices in the form of a "pop up window" for resolution of pending grievances has been developed in the CRA system. This pop up will serve as a remainder to all Nodal Offices, which have any grievance pending for resolution beyond 30 days days in the Central Grievance Management System (CGMS) module till the resolution of such pending grievances.

**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 October 2015 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).*

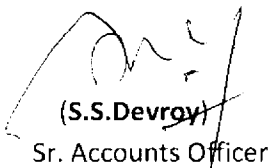
Enclosure: As above.

  
(S.S.Devroy)  
Sr. Accounts Officer

Copy to:

The officer incharge  
EDP Section  
(Local)

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

  
(S.S.Devroy)  
Sr. Accounts Officer

## Annexure AU 1

Outstanding Withdrawal Requests kept On Hold/Rejected due to multiple discrepancies observed

Sr. No.	PrAO Reg. No.	PAO Reg. No.	PAO Name	PRAN	Subscriber Name	Withdrawal Type	Status	Discrepancy Remarks
1	3000071	2012776	Area Accounts Office, Shillong	110040347103	M AMUYAJMA SINGH	Superannuation	On Hold	KYC Certification (Annexure I) not submitted by mapped Nodal Office#
2	3000071	2012776	Area Accounts Office, Shillong	110002197825	SARFUDDIN AHMED	Pre Mature-Exit	On Hold	Proof of Identify not attested by mapped Nodal Office#Proof of Address not attested by mapped Nodal Office#1.As per CRA records, name of the Subscriber is SARFUDDIN AHMED. However, KYC documents (Driving Licence) submitted are in the name of SARAFUDDIN AHMED. Hence, we require a confirmation from mapped Nodal Office stating that SARFUDDIN AHMED and SARAFUDDIN AHMED is one and the same person. (No Affidavit),2.KYC documents (Driving License) are not attested by mapped Nodal Office.
3	3000071	2012776	Area Accounts Office, Shillong	110010345507	L MAR AO	Death	On Hold	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.
4	3000071	2012776	Area Accounts Office, Shillong	110000345290	UDAY SINGH	Death	On Hold	Confirmation from Nodal Office that no family pension/disability pension has been paid to the family member of the deceased subscriber not submitted#1. Bank Proof provided by Claimant2 (SATAYVIR SINGH) not attested by mapped nodal office and Bank IFS Code not mention on it. For Bank Proof, "Cancelled Cheque" (having Claimant's Name, Bank Account Number and IFS Code) or "Bank Certificate" on Bank Letterhead having Claimant's Name, Bank Account Number and IFS Code required to be submitted. "Copy of Bank Passbook" can be accepted, however it should have Claimant's Photo on it and it should be self attested by the Claimant and by the mapped Nodal Office.,,2.Claimant2 (SATAYVIR SINGH) photograph not self attested, kindly resubmit the withdrawal form page no 3 with self attested photograph by claimant.,,3.As per CRA records, name of the Claimant is SATAYVIR SINGH. However, Withdrawal form, KYC documents (Aadhar Card) and Bank Passbook submitted are in the name of SATVIR SINGH, SATYAVIR and SATVIR. Hence, we require a confirmation from mapped Nodal Office stating that SATAYVIR SINGH, SATVIR SINGH, SATYAVIR and SATVIR is one and the same person.
5	3000071	2012776	Area Accounts Office, Shillong	110080345171	KARTIK DEB	Death	On Hold	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.
6	3000071	2012776	Area Accounts Office, Shillong	110020345160	DONDOR LYNGDOH	Death	On Hold	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).
7	3000071	2012776	Area Accounts Office, Shillong	110020345496	NABANITA KALITA	Death	On Hold	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 member's 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. 4. As per PFRDA directive, 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). 5. Deceased Subscriber was Non-IRA Compliant. Hence, Nodal Office is required to submit the duly authorized IRA Compliance Certificate
8	3000071	2012776	Area Accounts Office, Shillong	110070345311	LILADHAR BORAH	Death	On Hold	Confirmation from Nodal Office that no family pension/disability pension has been paid to the family member of the deceased subscriber not submitted#
9	3000071	2012776	Area Accounts Office, Shillong	110091065011	PRATAP BORGHAIN	Death	On Hold	IFS Code not provided on the Bank proof submitted#Revenue Stamp not affixed on the Advanced Stamped Receipt of Withdrawal form#Proof of Identity not submitted with the Withdrawal form#Proof of Address not submitted with the Withdrawal form#Claimant no 2 SANTOSH KUMAR BORGHAIN photograph is not present on withdrawal form.Claimant no 3 JAGDISH CHANDRA BORGHAIN photograph is not present on withdrawal form.

## Status of pending Grievance Raised Against PAO

Sr. No.	PrAO 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	2	