

Office of the CDA, "Udayan Vihar", Narangi, Guwahati - 781 171 (Assam).
Ph No. (0361) 2640394 Ext 223, Fax No. (0361) 2640204,
E-Mail :- cda-guw@nic.in, WAN Address :- ftp://10.48.33.2, Website :-
www.cdaguwahati.gov.in

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

Dated: 19.08.2015.

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. AS/MK/BD/201548522 dated- 13.07.2015.

1.COMPLIANCE TO THE PFRDA (REDRESSAL OF SUBSCRIBER GRIEVANCE)

REGULATIONS, 2015: As per Pension Fund Regulatory and Development authority (PFRDA) Regulations (Jan 29,2015), all NPS intermediaries are required to formulate a two level grievance redressal policy detailing the systems and procedures for receiving, registering and resolving all grievances within definite timelines. The policy should lay down the framework for establishment of organizational structure for handling of grievances at multiple levels i.e Chief Grievance Redressal Officer at PrAO and a grievance redressal officer at PAO level.You may refer Grievance Redressal Policy of CRA available on NSDL website www.npscan.nsdl.co.in (under the menu Subscriber Corner>Grievance Redressal) for better understanding in this regard. For further details you may refer the Regulations available on the website www.pfrda.org under the menu Regulatory Framework.

2. VOLUNTARY CONTRIBUTION IN TIER-I: As per the announcement made in the budget for FY-2015-2016, subscribers who are mandatorily covered under NPScan now make voluntary investment in their PRAN (Tier-I) account. This additional investment to an extent of Rs.50000/- can be claimed for tax exemption by the subscriber under the applicable sections of the Income tax act, 1961. To avail this benefit, a subscriber can approach any POP-Service Provider (POP-SP) for making additional investment in their PRAN (Tier -I) account. A non NPS subscriber may also avail this benefit by opening a Tier-I account with a POP of his/her choice. The process of opening a Tier-I account is available on nsdl website www.npscra.nsdl.co.in.

3. ONLINE WITHDRAWAL REQUEST: PFRDA has made it mandatory for the Nodal Offices to process all the withdrawal requests of the underlying subscribers on the online platform available on CRA website (www.cra-nsdl.com) from April 1, 2015. Further, PFRDA has also simplified documentary requirements for processing withdrawal cases of

Government sector subscribers. Accordingly, PAOs/CDDOs can now submit a KYC certification in a specified format in lieu of the proof of identity, proof of the address and bank proof along with withdrawal request. Also requirement of original PAN card and original Death Certificate has been done away with.

In case of superannuation and premature withdrawal, Nodal offices are now required to send Withdrawal Forms generated from the CRA system (Print out of the form generated from the CRA system after submission of request) along with the necessary supporting documents to NPS Claim Processing cell for processing of the withdrawal request.

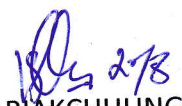
3. CREDIT ANALYSIS : (Annexure QU6 and QU7) To ascertain regularity of contribution upload by Nodal Offices, analysis has been conducted of the contribution credits received by the subscribers (PRANs generated till June 30,2014) during the past 12 months. Ideally all NPS subscribers should have received at least 10 credits till May 31, 2015. This analysis excludes arrear contribution. During the analysis it has been observed that 48 PRANs have not received a single credit for the past 12 months. The no of PRANs getting credits is enclosed as **Annexure QU7**.

The analysis also reveals that there are subscribers who have not received a single contribution till date (regular+arrear) since the date of PRAN generation. A PAO wise list of such subscribers is enclosed as **Annexure QU6**. You are therefore advised to look into these cases for timely credit to the subscribers account.

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.

For any further assistance or clarification, your office may contact Mr. Mandar Karlekar (Tel. 022-24994651, Email ID - mandark@nsdl.co.in) or Mr. Prasenjit Mukherjee (Tel. 022-24994565, Email ID - prasenjitm@nsdl.co.in)

Enclosure: ANNEXURE-QU6 & QU7


(K. LALBIAKCHHUNGA)
Asstt. Controller

Annexure QU - 6

List of Subscribers with zero credit

Sr. No.	PrAO Reg. No.	PAO Reg. No.	PAO Office Name	Sub_PRAN	Sub_Name	Status of PRANs
1	3000071	2012776	Area Accounts Office, Shillong	110004739610	SAKUNTALA REE	-
2	3000071	2012776	Area Accounts Office, Shillong	111004738806	KEDAR THAKUR	-
3	3000071	2012776	Area Accounts Office, Shillong	110034192523	PRAKASH BARUAH	-
4	3000071	2012776	Area Accounts Office, Shillong	110014192524	BHARAT BORAH	-
5	3000071	2012776	Area Accounts Office, Shillong	110004675763	PRABU S S	-
6	3000071	2012776	Area Accounts Office, Shillong	110094675764	DURGESH KUMAR SWARNAKAR	-
7	3000071	2012776	Area Accounts Office, Shillong	110074739609	RAJESH KUMAR	-
8	3000071	2012776	Area Accounts Office, Shillong	110011054225	RUBUL ALI	Not Applicable
9	3000071	2012776	Area Accounts Office, Shillong	110080991956	HALMA BEGUM LASKAR	Not Applicable

Annexure QU - 7

PAO wise status of contribution credits received during the period July 2014 - June 2015

Sr. No.	PAO Reg. No.	PAO Name	Associated PRANs as on June 30, 2014	Regular Contributions Credited between July 2014 - June 2015											
				No	One	Two	Three	Four	Five	Six	Seven	Eight	Nine	Ten	Eleven
1	3000071	MO, CDA, Guwahati	114	2					1	1		1	2	4	103
2	3000071	PAO (ORs), AIC, Shillong	22	1			1								
3	3000071	PAO (ORs), 58 GTC, Shillong	11												1
4	3000071	Area Accounts Office, Shillong	1541	29	2	1	3	4	3	7	25	261	136	173	897
5	3000071	Asst Accounts Office (GE) 583 EP, Guwahati	1			1							1	85	
6	3000071	Accounts Office [GE], Shillong	89	1				1				1	1		8
7	3000071	Office of the AO GE (AF), Tezpur	8												45
8	3000071	Accounts Office GE (A/F), Borjar	47	1							1				17
9	3000071	Accounts Office, AGE(I) Rangiya	17												15
10	3000071	Accounts Office, GE Narangi	15												55
11	3000071	Accounts Office A.G.E. (I), Umroi	56	1											19
12	3000071	Office of the AO GE (AF), Chabua	19												8
13	3000071	Accounts Office, GE Missamari	8											1	66
14	3000071	Accounts Office GE (I) Air Force, Shillong	69	1											27
15	3000071	Accounts Office, GE (AF), Jorhat	29	1	1										27
16	3000071	Accounts Office (GE), Tezpur	28	1											39
17	3000071	Accounts Office, GE Dijnan	39												45
18	3000071	Accounts Office (GE), Silchar	45											1	20
19	3000071	Accounts Office, GE Guwahati	21											8	17
20	3000071	Accounts Office, AGE(I) Lekhapani	10	2											26
21	3000071	Accounts Office AGE (I), Kumbhirgram	17										1		30
22	3000071	Accounts Office (GE), Jorhat	31	4									1		40
23	3000071	Accounts Office (GE), 868 EWS, Nagaland	32	1											3
24	3000071	Accounts Office (GE), 869 EWS, Imphal	40												23
25	3000071	Account Office (GE), 586 EP, Guwahati	3												
26	3000071	Accounts Office, AGE (I), Agartala	25	1		1									
27	3000071	Account Office (GE), 859 EWS, Arunachal Pradesh	15	2											13

Note : The Annexure contains details of Non Flagged Subscribers only.