

Annexure_Pending Withdrawal Authorisation

PrAO Reg. No.	PAO Reg. No.	PAO Office	Subscriber PRAN	Withdrawal Type	Acknowledgement ID	Request Initiation Date
3000071	2000283	MO, CDA, Guwahati	110091796084	Partial (Conditional)	1000020688	01/12/2018
3000071	2012776	Area Accounts Office, Shillong	110090345131	Partial (Conditional)	1000000012	19/05/2016
3000071	2012776	Area Accounts Office, Shillong	110070345258	Partial (Conditional)	1000001857	30/06/2017
3000071	2012776	Area Accounts Office, Shillong	110031038878	Partial (Conditional)	1000007264	23/03/2018
3000071	2012776	Area Accounts Office, Shillong	110000814099	Partial (Conditional)	1000008246	13/04/2018
3000071	2012776	Area Accounts Office, Shillong	110050345598	Partial (Conditional)	1000009467	10/05/2018
3000071	2012776	Area Accounts Office, Shillong	110031601234	Partial (Conditional)	1000012982	17/07/2018
3000071	2012776	Area Accounts Office, Shillong	110011084115	Partial (Conditional)	1000013258	23/07/2018
3000071	2012776	Area Accounts Office, Shillong	110060345530	Partial (Conditional)	1000016339	18/09/2018
3000071	2012776	Area Accounts Office, Shillong	110080345607	Partial (Conditional)	1000016412	20/09/2018
3000071	2012776	Area Accounts Office, Shillong	110080345199	Partial (Conditional)	1000019741	15/11/2018
3000071	2012776	Area Accounts Office, Shillong	110043658139	Partial (Conditional)	1000024941	25/01/2019
3000071	2023416	Accounts Office, GE Dinjan	110033258218	Partial (Conditional)	1000009613	14/05/2018

Annexure_Non IRA PRANs

Reg. No.	PAO Reg. No.	PAO Name	Subscriber PRAN	Remarks
0000071	2000283	MO, CDA, Guwahati	110010423204	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110000345175	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110010345457	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110010345507	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110010345510	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110020345496	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110040345464	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110050345097	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110060540494	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110080345137	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110080345171	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	110090345694	Non IRA PRANs (De-active) with balances
3000071	2012776	Area Accounts Office, Shillong	111000345234	Non IRA PRANs (De-active) with balances
3000071	2024890	Accounts Office AGE (I), Kumbhirgram	110090345128	Non IRA PRANs (De-active) with balances

Annexure_Pending Grievances

PrAO Reg. No.	PAO Reg. No.	PAO Name	Subscriber PRAN	Grievance Token No.	Grievance Logged Date	Grievance Text
3000071	2024945	Accounts Office, AGE (I), Agartala	110073692538	10382919	22/07/2018	All contributions for the month of April 2016, may 2016, Nov 2016, April 2017, Aug 2017 and Oct 2017 have not been credited by PAO and DDO inspite of many requested by us. They are always ignoring the same and Did not give any amicable response by PAO and DDO. You are requested to credited the same because the said contributions have already been deducted by PAO and DDO time to time. You are earnestly look into the matter and update our NPS account so as to all missing contributions to reflect our Respective PRAN ACCOUNT at the earliest. Now We are suffering and getting many troubles for non credit our contributions time to time by PAO.
3000071	2024945	Accounts Office, AGE (I), Agartala	110043397935	10384231	27/07/2018	All contributions for the month of April 2017, Aug 2017 and Oct 2017 have not been credited by PAO and DDO inspite of many requested by us. They are always ignoring the same and Did not give any amicable response by PAO and DDO. You are requested to credited the same because the said contributions have already been deducted by PAO and DDO time to time. You are earnestly look into the matter and update our NPS account so as to all missing contributions to reflect our Respective PRAN ACCOUNT at the earliest. Now We are suffering and getting many troubles for non credit our contributions time to time by PAO.
3000071	2024945	Accounts Office, AGE (I), Agartala	110000423132	10385882	01/08/2018	Sub: Non-deposit of monthly NPS subscriptions in PRAN. 110000423132 Ref: Submission of my earlier application, dated 12 June 2018 Sir, Kindly refer to submission of my earlier application, dated 12 June 2018 lodging a complaint on the subject mentioned above with a request to take up immediate remedial action on the matter. But, even after completion of more than 1(one) month of lodging my said complaint on the issue, no corrective measures have been taken up yet from your office as reflected in my latest PRAN statement which is a matter of serious worry for me. Under the circumstances, you are humbly reminded to arrange to take immediate corrective measures so that my contributed share of monthly NPS subscriptions and DA arrears for the following periods are deposited in my PRAN along with admissible interest without further delay. Non-deposit of monthly NPS subscription and DA arrear Sl. No.Name of months 1.April, May and November 2016DA Twice in 2016 2.April, August and October 2017DA Twice in 2017 Looking forward to your kind cooperation and favourable action in this regard at the earliest. Thanking you.

Annexure_Pending Grievances

PrAO Reg. No.	PAO Reg. No.	PAO Name	Subscriber PRAN	Grievance Token No.	Grievance Logged Date	Grievance Text
3000071	2024945	Accounts Office, AGE (I), Agartala	110003692536	10371969	16/06/2018	<p>Sub: Complaint regarding non-deposit of NPS subscriptions in PRAN: request for immediate remedial action-thereof. Sir, With reference to the subject cited above, I am to bring to your kind notice that it has been detected from my NPS Transaction statement for Tier I Account that the monthly NPS subscriptions and DA arrears which were supposed to be deposited into my allotted Permanent Retirement Account Number (PRAN) have not been deposited yet, although it was deducted from my salary for the following periods. Non-deposit of monthly NPS subscription and DA arrear SI.NoName of months 1)April, May and November 2016 2)April, August and October 2016 DA 1) Twice in 2016 2) Twice in 2017 The above mentioned serious lapse repeatedly on the part of the concerned office would have caused me huge financial loss and other relevant pensionary benefits, had I not detected the same at this stage. Moreover, there is every chance of repeating the same mistake in future. Such actions as mentioned above have created a sort of fear psychosis in me insofar as financial transactions are concerned. Under the circumstances, your good office is requested to kindly look into the matter on priority and take necessary remedial measure/action so that the</p>
3000071	2024945	Accounts Office, AGE (I), Agartala	110073692524	10371962	16/06/2018	<p>Sub: Complaint regarding non-deposit of NPS subscriptions in PRAN: request for immediate remedial action-thereof. Sir, With reference to the subject cited above, I am to bring to your kind notice that it has been detected from my NPS Transaction statement for Tier I Account that the monthly NPS subscriptions and DA arrears which were supposed to be deposited into my allotted Permanent Retirement Account Number (PRAN) have not been deposited yet, although it was deducted from my salary for the following periods. Non-deposit of monthly NPS subscription and DA arrear SI.No Name of months 1 April, May and November 2016 2 April, August and October 2016 DA 1) Twice in 2016 2) Twice in 2017 The above mentioned serious lapse repeatedly on the part of the concerned office would have caused me huge financial loss and other relevant pensionary benefits, had I not detected the same at this stage. Moreover, there is every chance of repeating the same mistake in future. Such actions as mentioned above have created a sort of fear psychosis in me insofar as financial transactions are concerned. Under the circumstances, your good office is requested to kindly look into the matter on priority and take necessary remedial measure/action so that the</p>

Annexure_Pending Grievances

PAO Reg. No.	PAO Reg. No.	PAO Name	Subscriber PRAN	Grievance Token No.	Grievance Logged Date	Grievance Text
3000071	2024945	Accounts Office, AGE (I), Agartala	110003692522	10381608	18/07/2018	All contributions for the month of April 2016, may 2016, Nov 2016, April 2017, Aug 2017 and Oct 2017 have not been credited by PAO and DDO inspite of many requested by us. They are always ignoring the same and Did not give any amicable response by PAO and DDO. You are requested to credit the same because the said contributions have already been deducted from our Salary by PAO and DDO time to time. Your are earnestly requested to look into the matter seriously being a financial matter and update our NPS account so as to all missing contributions to reflect our respective PRAN ACCOUNT. Now We are hardship suffering and getting many troubles for non credit our already deducted contributions time to time by PAO.
3000071	2024945	Accounts Office, AGE (I), Agartala	110003692522	10381607	18/07/2018	All contributions for the month of April 2016, may 2016, Nov 2016, April 2017, Aug 2017 and Oct 2017 have not been credited by PAO and DDO inspite of many requested by us. They are always ignoring the same and Did not give any amicable response by PAO and DDO. You are requested to credited the same because the said contributions have already been deducted by PAO and DDO time to time. You are earnestly look into the matter and update our NPS account so as to all missing contributions to reflect our Respective PRAN ACCOUNT at the earliest. Now We are suffering and getting many troubles for non credit our contributions time to time by PAO.
3000071	2024945	Accounts Office, AGE (I), Agartala	110073692538	10382920	22/07/2018	All contributions for the month of April 2016, may 2016, Nov 2016, April 2017, Aug 2017 and Oct 2017 have not been credited by PAO and DDO inspite of many requested by us. They are always ignoring the same and Did not give any amicable response by PAO and DDO. You are requested to credited the same because the said contributions have already been deducted by PAO and DDO time to time. You are earnestly look into the matter and update our NPS account so as to all missing contributions to reflect our Respective PRAN ACCOUNT at the earliest. Now We are suffering and getting many troubles for non credit our contributions time to time by PAO.

Annexure_Pending Grievances

PrAO Reg. No.	PAO Reg. No.	PAO Name	Subscriber PRAN	Grievance Token No.	Grievance Logged Date	Grievance Text
3000071	2024945	Accounts Office, AGE (I), Agartala	110053692525	10371428	14/06/2018	<p>Sub: Complaint regarding non-deposit of monthly NPS subscriptions in PRAN: request for immediate remedial action ¶ thereof. Sir, With reference to the subject cited above, I am to bring to your kind notice that it has been detected from my NPS Transaction statement for Tier I Account that the monthly NPS subscriptions and DA arrears which were supposed to be deposited into my allotted Permanent Retirement Account Number (PRAN) have not been deposited yet, although it was deducted from my salary every month for the following periods. The relevant NPS Transaction statements for Tier I Account are enclosed herewith for ready reference. Non-deposit of monthly NPS subscription and DA arrear Sl. No. Name of months DA 1.April, May and November 2016Twice in 2016 2.April, August and October 2017Twice in 2017 The above mentioned serious lapse repeatedly on the part of the concerned office would have caused me huge financial loss and other relevant pensionary benefits, had I not detected the same at this stage. Moreover, there is every chance of repeating the same mistake in future. Such actions as mentioned above have created a sort of fear psychosis in me insofar as financial transactions are concerned. Under the circumstances, your good office is requested to</p>
3000071	2024945	Accounts Office, AGE (I), Agartala	110053692525	10371312	14/06/2018	<p>Sub: Complaint regarding non-deposit of monthly NPS subscriptions in PRAN: request for immediate remedial action ¶ thereof. Sir, With reference to the subject cited above, I am to bring to your kind notice that it has been detected from my NPS Transaction statement for Tier I Account that the monthly NPS subscriptions and DA arrears which were supposed to be deposited into my allotted Permanent Retirement Account Number (PRAN) have not been deposited yet, although it was deducted from my salary every month for the following periods. The relevant NPS Transaction statements for Tier I Account are enclosed herewith for ready reference. Non-deposit of monthly NPS subscription and DA arrear Sl. No. Name of months DA 1.April, May and November 2013Twice in 2013 2.April, August and October 2014Twice in 2014 3.April, August and October 2015Twice in 2015 4.April, August and October 2016Twice in 2016 5.April, August and October 2017Twice in 2017 The above mentioned serious lapse repeatedly on the part of the concerned office would have caused me huge financial loss and other relevant pensionary benefits, had I not detected the same at this stage. Moreover, there is every chance of repeating the same mistake in future. Such actions as mentioned above have created a sort of</p>

Annexure_Pending Grievances

PrAO Reg. No.	PAO Reg. No.	PAO Name	Subscriber PRAN	Grievance Token No.	Grievance Logged Date	Grievance Text
3000071	2012776	Area Accounts Office, Shillong	110162698419	10437689	26/01/2019	My back amount not deposit in my PRAN account from 27 Dec.2016 to 31 July 2018 please deposit my balance amount
3000071	2012776	Area Accounts Office, Shillong	110050882777	10437745	26/01/2019	informed me on email that cont for dec 18 has been credited but neither the amt shows nor any email/msg recd till today. please do needful.
3000071	2023302	Accounts Office [GE], Shillong	110182737721	10428679	09/01/2019	Respected Sir, My subscription Rs. 4426/-for the month of Sep 2018 is not included NPS account
3000071	2024945	Accounts Office, AGE (I), Agartala	110000423132	10370693	12/06/2018	<p>Sir, With reference to the subject cited above, I am to bring to your kind notice that it has been detected from my NPS Transaction statement for Tier I Account that the monthly NPS subscriptions and DA arrears which were supposed to be deposited into my allotted Permanent Retirement Account Number (PRAN) 110000423132 have not been deposited yet, although it was deducted from my salary for the following periods. The relevant NPS Transaction statements for Tier I Account are enclosed herewith for ready reference. Non-deposit of monthly NPS subscription and DA arrear SI. Name of months DA No. 1.April, May and November 2016Twice in 2016 2.April, August and October 2017Twice in 2017 The above mentioned serious lapse repeatedly on the part of the concerned office would have caused me huge financial loss and other relevant pensionary benefits, had I not detected the same at this stage. Moreover, there is every chance of repeating the same mistake in future. Such actions as mentioned above have created a sort of fear psychosis in me insofar as financial transactions are concerned. Under the circumstances, your good office is requested to kindly look into the matter on priority and take necessary remedial measure/action so that the</p>

Annexure_Delay in PRAN Generation

PrAO Reg. No.	PAO Reg. No.	PAO Name	61 to 90 Days	91 to 180 Days	Beyond 180 Days	Total
000071	2000283	MO, CDA, Guwahati				
000071	2012776	Area Accounts Office, Shillong	12	44	12	68
000071	2023302	Accounts Office [GE], Shillong	4	6	102	112
000071	2023313	Office of the AO GE (AF), Tezpur	0	0	37	37
000071	2023383	Accounts Office GE (I) Air Force, Shillong	0	1	0	1
000071	2023394	Accounts Office, GE (AF), Jorhat	0	0	23	23
000071	2023416	Accounts Office, GE Dinjan	0	0	6	6
000071	2023442	Accounts Office, AGE(I) Lekhapani	0	0	12	12
000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	0	1	0	1
000071	2040975	Accounts Office (GE), 868 EWS, Nagaland	0	0	3	3
000071	2040975	PAO, Accounts Office Garrison Engineer 872 EWS, Dhemaji	0	1	3	4
000071	2043145	PAO, Office Of The Assistant Accounts Officer Age(I), Tawang	0	0	1	1

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	1	53	3
3000071	2000294	PAO (ORs), ARC, Shillong	0	3	2
3000071	2012776	Area Accounts Office, Shillong	176	1341	60
3000071	2023291	Asstt Accounts Office (GE) 583 EP, Guwahati	1	1	0
3000071	2023302	Accounts Office [GE], Shillong	7	78	13
3000071	2023313	Office of the AO GE (AF), Tezpur	0	7	1
3000071	2023324	Accounts Office GE (A/F), Borjar	1	45	0
3000071	2023335	Accounts Office, AGE(I) Rangiya	1	19	1
3000071	2023346	Accounts Office, GE Narangi	0	13	0
3000071	2023350	Accounts Office A.G.E. (I), Umroi	1	71	7
3000071	2023361	Office of the AO GE (AF), Chabua	2	19	1
3000071	2023372	Accounts Office, GE Missamari	0	7	1
3000071	2023383	Accounts Office GE (I) Air Force, Shillong	2	53	2
3000071	2023394	Accounts Office, GE (AF), Jorhat	0	25	1
3000071	2023405	Accounts Office (GE), Tezpur	7	26	2
3000071	2023416	Accounts Office, GE Dinjan	1	24	1
3000071	2023420	Accounts Office (GE), Silchar	9	40	0
3000071	2023431	Accounts Office, GE Guwahati	0	28	8
3000071	2023442	Accounts Office, AGE(I) Lekhapani	0	8	3
3000071	2024890	Accounts Office AGE (I), Kumbhirgram	0	8	0
3000071	2024901	Accounts Office (GE), Jorhat	3	21	1
3000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	3	33	7
3000071	2024923	Accounts Office (GE), 869 EWS, Imphal	0	4	0
3000071	2024934	Account Office (GE), 586 EP, Guwahati	0	2	0
3000071	2024945	Accounts Office, AGE (I), Agartala	0	5	1
3000071	2024956	Account Office (GE), 859 EWS, Arunachal Pradesh	2	7	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	12	0

Annexure_Sub Coverage

PrAO Reg. No.	PAO Reg. No.	PAO Office	Count of underlying Subscribers			Count of unique Subscribers receiving Regular Credit			% Subscriber Coverage		
			Nov_20 18	Dec_20 18	Jan_201 9	Nov_20 18	Dec_20 18	Jan_201 9	Nov_2018	Dec_201 8	Jan_2019
3000071	2000283	MO, CDA, Guwahati	283	284	291	251	277	0	88.69%	97.54%	0.00%
3000071	2000294	PAO (ORs), ARC, Shillong	12	12	12	11	11	11	91.67%	91.67%	91.67%
3000071	2012776	Area Accounts Office, Shillong	2192	2186	2175	1360	1110	0	62.04%	50.78%	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	150	150	153	139	146	0	92.67%	97.33%	0.00%
3000071	2023313	Office of the AO GE (AF), Tezpur	35	36	36	35	35	35	100.00%	97.22%	97.22%
3000071	2023324	Accounts Office GE (A/F), Borjar	72	72	72	72	72	35	100.00%	100.00%	48.61%
3000071	2023335	Accounts Office, AGE(I) Rangiya	38	38	39	37	38	0	97.37%	100.00%	0.00%
3000071	2023346	Accounts Office, GE Narangi	26	26	27	26	26	27	100.00%	100.00%	100.00%
3000071	2023350	Accounts Office A.G.E. (I), Umroi	111	111	111	110	110	0	99.10%	99.10%	0.00%
3000071	2023361	Office of the AO GE (AF), Chabua	42	42	42	40	40	40	95.24%	95.24%	95.24%
3000071	2023372	Accounts Office, GE Missamari	28	28	28	25	25	25	89.29%	89.29%	89.29%
3000071	2023383	Accounts Office GE (I) Air Force, Shillong	168	168	167	148	0	0	88.10%	0.00%	0.00%
3000071	2023394	Accounts Office, GE (AF), Jorhat	46	45	45	43	43	0	93.48%	95.56%	0.00%
3000071	2023405	Accounts Office (GE), Tezpur	84	84	83	79	78	78	94.05%	92.86%	93.98%
3000071	2023416	Accounts Office, GE Dinjan	41	41	53	40	40	52	97.56%	97.56%	98.11%
3000071	2023420	Accounts Office (GE), Silchar	84	84	84	83	82	82	98.81%	97.62%	97.62%
3000071	2023431	Accounts Office, GE Guwahati	38	38	38	38	38	0	100.00%	100.00%	0.00%
3000071	2023442	Accounts Office, AGE(I) Lekhapani	16	17	17	11	11	11	68.75%	64.71%	64.71%
3000071	2024890	Accounts Office AGE (I), Kumbhirgram	33	33	32	33	33	0	100.00%	100.00%	0.00%
3000071	2024901	Accounts Office (GE), Jorhat	37	37	37	32	32	0	86.49%	86.49%	0.00%
3000071	2024912	Accounts Office (GE), 868 EWS, Nagaland	57	60	60	54	54	0	94.74%	90.00%	0.00%
3000071	2024923	Accounts Office (GE), 869 EWS, Imphal	89	89	89	87	87	87	97.75%	97.75%	97.75%
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	19	19	19	16	16	0	84.21%	84.21%	0.00%
3000071	2024956	Account Office (GE), 859 EWS, Arunachal Pradesh	37	37	37	36	35	0	97.30%	94.59%	0.00%
3000071	2040975	PAO, Accounts Office Garrison Engineer 872 EWS, Dhemaaji	11	12	14	10	10	0	90.91%	83.33%	0.00%
3000071	2043145	PAO, Office Of The Assistant Accounts Officer Age(I), Tawang	42	43	43	42	41	0	100.00%	95.35%	0.00%



रक्षा लेखा नियंत्रक का कार्यालय, गुवाहाटी उदयन विहार, नारंगी, गुवाहाटी-781171
OFFICE OF THE CONTROLLER OF DEFENCE ACCOUNTS UDAYAN VIHAR, NARANGI,
GUWAHATI: 781171.
ई-मेल/e-mail:cda-guw@.nic.in फैक्स/FAX:0361-2640204 फोन/Ph: 0361-2640394, 2641142.



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

Date:10.04.2019

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 FEBRUARY, 2019.**

REFERENCE: HQRs office CGDA letter no. AT-II/NPS/PAOs Performance dated 03.04.2019.

The monthly update/status on PAOs performance received vide NSDL letter No. AS/RN/VH/20194117 dated- 14.02.2019 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 August 2018 to January 2019 is 271. 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 14 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 November, 2018 the percentage of Subscriber coverage was 75.42%, however it decreased to 65.71% in the month of December

2018 and further to 12.66 % in the month of January 2019. 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. Still 14 grievances are still pending for a duration ranging from a month to 6 to 12 months. It is requested to take necessary action to resolve the Grievance at the earliest.

6. **Online Withdrawal :** As per NSDL 14 withdrawal requests (**Annexure_pending Withdrawal Authorization**) are pending for authorization by the associated PAOs which also includes 13 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 it is 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.

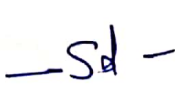
In case any further assistance or clarification required in this regard, you may contact Mr. Vijay hegde at 022-24994298 (e-mail ID- vijayh@nsdl.co.in) or Mr. Rajneesh Nangia at 022-24994294 (e-mail ID- Rajneeshn@nsdl.co.in).

Enclosure: As above.


(J. N. Doley)
Deputy Controller

Copy to:
1. The officer in charge
EDP Section
(Local)

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


(J. N. Doley)
Deputy Controller